



May 7, 2012

Sarah Arnquist, MPH
Harbage Consulting
C/O: California Duals

Dear Ms. Arnquist:

Thank you so much for your presentation on the Dual-Eligible demonstration project to our CMHPC Policy and System Development committee on April 21, 2012. You took a very complicated subject and made it easy for us to follow and learn about. We are excited to see what types of programs develop, and how they will eventually replicate throughout the state.

After hearing the presentation, our committee developed some input that they would like to share with you and the program administrators. The first is an example of what constitutes "meaningful stakeholder involvement", for which, based on our experience with the implementation of the Mental Health Services Act, we have adopted the following definition:

"When consumers and families have enough information to understand the strategic direction and/or issues and how that might affect services to consumers and families and can discuss those changes and make recommendations to affect their direction. It also means they have a chance to discuss among themselves the directions and issues in a forum that is not dominated by providers' and funders' comments and/or concerns."

The next two recommendations are in regard to communications and/or training.

- 1) Collect and post examples of good stakeholder engagement that you receive as part of your Request for Solutions process, so that others can learn from them.
- 2) Set up processes with County Mental Health Directors and Health Plan Administrators for training their network providers on how to educate consumers and their families in ways that are inclusive of all diverse populations and demonstrate cultural competency.

Both of these practices could go a long way toward enhancing the services and improving outcomes for the special populations addressed in this proposal.

Thank you again for making the time and commitment to keep us informed on this important process.

Cordially,

A handwritten signature in black ink that reads "Beverly K. Abbott for".

Beverly K. Abbott, Chair
Policy and System Development Committee

cc: Vanessa Baird, Acting Deputy Director – DHCS Mental Health and Substance Disorder Branch
Sherri Gauger, Executive Director – MHSOAC

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