



**Client and Family Leadership Committee  
Minutes  
February 27, 2014  
2:00 PM – 5:00 PM  
California Institute for Mental Health (CiMH)  
Sequoia Room  
2125 19<sup>th</sup> Street, 2<sup>nd</sup> Floor  
Sacramento, CA 95811**

**Committee Members:**

**Staff:**

**Other Attendees:**

Ralph Nelson Sandra Villano Wendy Nguyen* Richard Krzyzanowski Darlene Prettyman Carmen Diaz Ivan Anderson Shannon Jaccard* Sharon Yates*	Sandy Lyon Matt Lieberman	Eduardo Vega Sally Zinman David Czarnecki Herb Pope JoAnn Johnson Steve Leoni Raja Mitry Vickie Mendoza Dave Hosseini Lisa Rock* Helena Liber* Evon Jacobs Lenore Holiday Gene Holiday
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\*Participation by phone

Committee members absent: Ruth Tiscareno, Maggie Walker, Sandra Wortham

**Welcome/Introductions**

Commissioner Nelson, Committee Chair convened the meeting at 2:00 P.M.

- All meeting participants were welcomed and introductions were made.
- Chair Nelson outlined the agenda for the meeting.

**Review /Approve Prior Meeting Minutes from October 16, 2013 and January 14, 2014 meetings**

Chair Nelson asked all to look over the minutes of the October 16, 2013 and January 14, 2014 meetings and to identify any corrections. There were no changes requested to the content of the minutes and they were approved as written.

**Report from the Community Forum Workgroup Members Regarding the February 27, 2014 Workgroup Meeting**

Highlights of the report regarding the Community Forum Workgroup Meeting:

- The next Community Forum is scheduled for May 8, 2014 to be located in Redding and the California Mental Health Advocates for Children and Youth (CMHACY) Conference is also scheduled that same date in Monterey. This may present a conflict for clients, family members and Workgroup members to attend the Forum. [(Subsequently, the Community Forum is moved to May 29, 2014)]
- Due to the medical emergency that occurred at the Emeryville Community Forum regarding a participant that collapsed, it was recommended that a protocol for emergency preparedness be developed to ensure everyone's safety, and be communicated to Forum participants.
- The review of questionnaires by the Director of Research and Evaluation for consideration of ways to assess quantification options regarding responses from Forum participants is expected to be completed by the end of the year.

**Public Comment**

Public comment was heard.

**Brainstorming Session: New Ways to Obtain Input to Increase Participation from People with Lived Experience of Mental Illness**

Highlights of the discussion:

- A member suggested having a survey available to provide to constituents that seeks responses regarding the progress of the MHSA in their county to be used to obtain additional statewide information.
- A comment was made by a member that a client bank of experts could conduct site visits to various counties involved in local MHSA activities.
- A member recommended to do outreach to homeless shelters and LGBTQ communities to learn ways to make the mental health system more accessible to these populations.
- A suggestion was made by a member to set up a kiosk at hospitals, schools, and jail systems at key locations throughout the State with the purpose of surveying clients and family members to gather information so it can be used to improve the quality of services within the mental health system.
- A public comment suggested that outreach be visible at places of worship such as faith based organizations, and schools, libraries and coffee shops for exposure and to get people engaged.

- A public comment noted that already existing networks in communities could be useful to help with outreach because they have already established connections at the local level that could be accessed since they are specific to that community.
- A public member commented that supportive options should be made available for people to participate in events, such as providing stipends for travel on public transportation systems and to offer child care to encourage attendance.
- A public comment stated that the concept of adding value as an incentive to encourage participation should be communicated in the outreach so engagement in the event or activity is meaningful to the participant. The comment further stated that outreach should include information regarding how the participant's involvement will produce results, so the participant can identify with the perceived benefits of their involvement.
- A suggestion was made by a member that monolingual speaking participants should have culture brokers available to help create a trusting environment that supports participation that could also write-out information rather than speak it in a small group setting.
- A recommendation by a member was to provide outreach directly to persons in Board and Care facilities and Veterans that may not be accessing mental health services because these are populations that should be kept informed of activities in their local communities so they know what's happening.
- A public member commented that a letter of welcome be used as a tool to invite those from cultures that aren't accustomed to participating to tell their story and its impact on their generation, which is a way to show respect and offer encouragement to know they are welcome.
- A public comment noted that in small close-knit communities, the delivery should be customized so there is outreach directed toward the consumer's specific to the area in which they are located. The comment further noted that this is intended to offer "conscious training," so communities are informed that their concerted effort to participate is an advantage specific to them, rather than just an invitation to attend a special funded event.

### **Public Comment**

Public comment was heard.

### **Discuss Charter Activity Timeline**

Highlights of the update:

- A brief overview was provided by staff of the Activity Timeline based on the 2014 CFLC Charter.

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- It was noted that the Activity Timeline is to be a working timeline for the completion of deliverables and that modifications might be necessary in the future.

### **Public Comment**

Public comment was heard.

### **Discussion of Possible Future Agenda Items**

The CFLC would like to:

- Continue with the Community Forums and track successful activities to share with others.

### **General Public Comment**

There was no additional input provided.

### **Adjournment**

Meeting adjourned at 4:51 PM.