

# **Town Hall Meeting**

**Hosted by the Loudoun County Community Services Advisory Board**

**Ashburn Library – November 2, 2015**

The following were notes made of the issues and opinions voiced by the public present during the Town Hall Listening Forum held at the Ashburn Library on November 2, 2015.

## **Education**

- Nondisclosure of information from public school employees – need full disclosure of options
- Lack of trust from parents with school
- Information packets at the beginning of school year to include information on mental health services/signs of issues
- Enhanced awareness programs for students (peer support)
- Military suicide awareness template for educational systems (video)

## **Access/Case Management**

- Waiting list for services for families in need – more long term needs
- Nondisclosure of information from public school employees – need full disclosure of options
- Having access to a case manager when using private insurance
- Integrated approach/outreach for meaningful job opportunities. Transportation assistance consistent with abilities of individuals
- Lack of openings for adults with waiver benefit within the county – availability of group homes
- Supervised apartment program reinstated
- Drug court reinstated
- Mental health court
- Bridge program interlinking judicial with mental health diversion program
- Flexibility with managed care program – program to reflect individual need
- Crisis intervention/resource when entering mental health offices
- Funding for mental health program in the jails
- Services navigation/access
- Long term planning and care for adults currently living with family members
- Method for serving basement dwellers
- Lack of services for students aging out who do not meet eligibility criteria
- Mobile mental health unit, mobile health care unit (after hours)

- Family navigation/support for parents and family members
- Prescription refill delays – doctor’s orders not transferring to be filled
- Psychiatric facility for residents who are not homicidal/suicidal (crisis, substance, alcohol)
- Additional information – advocate to assist family members when members in crisis or commitment
- Case manager/employee turnover

## **Communication**

- Data/results of county services
- Communication – matching the population
- Mental Health Awareness programs in schools, etc. at early age and profession – include family/adults in education
- Keep people in the system informed on updates and changes so they can continue. Notifications of where you are in the process
- Information packets at the beginning of school year to include information on mental health services/signs of issues
- One stop shop for information, alternative communications
- Enhanced awareness programs for students (peer support)
- Military suicide awareness template for educational systems (video)
- How to communicate special needs on an as needed basis
- In case of emergency – emergency preparedness link not working with applications
- Jason Foundation
- Project purple – heroin
- Are departments/service providers collaborating with each other to keep current on growing issues
- Don’t use acronyms – speak in layman’s terms
- Silos – fusion center for analytical purposes – information sharing
- Additional information – advocate to assist family members when member is in crisis

## **Residential**

- Housing/Services for homeless people with mental health issues (PATH)
- Need sober living housing to increase
- Long term planning and care for adults living with family members
- Increase residential housing

## **Budget/Legislative**

- Low reimbursement from state for services – has it moved?

- Supervised apartment program reinstated
- Drug court reinstated
- Mental Health court
- Bridge program interlinking judicial with mental health diversion program
- Revisit policy on providers interacting with clients outside of treatment
- Suicide prevention funding
- Funding for mental health program in the jails
- Is JP's law being used/followed
- Funding impacting programs for mentally ill (transportation needed for activities, meals have stopped)
- Psych facility for residents who are not homicidal/suicidal
- Increase residential housing

Highlighted are low-hanging fruit

Access and Communication are largest topic areas.

Meet with Department Heads regarding this list to obtain their input and feedback.

Take forward with full Community Services Board

Consideration given to doing a listening forum once per year, and the rest of the year is spent working the referenced issues via the CSB process.