

**Key Informant Interview
Innovation**

**Gaye Riggs
Assistant Superintendent Early Care and Education
Merced County Office of Education**

January 26, 2010

“Caring Kids”

“I feel really optimistic about the future of mental health”

“I feel mental health has changed since you and the new Mental Health Director has come”

Services for children and family are needed

Strengthen prevention for family and kids to keep them healthy

I would like to increase capability teaching and empowering of other people in the community – Public Health, Pediatricians, nurse Practitioners, those naturally existing already providing services and helping young people

Increase skills on attachment for moms/dads

Empowering naturally helping young people

Strengthen early identification support for infants who are not well regulated

Look at people out there and give skill sets to preschool teachers on infant care

Home visit model

Encourage Mental Health to increase profile in the Community

To be at the table at First 5 meetings and other meetings

Continue to have a presence

Time to get back together

Reunite with the Community

MHSA Programs

Real excited about prevention work, community based work

Balance the resources well

Chose the vendors well included the community well in the plan

Community based services

Engaging naturally existing providers with contact with families

Give the community skills, good observers, listen clarify families, educate on resources to work through issues

Access to early intervention, PEI resources both the Community and diverse direct staff

Be present in natural environments help kids be more successful

Responsive to families

Underserved Collaborative

Early Head start, prenatal to 3 years old

Develop a relationship with mental health to co-serve

Develop joint home visits for maternal depression

Early identification and referrals
Get the word to PCP referrals desperately needed for children under age 5
Go to the community be at the table more
Mental Health Services across the spectrum
Recovery hope
Overall Innovative vision
Start early start strong high presence in the community
More community less clinic defined staff
See mental health everywhere
Partnering/home visits
Socializations
6 to 8 schools prepared for birth to age 5

Joanne Presnell
Assistant Director
Workforce Investment
February 1, 2010

I was a part of the WET stakeholders group
More availability for counseling
Dislocated workers jobs laid off frustrated angry increased anxiety
Additional services for laid off individuals
Upside down mortgages
Employment
More supports
Increased Collaboration
Information sharing/communication
Reflect hope/Upgrade skills
More connection to faith based praying 1:1 assistance
This is an opportunity to look towards GOD
Spiritual needs for life demands

Elaine Gale
Director
Healing Rooms of Merced
February 2, 2010

The Healing Rooms began in Spokane Washington by John G Lake
5 years in Merced
International Healing Rooms started 10 years ago
Nationwide 1000 Healing Rooms
Rooms internominational train people volunteers to pray for people from all walks
of life
Any prayers help in spiritual organization as many times as they want
10 volunteers that pray is confidential
Sit in big room worship music to be able to receive all types of healing

Emotional
Spiritual
Salvation
Spiritual Surgery
Training Classes Elijah House
Rejection
Repentance
Forgiveness
Depression
Generational Curses
Addictions
Hurts/wounds
Sexual issues Holy Spirit heals

**Irene and Luis De La Cruz
Publisher/Editor
Between Friends Entre Magazine
February 1, 2010**

Impressed with a great booklet Family Staying Together in Hard Times
Distributed 200 in Planada and the feedback received was good
Included a CD in the family setting using Sesame Street characters
"The Biggest things is a test of abilities"
We have seen more Mental Health in the last 5 months than ever before
Allow access more participation
For example participation in the Children's Summit
Binational Health Week
Accessible open to others in the community
Not a bad thing to go see a counselor
Certain feelings aren't right
OK to be able to help others
Mental Health there is a hesitation Taboo
Prevention is important
Making it accessible
Assist to be a better contribution to adjust behavior
Looking at the family system
"Know body does it by themselves"
Support base
Seniors-PEARLS
Connect with individual's right out of high school
Survival skills-adapting
We talk to people 70 years of age and the best years of their life is when they
were in high school
Create a different environment people that look like me
Increased homelessness food pantry factors drugs /divorce
Entire families at the Mission
People are asking for opportunities want a job

Underserved-accessible mental health for everybody
Not designer where staff put themselves above the society
Improve the quality of services for better outcomes
Would like the mental health department to be one of the solutions and not a problem
Assisting the community
More role models
Market the programs to increase knowledge
Community Awareness
Hear the stories in the programs
Merced has 6 cities and 9 unincorporated areas
Problems need to be highlighted identify action
Recovery hope
Smile friendly
Positive attitudes
Role Model/Inclusive
Mental Health Accessible to Community
Community Awareness
Overall Innovative vision Mental Health a part of overall health and their to assist

Karen Dower Instructional Dean
Chris Vitelli Director of Business, Industry &Community Services
Merced College
February 2, 2010

This is the first time we have 4 generations in the Workforce
Enrichment opportunities are needed
Programs to serve the community
Educational experience
Non-traditional
Expose to the arts
Cultural Diversity
Performing Arts
Enrich cultural groups
ESL for Hmong seniors
Electronic Health record protocol
Retrain all staff in the Electronic Health Record
Resistance to medical records documentation
HIPPA Laws Appropriate grammar appropriate protocol
Etiquette/Organizational Change
Training sessions on change
Partnering support personal health counseling expand services
Expand thrive and survive in the workplace
Focus on decreasing obesity in children

**Tom Colton
Liberty Fellowship
Nineveh Outreach
February 2, 2010**

Significant spirit of poverty and dependency biggest enemy
Poverty role some kind of relief minimum wage jobs
Think that is how their life is
Gangs use poverty to recruit
Use poverty to bring people out
Love, Respect and Hope
Show them dignity
Park outreach-donuts, coffee and juice
Serve the people not just in words but deeds
Hope clothing respectfully
Join up with Co-op Extension University of California
Two nutritionist come to the park Take food out of brown bag and prepare meals
Houa Lee-teach on healthy meals
Follow-up on Monday night 8 week course teach nutrition labels kitchen hygiene
Our guest become volunteers
Helping to develop people so they will not have the spirit of dependency
Personal finances
Just starting Castle Medical Center bringing out medical team at no cost blood
pressure and diabetes screening
Connect with the ROP at high schools community service Clothes closet
Rescue Mission Celebrate Recovery
at several churches addresses self esteem, emotional well being
We serve the underserved That is where we go
Team of volunteers
Areas most run down where there is crime
Where no body wants to go
Beachwood gangs drugs
Go in not trying to tell them what to do
We know you are hurting and hungry and need clothing In the winter children are
bare feet
I would like to work myself out of a job
Bless our community
Attacking poverty
Families restored
Marriages
Find homes
"It does not have to be that way"
We give a veggie fruit tray with a card from Liberty Fellowship God Bless You
Praying for You
We want to start tracking crime statistics in areas served by Ninevah

Gave out 119 tons of food
6 cities Le Grande, Winton, Planada, Los Banos, Atwater, Merced
Food for thought November 2009
Merced County food bank
Elementary/ Middle/ reduce fee free lunches after school program 4 to 8 hours a
week curriculum exercise and nutritious food
Their thoughts good in school grades brought home food
Breaking spirit of dependency early intervention
Empower a generation

Kitty Cazares
RN Instructor
RN Program Director
Merced College
February 5, 2010

Economic times out of work
Resources normally available
Safety net is gone
College budget –cut classes
Fewer classes
120 classes cut
Merced County always a poor county fewer grants
Public Services not a very strong economic base to draw from
Cuts happen
Need awareness
We must spend money for our common greatest need
I wish there was a mega answer but there is no answer
We need a central location to disperse information to inform of resources
Resources website/ webpage
More Workforce investment
Lot more homeless wandering
Need providers and contacts

Tony Slaton
Executive Director
Boys and Girls Club
February 9, 2010

Lack of trust of outsiders
Coming in telling people what is good for them
Education is needed about the issues
Lack of exposure to positive opportunities and environment
Merced County is still trying to address issues in old ways
Barriers for new ideas/Territorial
Merced County is estimated to have a 60% dropout rate for young adults of color

New Learning ideas
Look at the assets already in the community
People in the Community doing the work
Targeted programming separate according to issues
Parents incarcerated in more need of community support
Over represented negative areas
Culturally linguistic appropriate programs
Re-entry safe zone bringing back to the community
Mental Health Mobile Unit
More mentoring
Consistency
Sense of belonging
Ace Overcomers Program
Mobile Mental Health to come to the facility
holistic play therapy, music and relaxation

Gloria Morris
Director Church Development
Hope for Youth
February 9, 2010

Significant challenging problems
Generational poverty
Intervention is needed from preschool
Community level training
Re-Learning
School grades issues is the beginning of life poverty
Life style of Poverty
Bad behaviors
Most problems developed by young children is carried into adulthood
PBLT for parents and caregivers
Assist with high risk behaviors
Develop a positive mind set unlearn negative behaviors

Lamar Henderson
February 9, 2010
Human Services Agency
All Dads Matter

Poverty
Unemployment
Lack of Education
Sense of hopelessness
Feel the vibration of the community
Newborns are not having their needs met
Circle of security broken needs not met

Needs will never be met
No one will ever pick me up
Why cry?
Past adverse relationships
Starting to change
Duplicating of services
Lack of communication between agencies
Not a priority
We don't have funds
There are always funds where the priorities are
We are stuck in survival mode
Can't evolve broaden our prospective
Distrust is the status quo
Anything out of the comfort zone
Not working
Not taking risk
We need the common sense approach
Quality Outreach and Education
Go to the community and serve the community
Transportation is a major issue
Example Intense case management of lives
140 most intense address immediate needs
"It is hard to talk to someone about medication compliance when they have been wearing the same underwear for two weeks"
Meet people where they are
Not where we think they should be
Have the psychiatrist go out to the homeless camps
Look at people as more than a diagnosis
Work with abilities not disabilities open approach
Meet where they are at there pace
Let the client steer the treatment
Currently treatment in a box
lack of understanding of mental health would rather have a diagnosis of drug abuse
No compassion for the mentally ill.
Respect valuing the consumer/client
measure the outcomes

Wellness Center
Spanish Speaking Women's Group
2/11/2010

Transportation
Training by someone who knows the culture
Dental Services in the Community
Nutrition classes

Work for women job skills so that we can help the group and the center
Help with English
Arts and crafts to sell have an open house
Special program for children in prison, children incarcerated
Program for diabetes and nutrition
Measure blood work machine strips too expensive
Children from Mexico lack of medication for Adults, and Children, toys, birthdays
Program to help medical assistance no insurance if you are not from here
Maybe car washes in the summertime
Work learning English
Transportation for work related
From broken homes
Places to relax learn English and be together
Education for Hispanic community on Mental Health
Stigma
A music room to dance and burn fat

**Merced County Local Child Care and
Development Planning Council &
Constructing Connections Project
February 16, 2010**

Healthy children and families
Resource center comprehensive connected to all difference sources
Family does not have a place where it is a;; accessible
211 resource number get connected to resources
Teen parents access to social events to them and Children, toys, birthdays
Opportunities for education
Enhance services for teen parents and Children, toys, birthdays Creating visibility
for values
Family issues an umbrella for families
Specialties several organizational representatives in one location
Help for entire family one stop resource center
Attachment and bonding
Family leave policies
Helping deal with separation during work paid family leave
Training for families' advocacy make a better family
Education early intervention
Connect to occupational services therapist screening
Wellness focus a drop-in center for families
Educate Primary Care Providers
Train doctors Infant mental health 0-5
Parent education collaborative
Psychiatrist to give support groups to families living in tents
Look at the qualifications for services look at all Children, toys, birthdays
Every economic group of children

