Resident Engagement Model for Monterey County Behavioral Health

Mental Health Services Act

The Mental Health Services Act (MHSA) is one of the funding sources available to Monterey County Behavioral Health (MCBH). Counties are required to develop a 3-Year Program & Expenditure Plan and subsequent Annual Updates that provide information regarding services supported by MHSA funds. These documents must be developed with local stakeholder input/feedback. Once the draft document is produced, it is posted and circulated for a 30-day Public Comment period, which culminates in a Public Hearing conducted by the Monterey County Behavioral Health Commission. The document is then finalized and forwarded to the Board of Supervisors for adoption.

Public comments in response to the FY19/20 MHSA Annual Update included recommendations for a more robust stakeholder engagement process. The Behavioral Health MHSA team is expanding the stakeholder input to include direct resident engagement activities as described below.

Resident engagement is a community-centered planning approach in which residents have a voice in identifying, planning for and making decisions about the changes they want to see in systems and services.

The purpose of the MHSA community-centered planning is to:

- Collaborate with community members/residents to:
  - Improve the provision of culturally attuned mental health services by MCBH and its contractors,
  - Prioritize strategies to be included under the MHSA Prevention and Early Intervention (PEI) component for FY’s 21-23, and
  - Prioritize strategic initiatives to address unmet community needs for mental health services.

The MHSA resident engagement model includes the following components:

1) MCBH will convene a Planning Team that includes organizations and neighborhood leaders with deep relationships with, and trust within, the populations of interest and who can help convene residents. The Monterey County Board of Supervisors will be invited and asked for consultation to ensure the meetings in each supervisory district will be representative of the demographics of each district. Additionally, MCBH Contractors who are currently funded under Prevention and Early Intervention for outreach will be invited and asked for recommendations to assist with resident engagement and outreach.
a. A survey will be shared with these stakeholders to allow for input in the case a representative cannot attend the planning meeting.

2) MCBH will engage a consultant to provide guidance and facilitation of the community engagement process. The consultant will help MHSA staff define questions and facilitation methods for the community engagement meetings, develop linguistically and culturally accessible information to be provided to residents to help them prepare for meaningful participation, and assist with resident recruitment strategies.

3) The consultant will train meeting facilitators and/or will utilize associates with experience in community engagement. Training will also be provided to scribes to ensure that information is captured consistently and accurately throughout the process.

4) A series of ten (10) facilitated community meetings will occur starting in October, 2019 through December 6, 2019 and will be conducted to include the following:

   a. Five (5) regional meetings to align with the Five Districts of the County of Monterey.

   b. Five (5) meetings to address main areas of disparity as previously identified in the MHSA program evaluation process and vulnerable populations specific to Monterey County. The Behavioral Health Commission (BHC) and the Planning Team will assist in prioritizing the specific populations of focus for these community meetings.

5) Data and community input will be analyzed, and resident recommendations will be shared back to MHSA staff for inclusion in the MHSA 3-Year Program & Expenditure Plan.

6) MCBH will keep residents informed of how recommendations are implemented and share program evaluation data over time. Residents will be asked how they would like to be kept informed and engaged.