



# ORANGE COUNTY BEHAVIORAL HEALTH ADVISORY BOARD

STEVE MCNALLY  
COMMITTEE CHAIR  
ALAN V. ALBRIGHT, LMFT  
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BHAB VICE CHAIR

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<http://www.ocalthinfo.com/bhs/about/mhb>

## Adult Services Committee Meeting AGENDA

Tuesday, March 11, 2024

1:00 p.m. – 2:30 p.m.

### **\*In-Person meeting**

405 W. 5<sup>th</sup> Street., Room 202, Santa Ana, CA 92701

### **Hybrid Option:**

<https://us06web.zoom.us/j/81966493797>

Meeting ID: 819 6649 3797

**1:00 – 1:05 p.m.**

### **Welcome & Introductions**

**1:05 – 1:15 p.m.**

### **Public Comment:**

*\*At this time members of the public may address the Chair regarding any item within the subject matter of this board's authority provided that no action is taken on off-agenda items unless authorized by law. Comments shall be limited to three to five (3-5) minutes per person.*

**1:15 – 2:25 p.m.**

### **Scheduled Discussion Items:**

- **Committee Focus / Themes Across Topics**
  - **Initial Topic/ Focus**
    - Crisis Services
  - **Awareness**
    - County Promotion of Crisis Services
    - Identifying Where To Go-No Wrong Door(s)
    - Measuring Impact ( an example like Call Center Volumes)
  - **Access**
    - Client Preparedness
    - Eligibility Requirements
    - Managing Client Expectations vs Service Delivery Knowledge
  - **Quality of Services Received**
    - Post Service Communications/ Referrals
    - Perception Surveys
    - Data Availability ( Public and Confidential/Internal)
  - **Understanding of Client/ Patients Rights**
  - **Client Feedback Loops to Providers**
  - **Committee Dynamics/ Membership**
    - Community Ideas, Priorities, and Increased Participation
    - Identifying Community and County Subject Matter Experts

**2:30 p.m.**

### **Adjourn**

*\*In compliance with the Americans with Disabilities Act, those requiring accommodations for this meeting should notify the Behavioral Health Advisory Board's Administrative Office 72 hours prior to the meeting at (714) 834-5481\**