



**Client and Family Leadership Committee Meeting
Meeting Minutes
September 25, 2009
9:00 AM – 3:00 PM**

Members Present

Darlene Prettyman Co-Chair
Eduardo Vega Co-Chair
Khatera Aslami
Richard Krzyzanowski
Tracey Love
Carmen Diaz
Cynthia Gill
Shannon Jaccard
Cheryl Maxson
Jamy Garcia

Members Absent

Donna Barry
David Weikel
Sally Zinman
Jorge Wong

Other Attendees

Joaquin Grando
Stacie Hiramoto
Eva Perez
Marie Neel
Laura Mancuso
Kumar Menon *
Steve Leoni *
Gitane Williams
* Participated via phone

Staff

Peter Best
Beverly Whitcomb
Deborah Lee

Welcome/Introductions

Darlene Prettyman, Co-Chair, convened the meeting at 9:10 a.m.

The following motion to modify the agenda was made by the Vice-Chair.

- Approval of minutes and the review of the CFLC Charter agenda items were moved to the afternoon
- Public comment recommendations discussion agenda item moved to the morning session

The motion was passed unanimously

CFLC Meetings and Conference Calls

The committee discussed the guidelines regarding member attendance at CFLC meetings with various members interpreting the guidelines differently.

Chair stated that there may be various reasons for missing meetings, and the commission has gone through its own changes. Also, there may be some possible vacancies in the future and she will discuss this matter with the Co-Chair. OAC staff person to the CFLC will research the official attendance guidelines and report back to the committee next meeting.

OAC Interim Executive Director clarified the commission meeting schedule for the rest of 2009 (Oct 22 and, Nov.19, 2009). In 2010 the MHSOAC will meet in Sacramento from January-August and in various locations throughout the state from September-November. This schedule was developed to accommodate the legislative session in Sacramento. Commission meetings will not be held in the month of December.

Possible committee meeting times and dates were discussed. Currently CFLC meets from 9 am - 3 pm the Friday after commission meetings. The Vice-Chair stated that Friday meetings were becoming difficult for her to attend.

The Chair suggested that a Community Participation Sub-Committee be formed to address the feasibility of having a public forum meeting and inviting commissioners to CFLC meetings, along with additional options to increase community participation.

OAC Interim Executive Director stated that any sub-committee with three or more members would be subject to Bagley-Keene Open Meeting Act requirements. The Chair stated he thought that a Commissioner had to be part of the subcommittee in order for Bagley-Keene rules to apply.

Discussion continued regarding the possible sub-committee but no sub-committee was formed.

A decision was reached to continue to hold CFLC meetings the Friday after the commission meetings and to hold Conference Calls on an as needed basis the second Wednesday of the month from 2-4 pm. The necessity of each conference call will be determined at each CFLC meeting. The next conference call will be held on Wednesday October 14, 2009.

CFLC Recommendations regarding the Effectiveness of Public Comment at MHSOAC Meetings

Co-Chair presented an overview of the PowerPoint presented to the MHSOAC and highlighted the positive and negative comments that were received at the Commission meeting.

Negatives:

- Various Commissioners opposed providing a separate Public Comment structure. It was stated that the MHSOAC has a legal obligation to hear public comment prior to any action item and cannot prohibit anyone from making public comment.
- Commission meetings are designed to be business meetings and is not the venue for a town hall meeting
- Providing Carbon Copy duplicate Public Comment Cards was too expensive. As an option, it was suggested that the current Public Comment Cards could be modified to a full sheet of paper with a perforated lower portion that a speaker could keep for their own record.
- Providing a professional "Real-Time" captioning service costs would be prohibitive
- Including a general public comment section at the end of the morning and afternoon sessions. Some Commissioners felt that this may not be necessary since public comment is already offered at the end of the meeting; in addition public comment is offered before voting on each agenda item.

Positives:

- Changing the color of Public Comment Cards. (no opposition)
- Adding space for the date and email information (no opposition)
- Receiving public comment via email or regular mail will, if possible, be included as attachments to the meeting packets if received within ten days prior to the meeting date. This suggestion was received well and is already in current practice.
- Providing a suggestion/feedback box that would be available at all MHSOAC meetings (no opposition)

The Chair summarized that the MHSOAC Commissioners wants the public comment recommendations from the CFLC to focus more on:

1. Values
2. Efficiency
3. Access (where and when MHOAC meeting are held etc.),
4. Quality improvement
5. Mentorship and Training (how to provide effective public comment)

Additionally, the committee reviewed the current recommendations and discussed various aspects of the comments from the MHSOAC Commissioners and provided the following comments:

- MHSOAC meetings should be held in small counties like Modoc in order for the commissioner to see the access and living condition barriers faced by people in very rural communities
- The MHSOAC should meet in buildings other than hotels. Many hotels are located in areas that are not easily accessible by public transportation
- Hold MHSA meetings in Urban areas which have public transportation available
- Use state, county or local government buildings for MHSOAC meetings. However, transportation costs to these buildings from hotel for Commissioners and staff may be prohibitive
- Use the comments from the suggestion box and possible Quality Improvement Survey to compile a semi-annual report that would be submitted to the MHSOAC to help improve meeting effectiveness
- General public comments should be mid-day as many commissioners and audience members are gone by the end of day. CFLC Committee still wants this recommendation advanced and REMHDCO has indicated its support of this recommendation as well.
- Have a least two community forum meetings per year
- When addressing the MHSOAC whether written or verbally, the CFLC should be aware of the tone of the communication (know your audience). This committee member felt the Commissioners seemed to react defensively to some of the recommendations. He suggested, instead of using demanding verbiage, use key words such as access, inclusion etc.
- Other committee members felt that the MHSOAC should uphold the MHSA values and the lived experience of the CFLC advocates. Clients should not have to always be the ones who are flexible, the Commissioners need to learn to adjust and understand the passion and goals of this committee. Commissioners need to be in active listening mode
- Place the notice of the availability of ADA related accommodations which appears on the bottom of all MHSOAC meeting agendas on the MHSOAC webpage
- Two minutes not enough for public comments. Look at other organizations, most allow at least three minutes

- Include cultural competency into all aspect of the public comment structure and provide training regarding what to expect when a person gives public comment
- Use the lessons learned from other populations such the AIDS movement. Until both sides understand each other there can be no movement.
- Possible public comment training at MHSOAC meetings during lunchtime provided by CFLC members

California Mental Health and Spirituality Initiative

Rev. Laura L Mancuso, MS, CRC, Director, California Mental Health & Spirituality Initiative provided an overview of the initiative to the CFLC. She stated that the intersection of mental health and spirituality raises many important issues and questions, and the committee members' questions – both orally during the presentation and in writing afterwards – enrich our thinking. In addition, the funding for the initiative is running out. She hopes to be able to make a presentation to the MHSOAC and hopes to receive a recommendation from the CFLC.

Various members of the CFLC and public asked questions and made comments. The difference between Spirituality and Religion was discussed with members explaining their definitions from their own perspective. Some members have experienced discrimination during treatment and other situations from Faith-Based Organizations and other organizations.

Ms Mancuso agreed that this is a hot button issue and quoted a Newsweek article which stated that more people are spiritual than religious. This initiative is just one option for persons who identified spirituality as tremendously important to their wellness and recovery.

One CFLC member stated that he wanted to be sure that people who do not have a traditional religious or other belief have the same number of options available to them as people who have a religious base.

CFLC members agreed with one stipulation that attached to the recommendation letter are the questions from the CFLC and the response from the California Mental Health & Spirituality Initiative.

Issue Resolution Process Letter

Chair reviewed the presentation to the MHSOAC and stated that the letter was well received and will have some minor changes (signature bock) and mailed to DMH next week. The CFLC will have another opportunity to comment once the DMH regulations are submitted for public comment. Currently there is no published timeline from DMH for completing these regulations.

Minutes

Minutes were passed

Parking Lot

Date	Parking Lot Item	Person Assigned	Estimated Completion Date	Date
9-25-09	The option of inviting MHSOAC Commissioners to CFLC meetings	CFLC		9-25-09
9-25-09	Members discussed the possibility of meeting for two hours (6-8) in the evening after Thursday's Commission meetings to provide a forum for public comment and holding regular CFLC meetings the following Friday	CFLC		9-25-09
9-25-09	MHSOAC staff person to the CFLC stated that he would discuss the rules and regulations regarding sub-committees and workgroups. The Bagley-Keene restrictions would also be discussed with counsel and findings would be reported to the Committee Chair and Vice-Chair.	Pete		9-25-09
9-25-09	Due to time restriction discussions on modifying the current CFLC Charter were moved to the next meeting.	Chairs		9-25-09
9-25-09	There was a discussion on having a two hour meeting on Thursday evenings before the CFLC regularly scheduled meeting on Friday in order to adjourn earlier on Friday.	CFLC		9-25-09
9-25-09	The possibility of having CFLC meetings in various locations that are different from the MHSOAC and inviting the M.H. Directors/M.H. Officials etc; to attend and provide feedback was discussed.	CFLC		9-25-09
9-25-09	The Chair stated that he will draft a letter to the Services Committee that would recommend that a presentation from the California Mental Health & Spirituality Initiative be placed on one of that Committee's future agendas. After this has occurred, it could possibly be presented to the MHSOAC.	Commissioner Vega		9-25-09

Meeting Adjourned at 3:00 p.m.