



2023-2026 Three Year Community Program Planning  
Community Forum  
Date and Time: Thursday, November 17, 2022 from 11am-12:30pm  
Virtual Meeting via Zoom

Purpose of Forum: **At this event, which is part of the county's Mental Health Services Act (MHSA)** community program planning process, participants will learn the role of Consolidated Planning Advisory Workgroup (CPAW); some history about the committee, discuss the future plan for CPAW and its role in the development of the MHSA services in Contra Costa County. Individuals will also learn how to get involved in CPAW or become a member.

AGENDA

ITEM	WHO	DESIRED OUTCOMES	MIN
1. Welcome, Introduction and Housekeeping, Review Agenda	Mark Mora, Homebase Center for Common Concerns Facilitator	o Welcome and introduction to MHSA Community Forum	10
2. MHSA and the role of the Consolidated Planning and Advisory Workgroup (CPAW Advisory Body): <i>Past, Present and Future</i>	MHSA Staff	o Learn about the MHSA and CPAW o Input on next steps for CPAW	35
3. Listening Session	All	o Opportunity to Share Ideas with County Staff o Q&A	30
4. Survey	All	o Information Gathering	15
5. Conclude		o End of forum	

Guidelines for Forum Participants

The input of all participants in the forum process is highly valued in planning and preparation of Mental Health Services Act (MHSA) funded programs and services. For all voices to be expressed in a productive, safe and respectful environment, the following set of self-governance guidelines are asked of all forum participants:

1. **We are committed to honoring people's time. Please help us by being on time, asking questions, speaking** to the topic at hand and allowing for others to speak.
2. Please keep yourself on mute unless you are speaking.
3. Wait to be recognized, before unmuting yourself, and keep your comments direct and brief.
4. It is okay to disagree, as different perspectives are welcomed and encouraged. Please be polite and respectful and allow for others to voice their views as well.
5. Please refrain from criticizing a specific person or viewpoint in a negative manner during the forum. Outside of the forum, you may connect with MHSA staff for assistance in having your concerns heard and addressed through the appropriate channels.
6. An individual may be asked to leave should they behave in a manner that threatens the safety of any participant or does not honor the terms of these guidelines.



### Additional Resources

1. Contra Costa County MHA website: <https://cchealth.org/mentalhealth/mhsa/>  
For mental health and wellness supports look in the grey box under *Links & Resources* on the site.
3. 211 Contra Costa Database: Call 211 or visit <https://cccc.myresourcedirectory.com/>
4. Contra Costa County Access Line: 1-888-678-7277

### CCBHS Issue Resolution Process

Consumers/clients/peers are encouraged to discuss issues.

1. Please refer to the MHA website should an individual wish to request a review of any issue related to:
  - The MHA Community Program Planning Process
  - Consistency between approved MHA plans and program implementation
  - The provision of MHA funded mental health services
2. Consumers/ clients may also discuss issues regarding their mental health services directly with their provider and may request a Change of Provider for any reason. Consumers dissatisfied with their mental health services in this county may file a grievance at any time without discussing the issue with their provider. Consumers may contact the following people who will assist in resolving complaints:
  - Consumer Assistant (an identified staff person at each program to help with the grievance process)
  - Quality Improvement Coordinator: 925-957-5160
  - Grievance Advocate (not a direct county employee): 925-521-1231. Collect calls are accepted.
  - Consumers may also go to the Problem Resolution Process page: <https://cchealth.org/mentalhealth/problem-resolution.php>

