

Community Involvement in Behavioral Health Agencies: Additional Resources

“Involving communities, which importantly includes family and youth, directly in the design and delivery of your services — taking the time to build trust and establish a true collaboration — means that you can better meet their needs and match services to their priorities, which helps improve their lives immeasurably: shorter time to treatment, greater engagement in care, and overall more effective services that improve child and family functioning, day-to-day.”

- Kimberly Hoagwood, Co-Director
Community Technical Assistance Center (CTAC)

This is an interactive guide: click on the titles or images below to access the resources

Webinar Recording



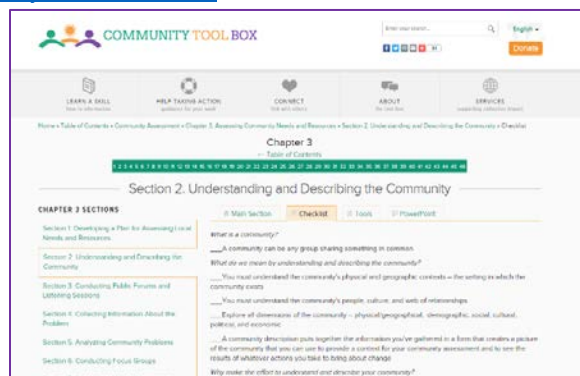
<http://ctacny.org/training/community-involvement-behavioral-health-agencies>

Learn

[Community Tool Box Chapter 3: Assessing Community Needs and Resources](#)

[Section 2. Understanding and Describing the Community – Checklist](#)

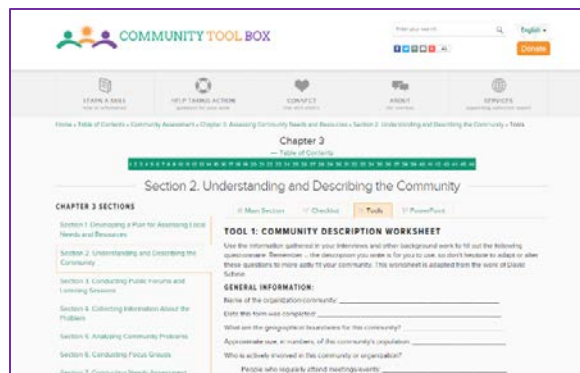
It’s important to fully understand a community before working on its targeted concerns and needs. Without this understanding, it can be more difficult to connect with community members, reduce one’s credibility, and hinder one’s ability to implement a new community initiative. Use this checklist to assist in developing an accurate description of your community.



[Community Tool Box Chapter 3: Assessing Community Needs and Resources](#)

[Section 2. Understanding and Describing the Community – Tools](#)

The Community Tool Box provides two (2) tools for you to use when creating a community description. The first tool is a questionnaire that should be filled out after gathering information from interviews with community members. The second tool provides tips and potential questions when conducting individual interviews about the community.



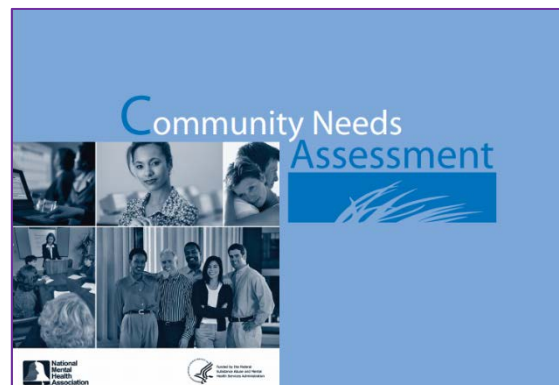
[Strategies for Inclusive Engagement Webinar by Tamarack: An Institute for Community Engagement](#)

This hour long webinar by the Tamarack: An Institute for Community Engagement based in Canada provides insight into inclusive community engagement practices. The presenter, Amy Hubbard, defines inclusive engagement as providing “people with opportunities to participate by reducing barriers, creating connections and engaging in meaningful and supportive ways.” Listen to this webinar to hear examples of community engagement initiatives and strategies to overcome barriers when working with diverse communities.



[The National Mental Health Association's National Consumer Supporter Technical Assistance Center \(NCSTAC\)](#)

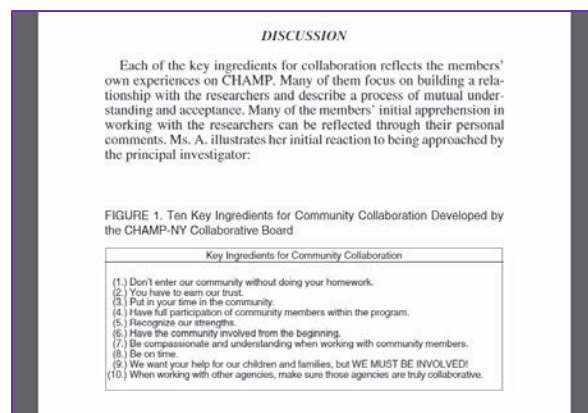
The NCSTAC has developed The Community Needs Assessment. It is designed to help organizations determine current strengths and service gaps, facilitate empowering relationships and offer strategies to eliminate stigma and discrimination. These tools are used to assess community demographics, gaps in services, and identify barriers to improving mental health services.



Listen

[Voices from the Community: Key ingredients for Community Collaboration](#)

The authors of this scholarly article highlight the CHAMP Family Program, a family-based HIV prevention program based in the Bronx, to demonstrate the critical role community members had in the planning and implementation of the community-based intervention. Use this resource to learn more about the key ingredients for community collaboration. [Franco, L. M., McKay, M., Miranda, A., Chambers, N., Paulino, A., & Lawrence, R. (2007). *Voices from the community: Key ingredients for community collaboration*. *Social Work in Mental Health*, 5(3-4), 313-331.]



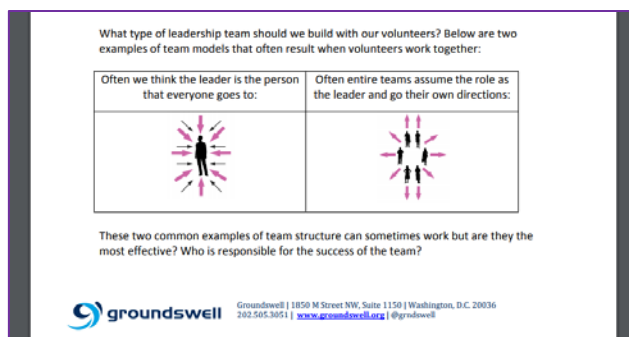
[Engaging your Community: A Toolkit for Partnership, Collaboration and Action](#)

This toolkit offers information and resources on the ways in which organizations can develop strategic partnerships in their community, implement innovative outreach and engagement strategies, and develop strong systems of communication with the diverse populations they serve. The toolkit targets organizations in the field of adolescent pregnancy prevention and parenting, however the tools, checklists, and brief assessments can be adopted by any agency interested in engaging the community in their work.



Community Engagement Toolkit: Organizing Your Community Participant Guide by Groundswell

Groundswell's community engagement strategy connects community solar projects with economic empowerment. Section One of the resource includes a tool that can assist organizations, agencies, and community members develop a public narrative to guide conversations about the unique experiences each individual brings to the table.



Inform

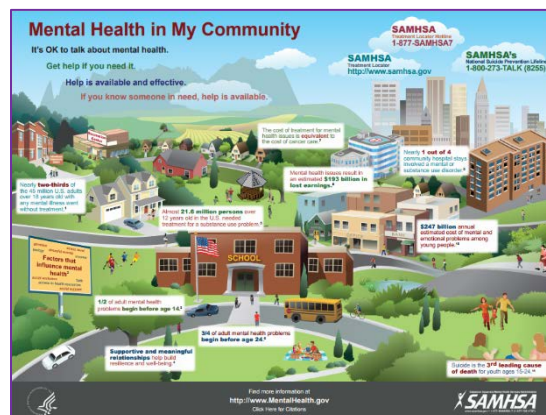
Community Resilience: Learn and Tell Toolkit

This toolkit deepens organizations, agencies, and community members' understanding of community resilience. The LEARN section offers an overview of key concepts of community resilience through definitions, case studies, and checklists. The TELL section includes activities to further help readers learn the skills to teach resilience to others. [Towe, Vivian L., Anita Chandra, Joie D. Acosta, Ramya Chari, Lori Uscher-Pines, and Clarissa Sellers, *Community Resilience: Learn and Tell Toolkit*. Santa Monica, CA: RAND Corporation, 2015.]



Mental Health in My Community Infographic by SAMHSA

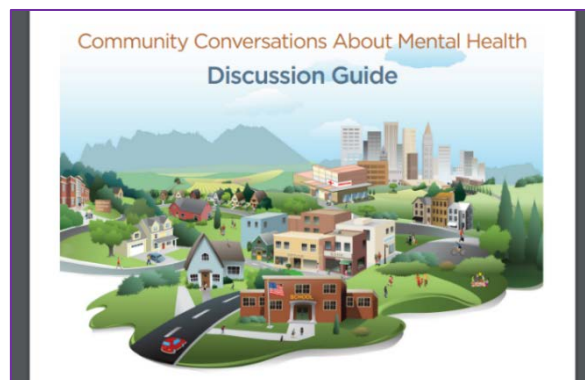
SAMHSA's Mental Health in My Community infographic offers a visual representation of the interconnectedness of different community stakeholders including schools, hospitals, behavioral health clinics, businesses, banks, and more. This resource can be used as an educational tool to share information with staff and community members about the prevalence of behavioral health issues.



[Community Conversations about Mental Health: Discussion Guide by SAMHSA](#)

This toolkit targets individuals and organizations who want to open up conversations in their community around mental health with the objectives to break down

misperceptions, identify community-based solutions for mental health needs, and develop steps to address mental health needs that complement existing local activities. The toolkit's discussion guide provides an example of how you can structure a community conversation, including topic ideas and tips for facilitators. It can be adapted to fit your specific community's needs.



[Evaluation Tools for Community Engagement Webinar by Tamarack: An Institute for Community Engagement](#)

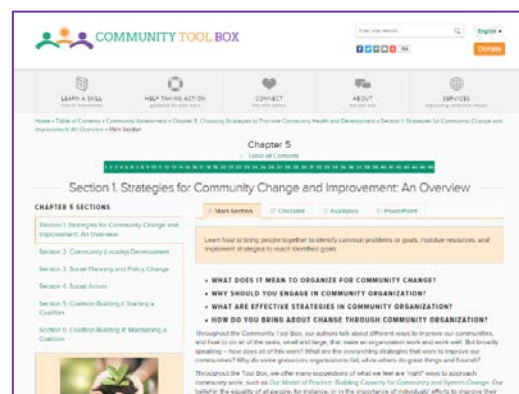
This hour long webinar discusses important items to consider when beginning to set up and implement an evaluation plan of your community engagement efforts. The webinar also offers tools and useful tips to consider when thinking about different types of evaluation strategies.



Involve

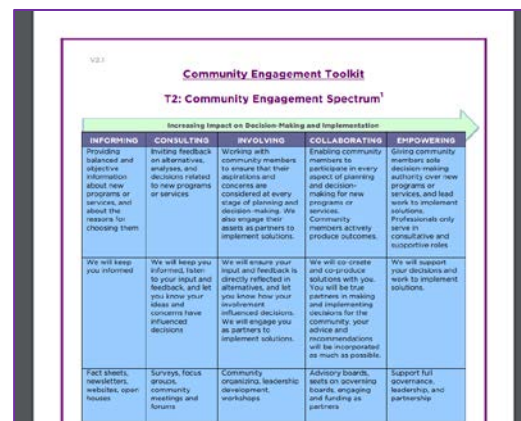
[Community Tool Box Chapter 5: Choosing Strategies to Promote Community Health and Development; Section 1. Strategies for Community Change and Improvement: An Overview](#)

Chapter 5 of the Community Tool Box highlights the power of an organized community working together to reach agreed-upon goals. This chapter reviews several strategies that one can use when engaging in community organization efforts, such as locality development, social planning, systems advocacy, or coalition building. By using one of these strategies, one can create positive change in their community.



Community Engagement Toolkit

This toolkit offers strategies to achieve better community engagement with your community. The toolkit provides a twelve step approach that can help in building upon existing community-based activities or can assist in developing a new community engagement plan.



Tips for Developing a Community Advisory Board

This resource offers a set of tips about how health care and community-based organizations can work with members of their community to form a community advisory board. Community members can offer insight into the patient population such as how to relate culturally, underlying dynamics of certain disparities, accessibility issues, how to improve relationships and build trust, etc. This resource outlines steps your organization can take to begin to develop a collaborative infrastructure with your patient community.

Organizing a CAB

- Begin to identify process goals and outcome goals for the CAB. In other words, the group will have goals to reach and will need methods to reach those goals.
- Begin to plan for logistical issues. These questions do not need to be answered before the group meets, but it is helpful to discuss these issues with senior leadership while planning for your CAB.
 - Considerations for group meetings:
 - How often will they be scheduled?
 - Where will they be held?
 - How long will they last?
 - How formally will the meetings be structured? Will you use Robert's Rules of Order?
 - Will you provide food, childcare, or cover transportation costs?
- Identify a specific individual to oversee the process of organizing the CAB. This role is critically important because this person will be responsible for bringing together community members and organization staff to discuss difficult issues and work together to develop appropriate responses.
 - If someone from within your organization takes on this role, ensure that s/he has protected time specifically for their CAB responsibilities.
 - Consider hiring an individual from the community for this role.
 - Evaluate personality traits and interpersonal skills to assess suitability for this position. Cultural competence is particularly important.
 - Once the CAB is set up, the members can determine leadership structure for the group.
- Recruitment and retention
 - Recognize that recruiting and retaining CAB members is an ongoing process, not a one-time event.