



**MHSA PROPOSED ISSUE RESOLUTION PROCESS  
WEB MEETING/ Tele-Conference Call**

**Date:** April 2, 2009

**Time:** 1:30 to 3:00

**Overview:** The Department of Mental Health (DMH) invites you to participate in the DMH Mental Health Services Act (MHSA) Proposed Issue Resolution Process Web Meeting/Tele-Conference call. This process has been developed through collaboration with the Mental Health Services Oversight and Accountability Commission (MHSOAC), the California Mental Health Planning Council (CMHPC), the California Mental Health Directors Association (CMHDA), DMH staff, and clients and family members. Its intent is to provide clear guidance to counties seeking compliance with MHSA Agreements, regulations or statutes and an avenue for clients to address concerns which are not adequately met at the local level.

The Power Point presentation will cover the following information:

1. General Information and Purpose of the Web Meeting
2. Background of the DMH MHSA Issue Resolution Process Workgroup
3. Role of the MHSOAC
4. Role of CMHPC
5. MHSA Background, Components, and General Standards
6. Purpose of the DMH MHSA Issue Resolution Process
7. MHSA Issues – how submitted and resolved
8. How non-MHSA issues are referred to other resources
9. Proposed DMH MHSA Issue Resolution Process
10. County and Local role of the Proposed DMH MHSA Issue Resolution Process
11. Questions re: the Proposed DMH MHSA Issue Resolution Process
12. Next Steps
13. Welcoming feedback

## INSTRUCTIONS:

**Step 1: Web Meeting** Download the Meeting Manager. The first time you start or join a meeting, it is automatically downloaded to your computer. You can also download the Meeting Manager at any time from your Downloads page. Please be aware that there may be a delay in downloading the Meeting Manager. Therefore we encourage participants to download prior to the start of the web meeting.

Participants login to the website and enter the meeting number and participant code:

Web Meeting Address: <https://www.webmeeting.att.com>

- Meeting Number: (511) 468-6455
- PARTICIPANT CODE: 895572

The minimum requirements to attend a fully interactive Web Meeting using Meeting Manager for Windows are as follows:

- Windows 98, Me, NT, 2000, or XP
- Intel x86 (Pentium 400MHZ +) or compatible processor
- Microsoft Internet Explorer 5, 6, Mozilla 1.6 or later, or Netscape 4.7, 7.x
- JavaScript and cookies enabled in the browser
- 56K or faster Internet connection

**Step 2: Tele-Conference** The call-in process will be as follows:

<b>Participant will:</b>	<b>Operator will:</b>
Call in 10-15 minutes before the scheduled conference call time. Call in using the: <b>Call-in number: (800) 260-0702</b> <b>Participant Access Code: 99332</b>	Greet the caller and ask if the caller wishes to participate in the “ <b>DMH MHSA Issue Resolution Process</b> ” conference call for DMH.
Specify the conference call name: <b>“DMH MHSA Issue Resolution Process”</b>	Assign each caller a number (for confidentiality reasons).
Write down CALLER NUMBER given by the Operator. Your Caller Number is needed to ask questions.	Alert the callers when the Question and Answer portion of the conference call begins. Operator will also provide instructions to the caller to press * and 1, if the caller wishes to ask a question.  This will place the caller into the question queue. The caller will be identified by the Caller Number issued.
Be prompted by the operator when it is time to ask questions. Please state your Caller Number and state your question clearly.	Place the caller into the call so they can ask their question. Operator will mute all callers so question can be answered.

- Please keep in mind:**
- If you do not specify the name of the conference call: **DMH MHSAs Issue Resolution Process**, the operator will be unable to put you through to the call. At any given time, AT&T may be processing hundreds of different conference calls at the same time. Therefore it is imperative that callers be clear and concise in communicating with the call operators in order to facilitate the call process.
  - Questions should be in regard to the proposed process only. This is not the forum for addressing MHSAs issues.
  - There are a limited number of Conference Call lines. Please use a single conference call line from a central location rather than having individual calls from a particular entity.
  - DMH has established an email address so stakeholders and interested parties may submit questions about the process. The email address is [issue.resolution@dmh.ca.gov](mailto:issue.resolution@dmh.ca.gov). You may also send your questions and feedback to this email address following this Web Meeting/Tele-conference. The final date for sending in questions and/or feedback is Close of Business on ~~5/31/09~~ **7/31/09**.
  - Due to limited time, we ask that participants register by sending an email to [issue.rsvp@dmh.ca.gov](mailto:issue.rsvp@dmh.ca.gov) rather than doing a verbal roll call.
  - Today's meeting will be recorded and posted on the MHSAs Web page and DMH MHSAs list serve to allow non-participants to access the information.

If you have any questions or need additional information, please contact Taryn Domasky, County Technical Assistance Center, at (916) 654-3168.