



CONNECTING PEOPLE  
WITH CARE

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Project Update: Mental Health Services Oversight and  
Accountability Commission (MHSOAC)

February 27, 2020

# Panel Introductions

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# Help@Hand Update

- Key Changes
- Project Lessons Learned
- Digital Mental Health System of Care
- Peer and Community Engagement

# Project Update

- Key Changes
  - Staffing
    - Project Director
    - Addition of staff
  - 14 Counties/Cities
  - Traditional “collaborative” to “collective”
  - 2017 RFSQ: 10 responses with 4 approved
  - 2019 RFSQ: 100+ responses with 93 approved

# Project Lessons Learned

- Legal Expertise
  - Contracts
    - Data Security
    - Compliance with all laws
  - Food and Drug Administration (FDA)
- Clinical Integration Subject Matter Expertise
- Cultural and Linguistic Adaptation

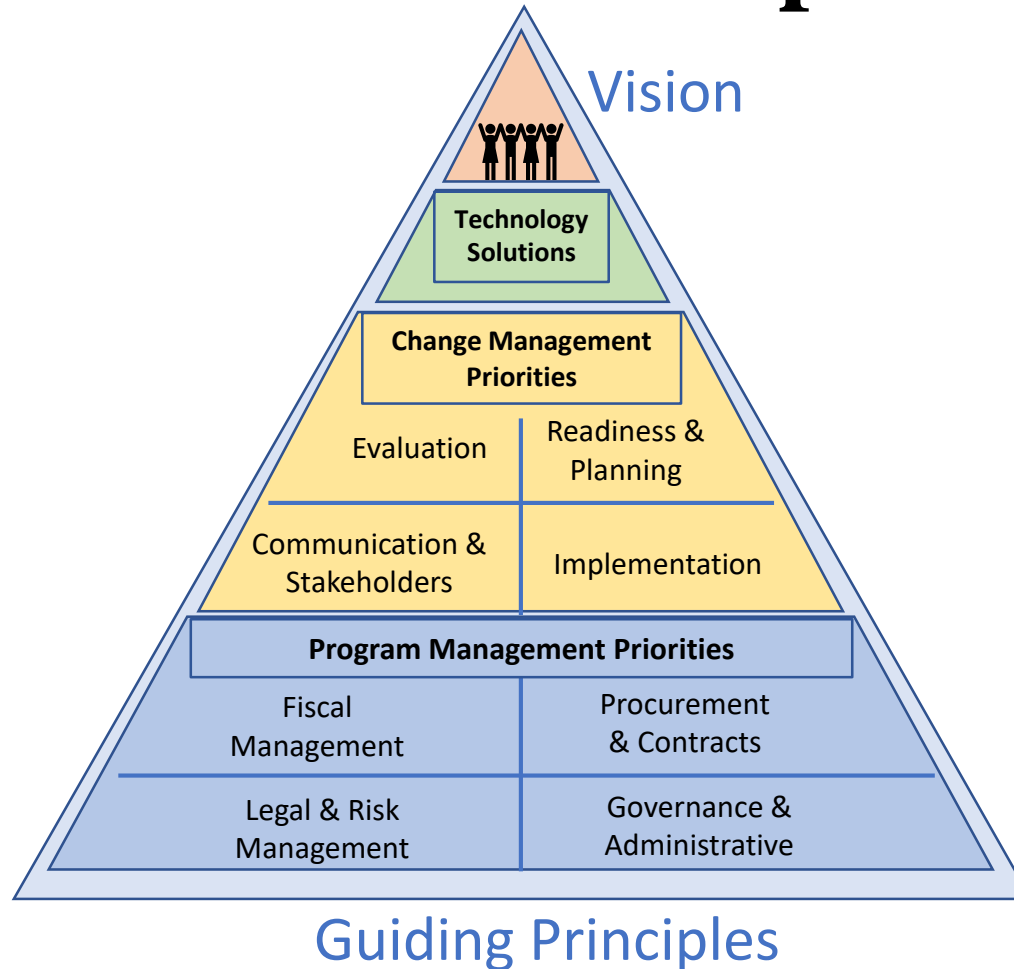
“Innovation is about transforming the system. You are trying to climb and move the mountain at the same time.”

-Brian Sala, Ph.D., Deputy Director of Evaluation and Program Operations

# Digital Mental Health System of Care

- Help@Hand is about developing a digital mental health system of care.
- Innovation is about transforming the system itself.
- System Readiness → Project Roadmap

# Help@Hand Road Map



*\*Help@Hand Road Map objectives are iterative plans that evolve as the project evolves. The strategic priorities are revisited on a regular basis.*

# Peer and Community Engagement

- 50 Peers working on Help@Hand
- Quarterly Stakeholder Reports
- November 18, 2019 ACCESS Webinar
- February 21, 2020 Webinar
- February 26 & 27, 2020 Digital Mental Health Literacy Training of Trainers
- Kern County Brochure



# Peer and Community Engagement

June 24, 2019	{	<ul style="list-style-type: none"><li>• MHSA Stakeholder Meeting Orange County</li></ul>
July 17, 2019	{	<ul style="list-style-type: none"><li>• Kern County MHSA Stakeholder Meeting &amp; Peer Meeting</li></ul>
July 24, 2019	{	<ul style="list-style-type: none"><li>• Tehama Recovery Center</li></ul>
July 30, 2019	{	<ul style="list-style-type: none"><li>• San Mateo Older Adults Workgroup</li></ul>
July 31, 2019	{	<ul style="list-style-type: none"><li>• San Mateo Transition Age Youth Workgroup</li></ul>
August 9, 2019	{	<ul style="list-style-type: none"><li>• Marin County Older Adult and Provider Meeting</li></ul>
August 9, 2019	{	<ul style="list-style-type: none"><li>• San Francisco Transwomen Support Group</li></ul>
August 15, 2019	{	<ul style="list-style-type: none"><li>• Tri-City Peer Wellness Center</li></ul>

# Peer and Community Engagement

August 19, 2019	{	<ul style="list-style-type: none"><li>• Santa Barbara – Santa Maria Recovery Learning Community</li></ul>
August 19, 2019	{	<ul style="list-style-type: none"><li>• Santa Barbara Lompoc Recovery Learning Community</li></ul>
August 20, 2019	{	<ul style="list-style-type: none"><li>• Santa Barbara Recovery Learning Community</li></ul>
August 21, 2019	{	<ul style="list-style-type: none"><li>• Los Angeles Your DMH Meeting</li></ul>
August 26, 2019	{	<ul style="list-style-type: none"><li>• Riverside – Desert Flow</li></ul>
August 26, 2019	{	<ul style="list-style-type: none"><li>• Riverside Perris</li></ul>
August 27, 2019	{	<ul style="list-style-type: none"><li>• Riverside Stepping Stones</li></ul>
November 15, 2019	{	<ul style="list-style-type: none"><li>• Modoc County Sunrays of Hope</li></ul>

# Digital Mental Health Literacy

## What is Digital Mental Health Literacy?

Knowledge, skills,  
and behaviors to  
effectively use digital  
devices.



## Digital Mental Health Session Statistics

- 20 sessions in 11 counties from June-November
- Reached over 300 stakeholders
- Co-created curriculum with experts
- Developed 7 Micro learning Digital Mental Health Literacy Videos
- Conducting a Peer Train-the-Trainer for Help@Hand Peers to support learning in their communities

# What Did Stakeholders Want to Learn?

<b>Digital Privacy and Security</b>	<b>Smartphone Literacy</b>
Tips for staying safe online	Connecting to WIFI and Accessing the internet
Tips for evaluating and using mobile apps	Downloading Mobile Apps
Sharing personal information online	Using Google Calendar
Cyberbullying	Smartphone tools for Wellness

# Peer Project Highlights

Accomplishments	Why it Matters
<b>Developing a Help@Hand Peer Model</b>	Help@Hand Peer Model provides clarity on the project definition of peers, roles, and staffing ladder
<b>Convening Peer Summits and monthly Peer Lead Calls</b>	Supporting collaboration of Peer Leads across the state for project learning, connection, and problem solving
<b>Contracting with a Digital Mental Health Literacy Expert to Develop County-specific needs</b>	Stakeholder specific curriculum will support their ability to make informed choices
<b>Building a Peer Train-the Trainer Digital Mental Health Literacy Program</b>	Training the Peer Workforce will keep the learning at the local level and sustainable.
<b>Training Vendors the Mental Health Consumer Movement</b>	Training Project partners on peer culture, experience, and history supports better project integration.
<b>Supporting UCI's Peer Panel at their Stigma Conference</b>	Integrating consumer expertise and voice in evaluation enhances the work
<b>Ensuring Peer Judges review all of the New Technology applications (RFSQ)</b>	Incorporating lived experience and perspective on possible future technology can help our project be more responsive to consumer needs

# Contact Information

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