



**Client and Family Leadership Committee Meeting
Meeting Minutes
March 26, 2010
9:00 AM – 3:00 PM**

Attendance

CFLC Members

Eduardo Vega, Chair
Khatera Aslami
Carmen Diaz
Tracy Love
Richard Krzyzanowski
Cynthia Gill*
Shannon Jaccard
Jamy Garcia
Sally Zinman*

Absent

Cheryl Maxson
Darlene Prettyman
Jorge Wong
Donna Barry
David Weikel

Staff

Peter Best
Jose Oseguera

Other Attendees

Steve Leoni*
Kathleen Derby
Stacie Hiramoto
Jesse Herrera*
Stephanie Welch
Patti Gainer
Delphine Brody*

* Participated via telephone

I. Welcome/Introductions/Announcements

Chair Vega called the meeting to order at 9:08A.M. and introductions/announcements were made.

- Chair Vega stated that his unit at Los Angeles County Mental Health brought forward a proposal to have upward mobility classes for mental health clients. The Los Angeles County Counsel denied the proposal
- The California Mental Health Advocacy Conference entitled "Transformation through Advocacy" will be held on April 15 & 16, 2010 at the Wilshire Grand Hotel in Los Angeles.
- The National Asian Pacific Islander Mental Health Association is conducting a Town Hall Meeting on May 15, 2010 in San Jose and the focus will be the mental health issues of Asian Pacific Islander Communities.

- Sacramento Regional Transit has declared a financial state of emergency and the Para Transit program is in jeopardy of being drastically cut.
- Monterey Omni Resource Center, a peer run center, is conducting a Wellness Conference on May 3 & 4, 2010. Dan Fisher is the Keynote Speaker and will offer a training opportunity for up to thirty clients and family members mental health system leadership and participation
- The Mental Health Services Oversight and Accountability Commission (MHSOAC) will be conducting their September meeting in Salinas. The CFLC will hold their meeting the very next day. CFLC Committee Consultant will contact Jess Herrera, Ethnic Services Manager for Monterey County, to schedule a possible site visit before the CFLC meeting.
- Instead of holding a full Commission meeting in the month of March, a Tele- Conference call was held on March 25, 2010 at 3:00 PM. The following three Prevention and Early Intervention (PEI) plans were considered, Sacramento, Tri- City and San Barbara. All were approved. Santa Cruz was the only Innovation Plan and that was approved as well. The MHSOAC also finalized the meeting locations for the latter part of 2010. The following were the changes: the MHSOAC will meet in Salinas on September 23, 2010. Long Beach on October 28, 2010; San Diego on November 18, 2010.

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II. Review and Approval January 29, 2010 and February 18, 2010 Meeting Minutes

CFLC members reviewed the minutes and provided the following input:

January 29, 2010 Minutes

- Page 1, There is no “E” in Tracy Love’s first name
- Page 4, first bullet under Public Comment: Replace the words ‘client driven’ with “Statewide Organizations”
- Page 5,, third bullet under Bagley-Keene Open Meeting Act: the sentence should be modified to read “When a committee creates a sub-committee, workgroup or task force and the group has three or more members, the group is considered a *state body* under Bagley Keene rules:”.
- Standardize the spelling of the Bagley-Keene Open Meeting Act

Action:

- January Minutes were approved with the recommended corrections

February 18, 2010

- Page 6: Modify the CFLC meeting schedule to reflect the changes in location for the MHSOAC meetings

Action:

- Approval of the February minutes was moved April 7, 2010

III. MHSOAC Staff Update on Public Comment Recommendations passed at January/2010 MHSOAC Meeting

- The CFLC Committee Consultant provided an update on recommendations that were listed as “Already Completed” or “Can be Implemented” by staff.”

a) Public Comment Cards

- The CFLC Committee Consultant brought the revised Public Comment Card sample. The card stock has been ordered, but has not been delivered. The new Public Comment Card color will be a fluorescent orange and space was added for the speaker’s email.
- The CFLC Chair suggested having a perforated sheet of paper that the speaker could write their speaking notes on at the bottom, then tear off and keep.
- A couple of members felt that the tearing of paper might be too distracting and suggested that an additional paper source be provided for speakers to write notes

Action:

- Blank paper will be placed next to the Public Comment Card for speaker’s to write notes as needed. Instructions for completing the Public Comment Card will be placed at the information table and will include directions.

b) Timing Bell

- The Committee discussed several types of bells or chimes - some with visual and auditory timers, and others without.

Action:

- Staff will continue to research bells and chimes and will make a selection to be used at the April MHSOAC meeting

c) Translation Services

- The CFLC Committee Consultant contacted DMH’s Office of Multi-Cultural Services to inquire about available document translation services. DMH has a contract to translate documents into the 13 threshold languages. The CFLC Committee Consultant submitted an email to DMH requesting that the Public Comment Cards be translated.

Action:

- CFLC Committee Consultant will remain in contact with DMH and follow-up on this matter

d) Public Comment

- The Committee was updated on the progress of the MHSOAC website launch. Due to MHSOAC separating from DMH, per AB 5XXX there have been some authorization conflicts since the MHSOAC cannot make the server purchases without first securing delegated authority for the Department of General Services. MHSOAC is using private vendor to host the website until a server can be purchased. Hopefully, this will be completed soon. MHSOAC Staff Matt Lieberman has been designated to be the point of contact for any public comments received via the MHSOAC webpage.
- The Committee membership asked if the Commissioners would be able to respond to the many public comments that may be submitted. What kind of commitment can the CFLC expect? What effect does the public comment have on Commission decisions? How can this be tracked?
- The CFLC has developed a Public Comment Participant Survey to help address and track responses from the public
- The CFLC Committee Consultant clarified that comments submitted through the website are would need to be germane to the agenda item that was being discussed. If a member of the public could not attend in person, they would have until ten days before the meeting to submit their comments electronically. These comments would be made part of the Commissioner packets.

e) Suggestion/Feedback Box

Action:

- Commissioner Emeritus Prettyman was to present the newly purchased Suggestion/Feedback Box; unfortunately, she was not in attendance. She will be contacted and will be asked to provide an update at the April meeting.

Public Comment:

- *Patty- suggested that a Commissioner roster with a short biography be made available at each MHSOAC meeting. The roster would help identify commissioners and their area of expertise. One way to receive a response from the Commissioners was to state: "please respond or call me at end of the comment card."* **(The CFLC decided to amend the**

Public Commend Cards to include the name and address). *The Committee also discuss that completion of the Cards could be part of the Public Comment Training. The MHSOAC staff will collect any Public Comment Cards and will send an email thanking them for their participation).*

- *Jess- stated that Monterey County uses a similar satisfaction survey and if no contact information was included, no further is contact made.*

Action:

- The MHSOAC will continue move forward with the website migration to DMH. The CFLC will be provided with updates as they occur
- Remove the line for the phone number on the Public Comment Card
- Public Comment Cards will be printed in black and white
- At the table where the Public Comment Cards will be located, instruction will be placed stating, “if you wish acknowledgement of your public comment, please fill out your contact information.”
- The MHSOAC Public Comment Participant Survey will be changed to read 3 minutes instead of 2 minutes. No further changes will be made.

IV. Discuss and finalize the revisions of the CFLC Stakeholder’s Public Comment and Participation Training Program Document

- CFLC member Richard Krzyzanowski reviewed and provided background on the revised training document. Information and suggestions from the February CFLC meeting was incorporated into the revisions. The training that he developed will be provided to anyone who feels that they need some additional support in giving public comment at MHSOAC meetings. The training would be held before MHSOAC meetings in place of the Stakeholder Orientation.
- The Training Curriculum section was revised and now includes a role playing component. Lastly, the section for Outreach and Logistical Considerations were included to outline ways to reach out and inform stakeholders regarding the availability of the training. A glossary was also added and Richard was very pleased.
- Richard continued to request comments and suggestions on the latest revision, but stated that this is a living, breathing document and it is important that we be prepared to make changes as necessary after the training begins
- The first step would be to begin the training for the CFLC members. This could be a workgroup or a training session during one of the CFLC meetings.
- Be prepared, but remain flexible

CFLC Comments:

- Add Commissioner biographies to the supporting materials
- Ensure that translation services are available at the CFLC site the Committee is visiting
- Ask County leaders for available local translation services
- Solicit the help of bi-lingual Committee members to help with the meetings
- The CFLC should identify communities to do outreach (this is addressed in the outreach section of the training document)
- Use PowerPoint's as learning tools when providing training (15 min max)
- Meet people in their communities and ask questions before providing help
- This training should be part of the current stakeholder orientation, but may invoke other uses
- Be careful not to alienate stakeholders by patronizing them or forcing unwanted assistance
- The Commission was created to hear public comment
- First steps: 1. Develop a training curriculum, 2. Work on training PowerPoint and, 3. Train CFLC members first
- The CFLC Chair asked if the term "mentor" was correct term to use? Would it be more appropriate to use the term "facilitator"?
- The CFLC members also suggested the following terms to denote the trainer:; public comment assistant, public assistant, liaison, assistant, stakeholder support, public participation assistant, community liaison and community support liaison
- The CFLC should ensure the mentoring is available to everyone
- There were concerns regarding whether CFLC members should accompany speakers to the podium
- The CFLC should use other resources to assist speakers speaking at the podium (i.e., local stakeholder organizations)

Public Comment:

- *Patty- Richard did a great job on this document. She serves on the Client Network Board and they have on staff a field coordinator whose duties consist of outreach and training similar to what the CFLC is proposing. There are some current resource documents that are available which can be used as a guide. The CFLC should consider developing and printing a packet to issue to people that attend the training. This packet would include CFLC application, and various MHSOAC documents regarding how to participate at meetings.*
- *Jess – All counties have a cultural competency plan and the designated leadership to address cultural and linguistic concerns. These positions are called Ethnic Services Managers and the training list is on the DMH webpage. Jess offered his assistance in promoting the CFLC meeting scheduled for Monterey County in September 2010.*

- *Stacie commended Richard on putting together the training document. She feels the CFLC should monitor public comment at the Commission meetings. She wondered if stakeholders should be encouraged to participate at the Committee and Commission meetings. She has not seen a major problem at the Commission meetings and hopes the CFLC will focus on outreach to people more than changing the structure of how public comment is given (CFLC Committee Consultant and CFLC Chair clarified that there are two separate public comment periods at Commission meetings. There is the opportunity to provide public comment after each agenda item and a general public comment section near the end of the meeting. At the recent Stakeholder Workshop, Commission Chair Poat stated many people use the Commission meetings to provide public comment in the hopes that can effect change. However, providing public comment at the committee level can sometimes be more effective because this is where the recommendations are developed. This idea may need to be included in the proposed public comment training).*
- *Steve- Agrees that CFLC training does not appear to be talking down to participants. The training curriculum should be as brief as possible as to not discourage or overwhelm potential speakers. The CFLC may want to consider providing this training at locations the Commission will travel to one month before the meeting and providing training to the Commissioners in to assist them in understanding the stakeholder perspective in regards to public comment. Lastly, have a table outside of the meeting with a sign that says "help desk".*

Action:

- Several CFLC members will be seated at the sign-in table before the Commission meeting begins and will field any questions regarding the public comment process
- CFLC members Khatera, Tracy and Richard will work on devising a orientation PowerPoint for the public participation training
- CFLC members Richard, Cindy and Darlene will refine the roles of a mentor

V. Client and Family Perspective PowerPoint Presentation

Action:

- The PowerPoint will be moved to the April CFLC meeting. The CFLC Chair and Sally will revise the PowerPoint and will condense some of the information

VI. Updates

The CFLC Chair provided the following updates:

- The MHSOC has not filled the consumer and family member positions on the Commission
- The new MHSOAC Executive Director has been selected and is awaiting the governors' signature
- The March MHSOAC meeting was a conference call due to lack of action items on the agenda
- The MHSOAC holds a weekly Operations Committee Call in which the Commissions' meeting agenda is discussed and decided. This call is open to the public

CFLC Comments:

- Not having the MHSOAC meeting because there are no action items on the agenda is unacceptable.
- Cancelling meetings reduces from the opportunity for stakeholders input regarding the MHSO programs
- The Commission seems to be moving towards administrative model
- Stakeholders need to have the opportunity to provide public comment at every scheduled Commission meeting
- It is important for the Commission to hear from public bodies on public issues
- The CFLC needs to continue to encourage public comment and stakeholder participation
- Let the Commissioners know that they are appreciated and should use every opportunity to hear from their constituents
- Should the CFLC take or make an official statement regarding cancelled Commission meetings?
- What role can the CFLC play in Commissioner Education regarding transformation?
- The CFLC Chair feels that making an official statement regarding missed Commission meetings does not fit into the Committee's the scope of responsibility. Nevertheless, the Chair will modify his PowerPoint and will include a statement regarding cancellation of Commission meetings.
- CFLC staff clarified that Welfare and Institutions Code 5845 states that the Commission must meet at least one time each quarter at a location and time convenient to the public as it is deemed appropriate

Public Comment

- *Patty- When there are no action items on the agenda, this is an opportunity for public comment and the Commissioners are not taking advantage of this opportunity*
- *Delphine- Welfare and Institutions Codes Section 5846 (e) states "The Commission shall ensure that the perspective and participation of members and others suffering from severe mental illness and their family members is a significant factor in all of its decisions and recommendations". The CFLC could and should solicit agenda items for Commission meetings from the community if they are needed to ensure a meeting is held. She preferred when the Commission met bi-monthly and had longer meetings.*
- *Steve- Feels that there is a cultural divide occurring between the professional and stakeholder communities, resulting in different views regarding the MHSAs and the meaning of transformation.*
- *Stacie- The stakeholder workshop in January was a good start for stakeholder input. The CFLC should partner with the Cultural and Linguistic Competence Committee (CLCC). When Commission meetings are cancelled, it reduces access and the possibility of transformation by having meaningful input from cultural and ethnic communities. Getting money out to communities is important, but transformation is the key.*
- *Stephanie- Cancelling Commission meetings seems strange. She did not know that this could be done. She understands that there are possibly many good reasons why meetings have been cancelled. The MHSOAC and Department of Mental Health (DMH) staff are overworked and understaffed. This has created business challenges. The furloughs and the implementation of AB 5XXX have compounded these challenges. AB 5XXX has seemed to cause more confusion than it has helped. It has created duplication of systems, services and work, hindering the approval process of getting money to the counties. The MHSOAC should be the visionary body of the MHSAs, but it is clogged down with process concerns.*

VII. Discuss the process and structure for selecting future presenters at CFLC Community Forums

- The CFLC Chair stated that the CFLC per its Charter will visit six communities in 2010. Within those visits, the CFLC will hold community forums as part of its meeting. The first community forum was held in Visalia in February 2010 and was very informative, but lacked structure, because it was planned on very short notice. The hope is to get input from the CFLC regarding what the structure and format should be for future visits. The following are the salient points:
- Prepare in advance

- Contact the County MHSA Coordinator and Ethnic Services Manager for assistance in assuring good attendance and a wide range of possible presenters
- Insure a wide range of people: County DMH Administration, clients and family members, line staff , Community Based Organizations (CBO'S) and other local stakeholders that are not normally present at meetings
- Provide structure to the meeting by knowing how long the community forums will last, what type of presentations are wanted, and having predetermined questions to ask
- With a focus on MHSA Core Values, discuss the successes, challenges, barriers and lessons learned
- Be open with presenters regarding what the CFLC can do for them and the reasons behind how their presentations can be helpful
- Have a planned follow-up such as a letter from the CFLC

Public Comment

- *Stephanie- Request community feedback on the core MHSA values and the barriers that prevent them from being implemented. Have small group breakout sessions.*
- *Stacie- Line staff is reluctant to discuss challenges, so the county should not be the only one who chooses the presenters*
- *Patty- Focus on the CFLC goals, purpose and objectives per your charter*
- *Steve- Try to get some new voices in the discussion and learn about local successes and challenges*

Action:

- Develop a set of 5-6 questions to ask presenters
- Set-up a teleconference before the April meeting to further discuss and clarify the community forum process

VIII. Finalize 2010 CFLC Meeting Dates and Locations

- Meeting locations were discussed for the remainder of 2010. The following are the **revised** dates, locations and meeting times:

Date	Location	Time
March, 26, 2010	Sacramento	9:00 AM – 3:00 PM
April 14, 2010	Los Angeles	12:00 PM – 5:00 PM
May 28, 2010	Sacramento	9:00 AM – 3:00 PM
June 17, 2010	Eureka	8:30 AM – 3:00 PM
July 23, 2010	Sacramento	9:00 AM – 3:00 PM
August 27, 2010	Sacramento	9:00 AM – 3:00 PM
September 24, 2010	Salinas	9:00 AM – 3:00 PM
October 29, 2010	Long Beach	9:00 AM – 3:00 PM
November 19, 2010	San Diego	9:00 AM – 3:00 PM
December 16, 2010	Sacramento	9:00 AM – 3:00 PM

IX. General Public Comment

- Stacie - FYI, the California Institutes for Mental Health is having a training regarding better community planning
- Steve- Let stakeholders know that the Commission is an evolving entity, but input is possible. Is the stakeholder process part of the community forum?

Meeting Adjourned at 3:10 P.M.

Parking Lot

Date	Item	Person Assigned	Estimated Completion Date	Date Completed
9/25/09	The Chair will draft a letter to the Services Committee that will recommend that a presentation from the California Mental Health & Spirituality Initiative be placed on one of that Committee's future agendas. If it is well received, the presentation could possibly be provided to the MHSOAC at a later date.	Chair Vega	01/2010	
10/23/09	Place helpful hints for public comment on the MHSOAC website	CFLC will discuss draft document	12/2010	
10/23/09	Discuss CFLC attendance Guidelines	CFLC	12/09	
10/23/09	Discuss the addition of new CFLC members	Chair and Vice-Chair	12/09	
11/18/09	Develop a strategy on what is the best way to present issues to the Commission	CFLC	01/2010	
12/15/09	Partner with CLCC to ensure discussions regarding the recovery and resiliency model with a focus on relevance to clients, parents/caregivers, and family members			
2/18/10	Complete changes to 12/09, 01/10 and 02/10 meeting minutes and present to CFLC for review/approval	Pete Best	03/2010	03/2010
2/18/10	Bring a sample of the Public Comment Card to the March/2010 CFLC meeting	Pete Best	03/2010	03/2010

2/18/10	Provide an update regarding the purchase of a bell to be used to notify speakers when their time has elapsed at the March 2010 CFLC meeting	Pete Best	03/2010	03/2010
2/18/10	Provide update on translation of MHSOAC Protocol and Comment Cards into the threshold languages (at a minimum in Spanish) at the March 2010 CFLC meeting	Pete Best	03/2010	03/2010
2/18/10	Provide update regarding the discussion with MHSOAC management on the website timeframe.	Pete Best	03/2010	03/2010
2/18/10	Commissioner Emeritus Prettyman, will purchase a suggestion/feedback box and bring to the March 2010 meeting	Prettyman	03/2010	
2/18/10	CFLC Committee Consultant will bring copies of the CFLC approved QI Form to the March 2010 meeting	Pete Best	03/2010	03/2010
2/18/10	Thank you letter to Tulare County and the TLC	Chair and Co-Chair	04/2010	03/2010
2/18/10	Identify email to be used for submittal of public comments	Pete Best	03/2010	03/2010
2/18/10	Finalize Stakeholder Public Comment and Participation Training Program document	Richard Krzyzanowski	03/2010	
3/25/10	Contact Jess Herrera regarding site visit and Community forum in Salinas in September	Pete Best	04/2010	
3/26/10	Research travel time to Eureka	Pete Best	04/2010	
3/26/10	Research developing a Commissioner Roster with bio's to be distributed at MHSOAC meetings	Pete Best	04/2010	

3/26/10	<ul style="list-style-type: none"> • CFLC members Khatera, Tracy and Richard will work on devising a orientation PowerPoint for the public participation training 	Khatera, Richard and Tracy	04/2010	
3/26/10	<ul style="list-style-type: none"> • CFLC members Richard, Cindy and Darlene will refine the roles of a mentor on the training document 	Richard, Cindy and Darlene	04/2010	