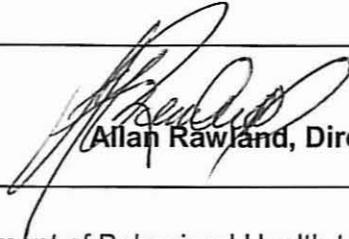


**County of San Bernardino
Department of Behavioral Health**

Consumer Focus Groups Policy

Effective Date 6/1/00
Revision Date 4/17/07


Allan Rawland, Director

Policy It is the policy of the Department of Behavioral Health to provide consumers with information about the Medi-Cal Mental Health Plan (managed care) and to obtain feedback on accessibility to specialty mental health services from consumers, their families or potential consumers attending Focus Groups.

Purpose To improve accessibility to specialty mental health services by identifying and removing barriers to treatment.

Meetings Focus Group meetings will be scheduled *twice/year* with consumers in each region of the department by the Program Manager.

Process The following table describes the process for identifying and contacting Consumer Focus Groups:

Stage	Description
1	Identify target population based on any <i>one</i> of the following: <ul style="list-style-type: none">• ethnic groups• language groups• age• other groups
2	Develop Informational flyers which will include the following: <ul style="list-style-type: none">• date of the focus group meeting• time of the focus group meeting• location of the focus group meeting <p>Note: The flyers must be available in the threshold language <i>except</i> in the case when a specific language group is the target population of the focus group.</p>
3	Contact consumers or their families or potential consumers to invite them to the focus group meeting.