

## Notes from focus group #1

Each person in the group told their story.

Heard about a housing program in the county called CAP clustered apartment program: controlled program with threats. Told it was an interim program but people lived there for years. Might be better to convert to permanent supportive housing. Rule by threats and fear counter intuitive to what people need

Need a supportive secure environment to grow.

Due to budget cuts providers look at relationship with clients in billable hours rather than what may help client the most. Pressure to bill for every interaction with client

System does not encourage work consumers afraid of losing benefits and thus afraid to work

What consumers may need is a disability navigator to navigate the system for best outcomes.

Need a paradigm shift currently the process is stigmatizing attitudes of providers themselves stigmatizing

Education is the key to change need to know about illnesses prior to ever having the illness. The Ending the Silence program is a start this program teaches freshman in their health class about the realities of mental illness.

Consumers need education regarding their diagnosis how best to treat it and consequences of no treatment in order to make informed decision

Housing is a big problem for consumers without parents to help many consumers become homeless

Stigma against people with a mental illness and it is worse for people who are indigent.

Doctor Patient relationship should be shared decision making need doctor trust Doctors need education. Doctors do not want to tell the patient the diagnosis that is a problem for recovery

Everyone need education community education

Mental Health first aid training

Stigma huge problem-shame that goes with the illness

Need sensitivity training for medical professionals emergency room is hard on people in crisis staff is not sensitive Peer respite centers recommended

No more seclusionary restraints comfort kits given at time of admission to help consumers in hospital

Doctors need to work on reducing medications so consumers can function in the world. Do not treat everything with medications consumers should be allowed to feel normal feeling rather than have doctors pathologize every feeling

Respect and dignity is the key to the beginning of treatment must remain throughout the treatment.

Education and reintegration into society

In the search for care all doors should be open there should be no wrong door-seamless system of care.