



Client and Family Leadership Committee Meeting
Meeting Minutes
August 28, 2009
9:00 AM – 10:00 AM

Co-Chairs: Darlene Prettyman, Eduardo Vega,

Members present: Darlene Prettyman, Eduardo Vega, Khatera Aslami, Donna Barry, Richard Krzyzanowski, Tracey Love

Member present via phone: Jamy Garcia, Jorge Wong

Members absent: Carmen Diaz, Cynthia Gill, Shannon Jaccard, Cheryl Maxson, David Weikel(excused), Sally Zinman

Staff: Peter Best, Deborah Lee, Bev Whitcomb, Jose Oseguera, Filomena Yeroshek

Public participants: Dede Ranahan, Jennifer Turner, Jordan Blair, Stacia Hiramoto, Dephine Brody, Donna Matthews

Mental Health and Spirituality Imitative presenters: Khani Gustafson, Jay Mahler, Alice Washington

Agenda Item	Discussion
Greetings & Orientation	<ul style="list-style-type: none">○ Commissioner Vega called the meeting to order at 9:20 a.m.○ Attendees and phone participants were introduced○ New MHSOAC staff person to the CFLC, Peter Best (Pete), was introduced and provided a written bio and spoke about of his qualifications and work history. Pete stated how happy he was to be working with this committee and is eager to get started.○ A flyer regarding the upcoming MHSOAC Site Visit to Riverside was circulated to all○ Commissioner Vega stated that people should know that site visits by the commissioners are taking place○ Participants asked if they could receive a copy of the flyer. Flyers will be sent via email to all participants next week.

	<ul style="list-style-type: none"> ○ CFLC members asked if State Travel Expense Claim forms could be available at each meeting. TEC will be made available.
<p>Review of Meeting Notes</p>	<ul style="list-style-type: none"> ○ Commissioner Prettyman asked the pages be numbered and a parking lot section be added at the end of the agenda ○ Members liked the highlighting of major comments and thought the notes captured what was said at the meeting ○ The commissioners would like the notes/minutes to be structured into a table style format and state who attended the meeting ○ Pete stated that he was willing to change and adapt to whatever the committee needed. The future meeting minutes will follow a more traditional table style format. ○ Review of minutes moved to next meeting
<p>Discussion on Improving the Effectiveness of Public Comment at MHSOAC Meetings</p>	<ul style="list-style-type: none"> ○ This purpose of this meeting is to discuss the CFLC’s recommendations the OAC regarding Public Comment (PC) at the MHSOAC meetings ○ It was suggested that commissioners Prettyman and Vega send out a memo to the OAC and public, informing them of what we are doing ○ Commissioner Vega suggested we brainstorm with specific section/headings; 1.Challenge/Selection, 2. Values, 3. Resources, 4. Solutions ○ 1. Challenges <ul style="list-style-type: none"> a) Dialogue vs. feedback, public participation vs. public comment b) Providing useful input -timeliness c) Ensure follow-up and acknowledgement of PC ○ 2. Values <ul style="list-style-type: none"> a) Public needs (respect, a welcoming atmosphere, allowing repetition of views) b) Support for disability communities c) Instant feedback d) Equality (time and attention) having equal amount of time for comment e) Respect (commissioners not leaving the room during public comment) f) Commission needs (transparency and clarity of expectations)

	<ul style="list-style-type: none"> o 3. Resources o 4. Solutions a) External process b) Designate facilitator of PC (preferably E.D.) c) Internal Commission d) Have training for the public w/ threshold languages capacity (possible brown bag during lunch hour of OAC meetings) e) Provide handouts with suggestions, structure of giving PC, along with the comment card f) Provide multiple options for PC (email, snail mail, comment card, provide conference call number to accommodate different learning styles g) Have training for commissioners using feedback from PC and suggestion/feedback box that would be available at MHSOAC meetings h) Possible follow-up w/ letter acknowledging PC i) Develop and provide an Evaluation/Clarification form at MHSOAC meetings j) Court report/captioning w/screens to display PC as they are being given
<p>Discussion on Improving the Effectiveness of Public Comment at MHSOAC Meetings</p>	<ul style="list-style-type: none"> o The group discussed specific issues and focused on the following topic areas: 1. Frequency, 2. OAC Commissioners and Staff, 3. Time allotted per person, 4. Facilitation, 5. Relevance/Topicality, 6. Follow-up/ respect/feedback, 7. Committees <p>1. Frequency of PC at Meetings</p> <ul style="list-style-type: none"> a) Before vote on agenda/action items b) Have at minimum, a general PC section after morning session and after agenda/action items that will be voted upon c) Minimum of 15 minutes to be allotted <p>2. OAC Commissioners and Staff</p> <ul style="list-style-type: none"> a) How to enable commissioner to focus on public comment b) Letter to Commissioners suggesting that we are trying to find common ground C) Provide recommendations to Commissioners by next meeting <p>Comments</p>

Eduardo -

3. Time Allotted Per Person

- a) Two minutes per speaker (standard)
- b) At facilitator's discretion, the time can be reduced to one minute (minimum) if more than 10 comment cards are received on a issue
- c) Eliminate the appearance of special treatment for persons speaking on behalf of leadership organizations. Comments by CFLC members were made that certain speakers get more time than others.
- d) Possibly have a separate structure for expert testimony/ government leadership organizations. (CMHDA, MHPC, CIMH , REMCO, NAMI, etc.)

4. Facilitation

- a) Use auditory and visual time warnings to aid with timeliness. A sign will be displayed as warning that the speaker has 30 seconds left. A bell tone will be used when PC time for that person has elapsed.
- b) The facilitator should be OAC Executive Director or designee (E D). Duties would be to ensure focus on topic and time keeping
- c) Have an announcement at the beginning of meetings/sections regarding public comment cards
- d) Change color of comment cards to Goldenrod and have carbon copy duplicates. (Calling the comment cards, Green Cards could be offensive to some people.

5. Relevance/Topicality

- a) PC in general PC session can be on any topic
- b) PC during any items that will be voted on must be on that topic(action item)

6. Follow-up/ respect/feedback

- c) Feedback on PC assigned to OAC staff at discretion of ED
- d) Check box on Comment Card if you want a response

7. Committees

- a) PC must be on each agenda (per Bagley-Keene)
- b) Ensure copies of Protocol for Committee Meeting are at every all meetings
- c) Organizational perspectives on committee work will be submitted to the OAC staff in advance

	<p>d) Operations Committee will assign follow-up on specific public issues to individual committees</p>
<p>Comments</p>	<p>Eduardo – Let’s begin to brainstorm on public comment. Topics: Challenge/selection, Value Resources, Solutions Richard – Let’s try to focus on a multiple means approach Eduardo – How do focus on public comment? How to enable Commissioners to focus on public comment? Comments can be read Donna – Under solutions, a memo to Commissioners suggesting that we are trying to find common ground. Eduardo - Next Meeting we can provide recommendation to MHSOAC Donna- We can’t change the OAC Jorge – Are Commissioners open to change regarding how PC is delivered? Eduardo – let talk about structure Donna - What will be our outcomes? Public vs. Commissioners Eduardo – The last meeting was good. Got useful input that doesn’t slow down the OAC meeting. Darlene – Commissioners say, send us a paper and we can read it. They need to understand the value of PC Eduardo – Commissioners were listening when comments were focused and direct. Darlene – Commissioners seem divided on hearing repetitive comments. Need possible training for PC Filomena – Maybe provide a handout with hint for PC Richard – Training is great. A card for PC kind of cheat sheet to help organize thoughts- provide structure Jamie - I agree. The WET plans talk about stakeholder involvement. Cards could be helpful for all folks. Training by CFLC ambassadors using a multi-means approach Public (Dede) There is a need to train Commissioners on how to respond Khatera – Also on how to give feedback to stakeholders Richard/Pete – a feedback sheet Richard – Writteen comments can be read at OAM meeting Donna – Training for PC could be done in various languages. Also follow-up with PC needed. Need a person committed to provide follow-up. Eduardo – OAC can’t respond to all concerns but they can acknowledge the PC Tracey – agreed Darlene – lack of staff could be a reason for lack of follow-up. Jose maybe CFLC could follow-up</p>

<p>Comments cont.</p>	<p>Public (Dede) have an evaluation form at each OAC meeting and put responds into the minutes. PC ca be humiliating and misrepresented Jorge – I second that the form can ask, “Do you feel you were heard?” Khatera – Do you think the Commissioners are aware of there behavior? We need a public feedback form Eduardo – Is PC the place for dialogue, or is it one-way Filomena – The difference between PC vs. public participation is PC is not dialogue. Maybe change focus to public participation Darlene – Lots of dialogue can bog down the meetings Filomena – Broaden the scope to not just commission meetings Eduardo – PC or Public participation, what degree do we want public participation. Recommendations should specify Richard – PC vs. public participation. They are sub sets. PC is one avenue, we need many Richard Value/ Clarity and Transparency, what are the follow-up internal processes? Eduardo We have a sign-in sheet stating the OAC stance on PC at each meeting Khatera – the public needs 30 day advance notice Eduardo – having comment seen as captured/ court reporting model and have those words projected onto a screen Darlene – Cost may be too high Eduardo – We can make the suggestion Doona – This approach can also help with the hearing impaired Eduardo – Seeing comments on the screen can help to validate a person’s comments Richard agreed – Suggested company Total Recall of LA County Jose it may be possible but we would have to research it further Eduardo – There are professional closed captioning companies Jose – It can be done by contract and by default, staff Eduardo – Let’s try don’t think about cost at this point Public (Delphine) Each year at the Client Network this happens and it’s very helpful Public (Dede) The concept is good, but at what cost? Eduardo – instant feedback that you are being heard Eduardo – PC is a one-way structure Commissioner may ask how to balance PC and public participation Darlene – it depends on what that person says, some comments are vey important and feedback form Commissioner is needed Eduardo – Last OAC meeting extra time was given for PC.</p>
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<p>Comments cont</p>	<p>Eduardo – Should some subject matter experts have more time? Donna – Some people get extra time depending on who is facilitating. Maybe have separate reports from NAMI, CMHDA etc. Richard – A skillful chair can make things happen Darlene/Pete- PC needs time and structure. Stakeholders are the reason for MHSA Eduardo – need rules of procedure, description of chair duties Darlene – Yes someone to structure having regular reports from special interest groups Donna – CMHDA, NAMI and other major stakeholder orgs need to have a standing report Richard – having separate time for subject matter experts could be seen as elitetism. Darlene – we need to hear from everyone including those with lived experience Eduardo – PC possible solution 1 ask for lead organization to report 2 then have regular PC 3read letter or discussion docs. Do we create a separate structure for PC? Public(Delphine) OAC addressed hearing form central stakeholders population are named by statue Edurado – Does Dr. Mayberg have to come up during PC? Public (Delphine) one min not enough, some people ramble- most don’t Public (Dede) MHSA partner meeting- starts with committee of state level reps (statement of purpose – tis would be a good place for dialogue. Have a template of what is appropriate to discuss Discussion using Flip chart</p> <p>Public Comment</p> <p>Tracy – have PC in morning and afternoon on non action items Donna – One general comment at end of day Eduardo – Some commissioners leave early Donna - Need to stress the importance of commissioners hearing PC Jamie – Agreed, we need to provide option for people who have to leave to be able to hand in comments Darlene – 8 am training is hard for clients to attend Khatera – Possible Brown bag lunch training w/ clients Donna – still need timeline Eduardo – we need to come up with specific recommendations, 15 min PC – time allotment on agenda etc. Darlene – times limits per speaker, bell warning Public (Dede) people may ignore signs or bell/ Suggest 2 min per speaker with sign and bell</p> <p>Facilitation</p>
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<p>Comments cont</p>	<p>Darlene – Vice –chair if not E.D. should facilitate Richard – define facilitator roles – possible sergeant at arms (staff or commissioner) Darlene – Use a staff person, less personalization on Commissioners Donna – Comment card\Darlene – staff gives cards to chair Eduardo – Cards can be submitted until comments start Darlene – Need to reinforce rules Donna – This will be helpful for commissioners Khatera – Yes, since meetings are statewide Eduardo – Have a one page document on what to expect Public (Dede) 15 min for PC may not be enough Richard – it could be at chairs discretion Darlene – Comments need parameters Donna – written follow-up questions/ Darlene. – All comment card are addressed Tracey – need to state the reason why two minute PC could be reduced to one minute Eduardo – it’s at the discretion of the facilitator Darlene - should unheard comment be move to the end of the day? Pete – so we are suggesting 15 min PC with two minutes per speaker? This would allow 7-10 comment card to be used Public (Dede) some people concede time to others Public (Dephine) repetition is important Eduardo – some people ask another person to speak for them. Suggest if more than 10 cards are submitted, comments can be reduced to one minute. Also, revise green Cards/ Public comment cards Khatera - Cards stay the same, but additional info space for explanations Tracey – use cards with duplicates</p> <p>Relevance/Topic Eduardo – General comment can be on any topic Donna – if possible, focus on topic during action items</p> <p>Richard – During general comments it should be no holds barred</p> <p>Feedback</p>
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<p>Comments cont.</p>	<p>Darlene – letter thanking person for sharing PC Donna – follow-up on unresolved issue Eduardo – What if it a PC difficult issue that can’t be addressed at commission meetings? Donna – send thanks you for comment letter and list resources to address issue Richard – Watch out because the public my see OAC as place to bring all issues Public (Dede) reflect comments in minutes and fill out evaluation form. She does not feel a personal response is necessary Eduardo – Commission role is to respond to MHSA direction, not specific issues Darlene – can we send a form letter? Is staff assigned to all counties? Jose – Yes Eduardo – put a check box on comment card if you want a response</p>
<p>Presentation on the CA Mental Health and Spirituality Initiative</p>	<ul style="list-style-type: none"> o A presentation on the CA Mental Health and Spirituality Initiative (CMHSI) was presented to the CFLC by Khani Gustafson, Project Manager (CIMH), Jay Malher, Consumer Relations Manager, (Alameda County Behavioral Health Care Services) and Alice Washington, Associate (CIMH) o The purpose of this presentation to the CFLC is to: <ul style="list-style-type: none"> a) increase awareness of spirituality as a potential resource in mental health prevention, intervention, recovery and multicultural competency b) Request endorsement of CFLC c) Possibly present at an MHSOAC meeting d) Be considered for funding under the MHSA Stigma and Discrimination component e) Be considered for funding under the MHSA Workforce and Education component

	<p>f) Request OAC sponsorship of CMHSI by the MHSOAC</p> <ul style="list-style-type: none">o Due to time restraints it was suggested that any questions be sent to Pete via email. Questions/comments will be forwarded to Khani for a response. Responses will be discussed at the next CFLC meeting in Santa Ana.
Adjournment & Next Steps	<ul style="list-style-type: none">• Next meeting: Conference call (date to be determined)• Draft meeting minutes• Develop draft of Process for Public Comment to be presented at September MHSOAC meeting
Parking Lot	