



BEHAVIORAL HEALTH SERVICES

MARK A. REFOWITZ
DIRECTOR

RICHARD SANCHEZ
ASSISTANT DIRECTOR

MARY R HALE
DEPUTY AGENCY DIRECTOR
BEHAVIORAL HEALTH SERVICES

MAILING ADDRESS:
405 W. 5th STREET, 7th FLOOR
SANTA ANA, CA 92701

TELEPHONE: (714) 834-6032
FAX: (714) 834-5506
E-MAIL: mhale@ochca.com

March 1, 2016

To: Contracted and County Operated Mental Health Services Act Programs

Subject: **Mental Health Services Act Program Survey**

The Health Care Agency Behavioral Health Services is conducting a survey of all Mental Health Services Act (MHSA) programs utilizing teams comprised of members of Community Action Advisory Committee (CAAC) and staff from the MHSA Coordination Office.

In this project, a survey team will meet with each provider to receive information on the implementation of MHSA programs. Through a structured interview and with the aid of a short survey tool, survey team members will rate each program's fidelity to the general standards of MHSA: 1) Community Collaboration, 2) Cultural Competence, 3) Client/Family Driven Services, 4) Focus on Wellness, Recovery, and Resilience, and 5) Integrated Service Experience. The results of this survey will be presented in aggregate to the MHSA Steering Committee. In addition, the responsible managers will be given their program's survey results to allow them to make program improvements.

We're asking each MHSA program to email several dates and times over the next few months that would be convenient for you to meet with the survey team members on site for a 30-minute interview. An MHSA Coordination Office Staff will coordinate with you and the survey team members to set up a one-time meeting time based on your availability. Our goal for the first year of the survey is to interview 30 providers, but to eventually reach all MHSA programs by the end of the second year.

If you have any questions pertaining to the survey, please contact Min Suh at (714) 834-6852. Please email the times you are available to participate in the survey to: msuh@ochca.com.

We would like to thank you for your time and we look forward to working with you.

Sincerely,

Mary R. Hale, M.S.
Behavioral Health Director

MRH: jn