

## **MHSA Meeting (Spanish Group, Wellness Center)**

**12/11/08**

### **Feedback/Input**

1. Need child care because a lot of people want to come but they kids and are not able to make it due to lack of childcare
2. Should consider hiring members as staff (Spanish speaking) for the CAW position
3. This group should continue because they find here what they can't find in any other place.
4. If it was not for this group I would be in a bad situation...I don't know where I would be.
5. I've learned a lot about family issues at home. But I would like some kind of training so I can look for job in the community.
6. Very thankful for Ms Dominguez. When she came with her problems someone was there. Would like peers support in the community, like a prevention program available to help.
7. This group has two trips per year. They are therapeutic trips. When to Sonora and James Town, and the year before Monterey and the mission in San Bautista. Some people have never crossed the bay bridge and that was a great, therapeutic, and learning experience. Sharing communication and support between each other.
8. No bus was available and only half of the people are able to attend trips. Only once a year, would like the money for these trips.
9. New, first time today...would like more publicity about this program. Has two mentally ill people (suicidal)...would like to know more about these programs.
10. We want to have Dr. Roberto Dance, a psychologist speaker (Spanish and English) he understands the culture. Would like him to talk about mental illness within the Spanish culture. Would like him, at least once, for the group.
11. Want more space, more speakers (once in a while), and expanded activities (especially the therapeutic field trips).
12. "Family Issues" is the group name. We need a plan to protect our kids in the community (gangs). Need a plan to help with the crime amongst our children (gangs). Two kids killed and three assaulted in just one area of Merced, where one of the members lives.
13. This group will brainstorm ideas for an "Innovative" plan to present to the state regarding gang activity.
14. We just want to be heard and some to listen.

**MHSA Meeting (Wellness Center, Los Banos)**  
**12/15/08**  
**Feedback/Input**

1. Need to get the word out to the community that MHSA exists. Solution: updated pamphlets to handout to the community.
2. Would appreciate entertainment and improvement of computers (cables, accessories).
3. Would like to extend the Adult Wellness hours beyond the current closing time of 3:00.
4. One-stop-shop at the new facility on G street. Would like all accessible programs for us, to be located within this location.
5. This place feels like home. Would like transitional housing for a place to reside, on the west side.
6. Please budget for:
  - a. Space for working with Art/Crafts as well as programs for arts and crafts.
  - b. Vending machines.
  - c. Transportation (bus route) for consumers to the new Wellness Center.
  - d. Would like another vehicle (van) for the Center.
7. Would like a person ("Jordan" or "Aaron") to come in and train us on how to work in the community, due to discrimination.

**MHSA Meeting (Exec Staff)**  
**12/15/08**  
**Feedback/Input**

1. Will the public be better versed on what MHSA is?
2. How are we meeting the majority of the funds? This should be made accessible to the public

**MHSA Meeting (Hmong Group, Wellness Center)**  
**12/24/08**  
**Feedback/Input**

1. "I get more help from this Center then I ever had in the past"
2. "I thank all of my sisters who helped me with everything"
3. "My life has been very messy"
4. "Sometime I feel like I want to tell everyone about what I have"
5. "This center is very helpful to me"
6. "Every time I am at home I am depressed a lot"
7. "The moment I drop myself in the center I feel open comfort"
8. Bus trips, van trips to Chinatown and Monterey
9. Wellness Center helps me and helps others

10. The therapy is most helpful to me and my folks, we were very depressed help with a better life.
11. Because I was alone a widow
12. I came here met a lot of folks acquainted
13. A lot of time I need help this is the only resource for help
14. Lonely not knowing many people
15. I have lots of friends now
16. These folks become my brothers and sisters to me
17. I have met staff that can help
18. I have overcome problems
19. We have to learn so many things, it is not easy to acculturate
20. Staff took many places help with anxiety, depression we feel we have a life again
21. Sometimes I have problems understanding, I would like to be here often, transportation
22. I would use each moment wisely
23. Help to get to the hospital
24. Mental health problems
25. Most don't drive or have a car add transportation and you can reach us and bring to places
26. Wellness Center, more trips to San Francisco, Chinatown erase depression, doubt, and bad
27. Habits create new memories
28. People to work with naturalization limited language
29. Cannot pass criteria
30. Very limited to the language
31. "Help with naturalization"
32. Help with the SSI process
33. Support letter from program
34. We need more seats in the van only 2 vans for 13 people
35. More vans to accommodate everyone
36. Continue to keep this center
37. A bigger more space for consumer
38. We love our staff past and present
39. Build good relationship we trust them
40. Wellness Center have things in the language where we can understand or read later at home take back to the community
41. Someone working with us all the time (Hmong staff member)
42. Mr. Lee staff member not enough to fulfill the needs, need someone at the table with us
43. Build relationship, trust, all the time
44. Ocean, Yosemite
45. Felt much better chance to explore things never seen erase
46. Good emotions to move on in life
47. When I got lost the only way I got back to join, I went to the gate where we entered

- 48. Most of us do not have the language we cannot read or write
- 49. I would like a woman who spoke the language to talk and discuss
- 50. More trips
- 51. Staff help SSI processing
- 52. Naturalization limit
- 53. Cutting benefits increase suicidal situation
- 54. Hmong Interpretation needed

## **MHSA Meeting (Wellness Center, Los Banos)**

**12/29/08**

### **Feedback/Input**

1. What MHSA programs are you most familiar with?  
*The majority of participants are familiar with the Wellness Center. They had knowledge of the other programs, however, was not as familiar with them.*
2. Do you have any experiences you would like to share, in relation to the services?  
*Most people are very supportive of the Wellness Center and appreciate the services provided. The Los Banos Wellness Center has been open for approximately 1 year. Most of the consumers are new to the Center.*
  - a. How have the services changed?  
*According to most participants, services have expanded allowing more people to participate.*
  - b. What can we adjust to make it better?  
*The recurrent theme among all participants is consistency. The need for consistency among psychiatric, nursing, and clinical staff was voiced by all participants. Most consumers addressed the issue of medication and medication changes particularly when a new Doctor is assigned to the clinic.*
  - c. Do you have any suggestions for the annual update (inclusions)?  
*Consumers, in particular, had several suggestions on how to spend money allocated to the Wellness Center. Those suggestions are listed*

*at the end of this document.\**

d. What is your view in regards to how the programs help clients?

*Consumers and staff alike agreed that the MHSA programs definitely*

*help promote recovery and hope to the mental health community.*

e. Can you give an example of how a MHSA program has helped?

*One of the consumers shared that the Wellness Center has allowed him*

*an opportunity to work on his social skills by interacting with others in*

*a pro-social environment. He also shared that his relationship with his*

*family has improved because of the Wellness Center experience.*

3. How has the MHSA program impacted you or your community?

*Another theme expressed by the participants is acceptance. Most consumers felt*

*a sense of acceptance by being part of the Wellness Center. Being accepted and*

*treated with respect at the Wellness Center has helped consumers be more active*

*community members.*

4. What services can we add to better serve you?

*Additional services expressed below.\*\**

5. How would you rate the current services (1-10, with 10 being the best)?

*Ratings ranged from 6 – 9.5 with an average of around 7.5.*

6. How is recovery and hope reflected in the programs?

*Most participants answered this question by talking about having a place to go*

*to meet other people and to participate in activities.*

7. What is your overall view of the programs and services?

*Most participants view the programs and services as necessary and relevant,*

*however, they are ready to expand to a larger facility that will serve more people.*

\*Wish list for the Los Banos Wellness Center:

~More trips

~Exercise equipment

~Vending machine

~Pool table

~Karaoke machine with microphones

~Storage and lockable cabinet for Consumer Advisory Group

~Arts and craft supplies

\*\*Additional Services:

~Classes on depression, physical health, smoking cessation, exercise class, medication

- support class, peer to peer support class, women's/men's groups, anger management,  
job development.
- ~Informational classes for family members regarding mental health issues.
  - ~Theater group.
  - ~Social Security advocacy.
  - ~Incorporate more interaction with AOD consumers.
  - ~Daycare for consumers with small children.

## **MHSA Key Informant (Julia Garcia)**

**12/29/08**

### **Feedback/Input**

1. "I like that it expanded"
2. "Creative ideas were taken in to consideration"
3. "They work around my schedule"
4. "I work as a housekeeper"
5. "I still see that there is lots of work"
6. "Consumers are homeless"
7. "No first month rent to put in apartments"
8. "The system see the way to help by putting in B&C homes"
9. "At the same time B&C homes get you sicker"
10. "We need help to achieve independent living"
11. "We eat, sleep there is no activities"
12. "The most we get is at the Wellness Center"
13. "I was attacked at the B&C Home"
14. "The system needs a lot of work things they did years ago"
15. "I want to be a functioning Schizophrenic"
16. Community Services and Supports
17. Helps to relax
18. We are accepted with our illness
19. Give us resources
20. Jobs
21. Back to school
22. Need for more Case Managers
23. "A lot of us are slipping through the tracks"
24. "There is more that can be done for the consumers"
25. Lose family because of the illness
26. "They don't forgive they take it to heart"
27. They don't understand
28. Cautious of new friends
29. "Sad place in my life to be"
30. "It's been a long struggle"
31. "I had to learn how to deal with loss"
32. Almost like grieving lost custody of kids
33. Helping out with bus cards, transportation

34. Hard to get around limited income
35. Not considering the disabled
36. "Now we have gotten so big"
37. More privacy for having sessions with the counselor
38. Prevents saying what he want to
39. More things offered for family reunification
40. My family don't talk to me
41. How to manage symptoms
42. "Going pretty smooth"
43. Housing specialist overall SSI
44. Help to maintain housing

**MHSA Key Informant**  
**(Mike DeRose Clinical Director of Special Programs AspiraNet**  
**Lori Keegan Staff Mental Health Clinician)**

**12/30/08**

**Feedback/Input**

The WECAN Program PCIT, FFT for foster youth dependents of the courts, ward of the court WRAPAROUND Approach.

1. Be effective wrap around the consumer with limited redirection
2. Keep out of group homes
3. Accomplish goals set for self
4. Goal lower level
5. Help with re-offending
6. Probation children in WECAN
7. Parole Youth
8. Supplement, client centered
9. Be able to help the family establish
10. Connect to natural support systems
11. Services can be intensive but short term
12. "We are a catalyst existing strength"
13. "EMPOWERMENT"
14. "True Wraparound family driven"
15. Family approach
16. "Creating the web we are just a thread of that"
17. We need more ability to meet the capacity we could make a stronger impact on the community.
18. Lack of staff could use a WECAN Clinician
19. Family Support Counselor
20. It is taking care of the basic needs
21. "Start from the bottom everything comes into place"
22. Need easier access to flex funds
23. Too many timelines and hoops

## **Success Story**

1. Mother was murdered
2. Family in the WECAN Program
3. Natural supports were in place
4. Everyone went to the funeral
5. Non-relative placement to keep kids together
6. Mental Health, AspiraNet
7. School based services
8. Daycare
9. Flex funding to assist with bills, transportation
10. The 3 year old is up for adoption and the 10 year old permanent guardianship
11. More family social interactions
12. Love the family team meetings
13. The entire family can participate
14. They all have a voice
15. The services are intensive
16. They empower the families can do them on their own

## **MHSA Meeting (Adult Wellness Center)**

**12/30/08**

### **Feedback/Input**

1. Would like assistance with housing (finding a place to live).
2. Would like support to help with housing for those who have a home (to avoid evictions).
3. Help those with credit issues. To help remove barriers which cause stumbling blocks due to bad credit.
4. Help those who are shunned by business (for work), due to having a criminal record.
5. More transportation and tokens to be at the Wellness Center
6. More trips like going to the zoo, or for a walk, or out to eat, or just go somewhere out of the county (ANYWHERE!).
7. More time in the new shelter.
8. More activities for those who are at the Center.
9. Board and care.
10. Temp housing for those who are having issues with shelter.
11. Alternate transportation, beyond the buses, since a lot of issues arise after the buses stop running (late weeknights or weekends).
12. "Friendship House"
13. Help with Section-8 housing. On a long waiting list.
14. A new pool table.
15. Another Television
16. Would like a liaison at the Board and Care home.
17. Would like more counselors and a nurse on staff (24-hours). Those who have special needs really need it.

18. Consumers should be more involved with running groups, including proper training so consumers can facilitate.
19. Need computer training.
20. Would like a dietician.
21. Expand the (building) size of the Wellness Center. Need more room in all areas.
22. I am new to the center and I am thrilled.
23. I would like to thank the whole staff for being wonderful.
24. I have been a mental health patient since 1967, and I am grateful for all that you have done.
25. Tattoo removal for those trying to get employment.
26. Would like a new, bigger facility. Use one of the closer, open lots to expand our Center (by the old juvenile hall building).
27. A new washing machine.
28. A shower room for bathing.
29. Would like our own, personal Wellness Center bus to shuttle consumers home.
30. Would like a satellite site for other to donate, and we can make more money with fundraisers to the site.
31. Would like healthcare coverage to help with medication (prescriptions).
32. Need more support to help fill out special paper work.
33. Would like centers from other cities to have conferences at our facility.
34. Please don't forget about us. We have these meetings, and that's a good thing, but we don't want to be forgotten.

**MHSA Key Informant (Marie T. Nelson, Merced Union High School District, Support and Services)**

**1/7/09**

**Feedback/Input**

1. The City schools have in place a program called "Character Counts" it would be nice to see the "kids" get this in other programs.
2. There are groups of kids that are hard to get to, we need alternative type programs
3. Children that are in independent study only meet once a week and we lose contact with them.
4. "The mentally ill child I care much about and I get frustrated"
5. It would be nice if we could gather up the children with the independent studies teacher and have a therapist present
6. There is a concern with bullying that is going on
7. Students need character directions
8. Golden Valley has a theater group that does skits on bullying
9. A drama production
10. "We need to come to their turf first"
11. "My need is families so hard to take to services"
12. "Emotional stress getting the services"

13. "Services need to come to the school to connect with the children"
14. "Come to their turf first"
15. "We need 5 or 6 sessions first to educate on personal counseling then transfer to mental"
16. I think right now there are 2700 Merced High students
17. "What resources"
18. "We need training on self mutilating behaviors, sexual identity"
19. "Training independent studies services in mental health issues"

**MHSA Key Informant (Spence Boelter, Yosemite Church)**

**1/7/09**

**Feedback/Input**

1. "Awareness of resources"
2. The intention of the resources
3. Goals and objectives
4. We have at our church a group called Celebrate Recovery a 12 step faith based program
5. Includes drug and alcohol
6. Codependency
7. Anger Management 12 step
8. We have court mandate alcohol and drugs
9. "I think it would be fantastic to learn more about what you do"
10. We also have a 20-week program for Teenagers "Life Hurt God Heals"
11. We have an onsite counselor at Yosemite Church

**MHSA Key Informant (Tom Calton, Community/Faith Based Organization)**

**1/7/09**

**Feedback/Input**

1. "We have a food, clothing give away program"
2. We have a prison reentry program, which include job fairs, resume writing and interviews
3. We have five district federal penitentiaries
4. We have a program "Hope Now for Youth"
5. We offer classes on Independent Living Skills, for jobs, personal hygiene
6. "There are 181 kids at Schafer Elementary K-6 who are academically hurting from poor income families"
7. 50% to 55% under the average for the SAT
8. Nineveh Program is committed to the after school program
9. If a child attends the after school program every 2 weeks they receive a bag of groceries
10. Mentoring Youth group

11. There is an individual who came from a family history of gang membership and has a 4.0 grade point average
12. "We would like to help out in anyway we can"

**MHSA Key Informant (Gloria Morris, Hope for Youth, CBO,  
Harvest Park Learning Center-faith based)**

**1/14/09**

**Feedback/Input**

**Principal Based Lifestyle Training (PBLT)**

1. We work with high risk, at risk families that cannot afford services
2. We have a program called Principal Based Lifestyle Training, which focuses on content of character; help people to be more successful.
3. Character is just as important as other enrichment activities

**Harvest Park Learning Center-faith based ministry**

1. Age 4 to 14 (Elementary to Middle School)
2. Focus is on increasing grades, test scores are very low

**Hope for Youth**

1. Age 14 plus (21 to 25)
2. Summer projects, prep schools, 2005 debutant ball added

**Youth and the Community**

1. 24-hour boot camp
2. LACK OF RESOURCES
3. Pilot project at 5 high schools  
(After school component)  
Tuition 175.00 MTW
4. Nutritious snack
5. Smaller group settings interactive
6. Train more facilitators
7. Add research component
8. The program has been very successful parents are actively involved

**MHSA Meeting (Hmong Group, Wellness Center)**

**1/21/09**

**Feedback/Input**

1. Since all are middle aged and don't speak English it is very difficult to understand and would like to have an interpreter.
2. Would like to go on field trips...to places never been before...would make us feel better about ourselves
3. It's hard to make it to the facility. Have to rely on rides that can drop me off (whenever), which creates bad conditions, including, standing outside in the cold, waiting for the doors to open, or waiting for a ride to pick us up. Would like transportation...a van or another vehicle to pick us up at home and drop us off at the center, since most of us cannot drive. It can be very

- scary, walking. I've had to cancel appointments and delay coming here due to transportation.
4. There are barriers in regards to getting on the bus since we have trouble reading.
  5. Would like to have a bigger room to conduct our meetings. The current room is too small for large gatherings, and can create headaches for some individuals.
  6. More chairs along with a larger setting.
  7. Our expectation as a group...due to a lot of anxiety and pain, we would like to have exercise room with exercise equipment, for relaxing and working out, keeping our minds and bodies in shape and calm. Don't like to just sit all the time. I like to go outside and look at all of the things around me. The depression causes me to just sit around, which causes me to eat and I know that is not healthy. Need somewhere to exercise
  8. Would like a special program that would help us to become productive citizens of Merced and contribute to the city.
  9. Cannot drive and I'm often left at home, alone...would really like to have the means to get to this facility and out of the house to help me, mentally.
  10. Would like divided kitchen space along with healthy foods to serve, while here. Most of us suffer from hypertension, so fresh fruits and vegetables would be nice, along with bottled water.
  11. Would like to have a special room, to exclude men, so we can keep our women's groups.
  12. The group that is here is middle-aged. We cannot speak your language (English), and it is hard to be here. Would like a specially trained interpreter, the same interpreter, here with us (at our groups) all the time. Cannot read English, so this special interpreter can help us with documents and provide better direction for us regarding applications, social security, and instructions.
  13. The wellness center is a place that saved my life. I depend on the wellness center to be the light that helps me guide myself through life. When I come to this center, it is the right place for me to share my problems and pains. This helps me heal myself, as part of a caring group. We feel that this place will extend our lives longer and give us a brighter look at life.
  14. Would like an activity room that would include a sewing machine so we can help each other and our families with sewing, without the distractions of home.
  15. Would like to have a field trip. Don't want to be at the same place all the time. Maybe someone who is aware of places, they can drive us their and show us a different light, which would help us a lot. There are a lot of places we see on television that we would like to see. This would light up our lives to see places that we only see on television. We've had trips in the past in a small van, barely able to contain who goes. There are many of us in the group that are left behind and it is not fun going out of town with only a few of us, leaving the others behind. This make us feel bad

- during the trip. This place and the trips make our lives feel brighter and longer. Would like to have a good interpreter that can explain everything to us.
16. I grieve with these women. I am old. I only have son, not a daughter. I cannot talk to him like I would to a female. I need these females to talk with. They are like my daughters and sisters. Without this place, I would probably commit suicide. I need this place and these women to lighten me.
  17. The rest of the ladies are middle-aged without kids in the home. Need to come here. Moved away. Now I am stuck at home. I have a baby. Would like a baby sitter to take care of my child so I can come here. I need this.
  18. I feel like I'm mute since I don't speak your language. Would like someone to bring me the light to lighten my life. I would like to pass my citizenship.
  19. Would like help, so I can pass the citizenship test. I want to become a citizen of the U.S.
  20. This is the only place that has saved my life. I have no sisters or close relatives. I can share my anxieties, depression, and happiness here. Please find a better place for us and please don't close the doors. This place will make my life last longer.
  21. I cannot drive and have to walk to the center. In bad seasons, it is hard to get to the center. I like to be here 3 times a week, but the bad weather sometimes stops me from getting here.
  22. The stress and depression builds up our tension and pain. Would like a bed for massages.
  23. Would like to see what's happens after we give all of this information to you. We depend on you to give us a summary and conclusion for hope.