



Department of Alcohol &
Drug Addiction Services



Department of
Mental Health

Orman Hall, ODADAS Director • **John R. Kasich**, Governor • **Tracy J. Plouck**, ODMH Director

External Relations and Client Involvement Consolidation Committee

August 2, 2012

Attendees:

Kathryn Remer, ODMH

Betsy Johnson, NAMI

Eric Wandersleben, ODADAS

Valerie Connolly, ODADAS

Donna Conley, OCA

Rachel Childs, OEC

Lori Criss, Ohio Council

Cheri Walter, OACBHA

Agenda:

1. Introductions and overview of the group's purpose
2. Review scope of the committee to ensure it is appropriate
3. Discuss possible questions for field survey
4. Discuss alternate methods to solicit input
5. Begin work on inventory

Scope:

Discuss ways to align and strengthen external relations and client involvement, including advocacy, how the state should support and engage, opportunities for improvement, consumer issues/stigma, communicating with the field. Keep in mind the high value targets of improved access to timely, effective services, support better client outcomes, reduce unnecessary regulatory burden while improving overall accountability, implement a combined agency culture

Discussion:

- Additional potential membership was identified: family members from SOLACE/NAMI, clients rights officers, managed care client advocates, UMADAOPs, minority and non-English speaking populations, Ohio Suicide Prevention Foundation, OARP, ADAPAO, Drug Free Action Alliance, OACCA, Ohio Foundation for Children's Mental Health, Women's Network, MACC, ACFs, SAMI CCOE, psychologists, psychiatrists and other professionals

- General consensus that more needs to be done than an online survey to get robust feedback from the people we serve. Ideas to get additional feedback include: Consumer operated centers via paper-based survey, OEC regional conferences, Rally for Recovery, ODMH state hospitals, peer support staff.
- It is critical that any surveys don't feed the rumor mill and cause upheaval
- Survey should not be too open-ended, but based on an inventory of currently available resources, asking if a person was aware of the services, whether they have accessed them, whether they can be improved, ideas for additional supports,
- Challenges to aligning and improving outreach include: stigma experienced externally, stigma between systems, stigma of medication assisted treatment, problem gambling stigma, cultural competence

Next steps:

1. Complete inventory of state-level client involvement resources – feedback requested
2. Discuss potential gaps and challenges
 - a. Does there need to be better cross-agency alignment?
 - b. Does staff time need to be apportioned differently?
 - c. What are the best practices?
 - d. How do we identify trends and technical assistance needs?
 - e. How do we work with local partners?
3. Complete questionnaire for the field. Develop workplan to disseminate.