
MHSA Technological Needs Forums

From March 11, 18, 25, 2010 Combined Responses by Category

I. Suggestions to meet needs for computer equipment and access

A. General

1. Access to more, routinely maintained, and up-to-date hardware and software
2. Provide a mobile computer unit (van or motor coach) with multiple computer workstations and tech support on hand. Travel to locations where shut-ins could access or to remote locations. Wellness on Wheels (like Kaiser's Thrive)
3. Assist people to get home computers with financial assistance
4. Support family member/caregiver access to computer aid
5. Coordinate locations with the transit system.

B. Hardware

1. Provide hand-held devices like Palm Pilots, PDA's, Tablets and/or iPhones.
2. Free laptops with internet access
3. Video equipment for mock interviews
4. Create and supply a 'hardware library' for loaning equipment to people served.
5. Station regional public computers or kiosks, some to be open 24 hours/7 days per week

Suggested locations:

- a. Beauty Shops
- b. Board & Cares, Independent Living Facilities
- c. Bus Depots, Transit Centers
- d. Clubhouses
- e. Churches
- f. Community Centers
- g. DMV
- h. Emergency Rooms
- i. Employment Centers
- j. Family Resource Centers
- k. Grocery & Retail Stores
- l. Health & Human Services facilities
- m. Health Centers & MH Clinics
- n. Hospitals
- o. Indian reservations
- p. Jails
- q. Laundromats
- r. Libraries
- s. Medical MD Offices

- t. Recreation centers
- u. Schools & colleges
- v. Senior Centers
- w. Service Providers
- x. SSA
- y. Welfare office

C. Software

1. Multicultural, available in all languages
2. Access for people with various disabilities
 - a. Assistive Technology software for deaf, blind, physically, hearing, visually, intellectually, cognitively challenged (voice-activated and screen reader technology
3. Provide access to professional quality business application software.
4. 4. A program where someone could enter in mental health treatment objectives and be matched with a provider that would best fit their personal needs/wants. Enhance existing helping services (211?)
5. Security for online health records.

II. Suggestions for Training and Education

A. General

1. Icon-based, interactive, responsive system & training to assess needs and abilities of each individual and accommodate individualized learning process. Multiple modalities.
2. Training goes on continuously – pick-up and/or miss classes w/o penalty
3. Regular staffing to train and maintain equipment
4. For all ages, age-specific, age sensitive
5. For people receiving services, family members, caregivers
6. Video Interview to assess needs and abilities
7. Marketing, Sponsor a Radio/TV public service ad campaign to encourage participation in existing computer MH programs/services.
8. Produce public service announcements on Google, etc. targeting specific underserved groups

B. Learning Methods

1. Produce a resource book/program that provides simple instructions so you can learn at your own pace on your own
2. Computer and face-to-face personalized tutorials
3. Special learning center for people with MH challenges to learn basics for group or individual
4. Collaboration with Community Colleges & Continuing Education to gain jobs & skills.
5. Universal Assistive technology
 - a. Head phones
 - b. Dragon-Speak voice-activated, dictation software
 - c. Screen Readers
 - d. Voice-Activated Google search

6. 10 terminals to one staff trainer like at self-service supermarkets
7. Interactive video games to learn about computers, mental health and educational games for all age groups to promote life skills, peace, healthy coping mechanisms, health and fitness.
8. Wii Technology
9. Health-related message sent to cell phone/devices
10. Create a MySpace learning forum

C. Specific Training/Education on

1. Age Appropriate software
2. Assessment on Computer Skills
3. Computer Basics
4. Online social networking (MySpace...)
5. Peers Teaching Peers
6. PowerPoint
7. Publisher
8. Vocational/Arts training leading to job possibilities
9. Medication Management
10. Life Skills Management training courses – opening bank account; going shopping...
11. Employment readiness training
12. Exercise
13. Digital photography, photos, videos
14. Nutrition & Wellness
15. MS Office
16. GED Preparation
17. Wii Technology
18. CBT and DBT therapy
19. Using Recovery University online
20. Create an online resource diary/directory customized to personal needs
21. Training on Existing Online Resources/User Friendly Search Engines
22. Assistive Technology Software

D. Workforce: Peer/Family as Trainers/Technicians

1. Have a roving Peer/ IT Tech Maintenance/Trainer for the clubhouses (train with WET?)
2. Provide per-diem compensation for peer to peer staff for computer assistance.
3. Utilize senior centers, etc. for special on-site training events/classes.
4. Incentives in higher education for a new discipline: Mental Health Information Services
5. Stipends to assist consumers that need help with computers.
6. Utilize work-study students to help with/coach computer use
7. Peer Specialist Training: Call-center support for computer issues, Certification for persons who assist (to verify credentials)

III. Suggestions for Online Resources

A. Resources

1. Social services online
2. Computer match with appropriate provider
3. Websites for entire family to understand MH challenges
4. Listing of updated Independent Living Resources, of sober living , B&C facilities
5. Interactive County-Wide Regional Directory (user friendly)
6. Self-Assessment Tool with linked resources (based on results) in their zip code to bus routes, links to chat rooms, educational materials, directories and/or directions, etc.
7. Recovery Success Story Videos/Clips and/or Inspirational Messages

B. Mental/Physical Health Treatment

1. Expand use of Tele-psychiatry
2. Interactive treatment plan.
3. Online wellness/fitness plan
4. Online DBT/CBT training.
5. Personal health records online
6. Peer support as part of discharge plan.
7. Medication, Diagnosis & Symptom Education
8. Exercise & Weight Management
9. Smoking Cessation

C. Social Networking

1. Blogs & Chat Rooms: age-specific, peers, family members
2. Forum for asking, conversing about MH questions.
3. Online consultations for teens /others who are afraid to be stigmatized with peers, family specialists. Anonymity (no name – no shame.)
4. Online support groups, online IT services.
5. Host a live chat site with a medical professional to answer questions (Facebook chat.)
6. On NOC website combine the Social Networking section with the PHR section. (Integrate.)
7. Development of online media video vignettes on YouTube.
8. Online family networking
9. Collaborative Program for TAY i.e. Blue Sky, Australia
- 10.

MHSA Technological Needs Forum

From March 11, Notes Taken by Family Youth Roundtable

1. Suggestions to meet needs for computer equipment and access

- a. User friendly
- b. Update with new computers at clubhouses/accessible to all
- c. In home computer
- d. Mobile units to “check out” laptops with a flexible amount of time (but not excess)
- e. Portable laptop
- f. Computer kiosk (like ATM postings)
- g. Mobile units in areas not accessible by bus
- h. Blackberry/Palm Pilot
- i. Assistance to low income
- j. While in waiting room – patient comments and feelings
- k. More security

2. Suggestions to meet needs for training and education

- a. Target younger ages with video games
- b. “Training” video game
- c. Simple instruction book like a phone book
- d. I.T person at location to help
- e. Games that teach life skills
- f. Games that promote peace not violence
- g. Games that promote creativity
- h. Resume and Job Development
- i. Games that teach you health, nutrition, hygiene
- j. Continued computer educating
- k. Family/Community base – Facebook

3. Suggestions to meeting needs of online resources

- a. Ask the expert/on-line triage
- b. Peer to Peer blog for all ages, on-line support
- c. PHR on-line
- d. Picture identification program run by peers

4. Other responses

- a. Free computer distribution
- b. Free internet services
- c. User friendly software – mental health tailored
- d. Tele-psychiatry
- e. A computer to match with appropriate provider
- f. Infomercial – Advertising (San Diego County invites you to the future)
- g. Wikipedia-like guide on how to live