


# County of San Bernardino Department of Behavioral Health

## Consumer Focus Groups Procedure

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



Allan Rawland, Director

**Purpose** To ensure guidelines are established and adhered to regarding consumers accessing specialty mental health services which reflect cultural competency, including language needs, within the various regions of San Bernardino County

**Procedure** Follow the steps listed below *prior* to conducting the Consumer Focus Group meeting:

Step	Action
1	Identify the focus group facilitator if possible.  <b>Note:</b> This person should have a familiarity with the culture and language of the target population
2	If needed, identify an interpreter for the meeting
3	Set date, time and location of the meeting in coordination with the facilitator(s). Allow ½ to 2 hours for the meeting
4	Develop flyers or other handouts in English and the threshold languages
5	Post Focus Group flyers or handouts in clinic locations, distribute them to community contact points if relevant to that focus group
6	Emphasize to clinical staff the importance of encouraging their clients to attend
7	Arrange for transportation for consumers who may need it
8	Plan for snacks as appropriate to time of day and target population
9	Organize relevant handouts for the meeting to include: DBH Consumer Guides, Complaint/Grievance Brochures, Second Opinion Forms and information on the particular clinic or issues of the meeting.  <b>Note:</b> Material should be available in threshold language unless the target population is a specific language group, in which case, all materials should be available in that language.

# County of San Bernardino

## Department of Behavioral Health

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### Focus Group Meeting

Follow the steps listed below *during* the Consumer Focus Group meeting:

Step	Action
1	Participants should sign in
2	Distribute handouts as noted above, explain purpose of focus groups
3	Use questions from the Focus Group Questionnaire (see Attachment 1), as well as other relevant questions
4	Take Notes of consumer comments.
5	Clarify how the consumers' information will be utilized.
6	Discuss any confidentiality concerns with the participants
7	Forward notes from the Focus Group meetings, along with the sign in sheet to the Cultural Competency Committee Coordinator.

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# County Of San Bernardino Department of Behavioral Health

## Focus Group Questions

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### Topic No. 1

#### **ACCESS AND AVAILABILITY OF MENTAL HEALTH SERVICES:**

1. How long have you (or your family member) been receiving services from this county's Mental health Program?
  2. What kinds of services do you receive from this county's Mental Health Program?
  3. How could things be different? What would make it easier for you to get the services you want?
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### Topic No. 2

#### **BENEFICIARY PROTECTION:**

1. If you have a problem with the services you are receiving from this county's Mental Health Program, how would you go about getting it resolved?
  2. If you had a friend who was having problems with the services they were receiving from this county's Mental Health Program, what would you suggest they do?
  3. How could things be different in the way this county's Mental Health Program handles the problems that clients like you have? What would make it easier or better?
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