

# Mesa: What We Heard

In Spring 2025 we asked clients, providers, partners, and collaborators what was going well with Mesa and what could be improved. Here is what we heard.

## STRENGTHS

### Flexible and Easy to Work With

The Mesa team helps with many different needs. Working with other providers, both inside and outside Mesa, they make sure you get the care that's right for you.

### Care and Skilled Staff

Staff are **friendly, supportive, and easy to talk to**. They do not judge, and they know about community resources that can help. They are dedicated to supporting you.



Mesa is a **safe space to get support**. Staff will listen to your needs, adjust how they help, and meet you where ever you are at.

### Focused on Clients

## CHALLENGES

### Limited Resources

Because there aren't always enough staff, space, or community services, the care you receive can sometimes be delayed or have gaps.



### Unclear Information

It's sometimes confusing to know what staff do, how referrals work, or what services Mesa offers. This can cause overlap in work and make it hard for you to know who to ask for help.



## NEXT STEPS

### Knowing Who Does What

Mesa is working on **making it clearer who does what and who you can go to for support** in different situations by handing out postcards and wallet cards on what the Mesa Mobile Outreach Team does, and who is on the team!



### Case Management

**Case Managers** will support you in organizing and managing your substance use health, mental health, housing, and other social needs so you get the right care at the right time. They will work with other health and social service providers to support your treatment plan, with regular check-ins, follow-up, and speaking up for you when needed.



### Peer Support

Mesa is adding **Peer Support Workers**, who are individuals that have common lived experience with clients (e.g. substance use, mental health challenges).