



CLIENT & FAMILY LEADERSHIP COMMITTEE

Flip Chart Notes from 6-26-09

Meetings/Documents

- 30-Day institution
- Allowance of many voices (value)
- Building Walls around "Professionalism"
- Strict adherence
- Not enough representation of underserved population giving comments (Cultural perspective)
- Welcoming attitude diminishing
- Access to all parties involved (information ect)
- Efficiency of communication

Solutions/Areas

Access

- Multiple means
 - Mail, email, proxy speaker
 - Written comments read aloud
- Meetings out of Sacramento

Information/Education

- Meet and greet (welcoming language)
- Mentorship/Guidance
 - CalNetwork
- 30-day notice
- Orientation by Network
- Pre-meeting orientation/peers all
- Lunch
- How to participate? Website
- CFLC Ambassadors

Timing

- Comment before vote
- 3-minutes "inviolable"
- Commission questions...?
- 1 1/2 day OAC Meetings or
- 1/2 Thursday/ 1/2 day Friday
- Advocacy organizations present separately



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Relevance

- Reflections by visual capture of comments (min repetition)

Responsiveness

- CFLC responds w/staff (or others)
- Request for response
- Follow-up
- Written response/post on web
- Transcription of public comment
- Many underserved communities
 - Oral traditions
 - English second language
 - Deaf/hearing impaired
 - Translations
- Mixed messages from commission
- Empowerment
- Cultivation of leadership
- Value on face to face speaking

Commissioner Education

- Responsibility to be present
- How to listen
- Responsiveness
- Reminder of importance to (inform the vote insider)
- Context info
- General presentation from stakeholder group/state advocacy organizations
- Value of repetition
- Empowerment
- Client culture
- Value of grassroots input

General/Other

- Model Transformation (respect)
- Connection to other and multiple disability
- Culture shift



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Timelines

- 30-day notice

Issues

- Values
- Organization representation
- Inclusiveness of values
- Time limit
- Focus
- Relevance
- Repetition is valuable
- Educating Commission
 - Understanding audience
 - Transformation/grassroots movement
 - Client culture
- Commission being government, not people
- Structure, access
- Frustration
- Response to public
- Commission support (when in agreement)
- Transparency
- Location
- Know your audience/participants
- Fairness and inclusiveness
- Presentation instead of action items
- Write in comments (interpretation)