



**Client and Family Leadership Committee
 Minutes
 July 29, 2010**

<p>CFLC Members Present:</p> <p>Eduardo Vega, Chair Jamy Garcia Cynthia Gill Shannon Jaccard Richard Krzyzanowski Darlene Prettyman Sally Zinman</p>	<p>MHSOAC Staff Present:</p> <p>Beverly Whitcomb Matt Lieberman Norma Pate Filamena Yeroshek</p>
<p>Others Present:</p> <p>Ann Arneill-Py, PhD, Executive Director, California Mental Health Planning Council Delphine Brody Kathleen Derby Stacie Hiramoto Paul Sherrod Margaret Sherrod Gwen Wilson</p>	

Welcome and Introductions

Eduardo Vega, Committee Chair, convened the meeting at 1:30 pm. Chair Vega gave thanks to Sally Zinman and Khatera Aslami for preparation of the history of Client and Family Leadership. Chair Vega thanked Sally Zinman and Darlene Prettyman for their participation in the Commission presentation of Client and Family History. Darlene Prettyman said she would like to see the Client and Family History presentation on video. Chair Vega asked for copies of the presentation to be sent to the Client and Family Leadership Committee (CFLC). Chair Vega asked for the presentation to be put on the new MHSOAC website. Prettyman asked for the presentation to be placed in CFLC files.

Chair Vega expressed that he had received good feedback from other Commissioners.

The Committee discussed the recruitment process for the CFLC. Beverly Whitcomb stated that the MHSOAC Chair and Vice-Chair are elected in October. Then, Committee Chairs are appointed in November. The Committee recruitment process will occur in December. Whitcomb stated this will be an opportunity to recruit new members. The chairs will determine if existing members will remain. Chair Vega stated the committees need to let go of the inactive members and bring in new members and expressed his concern about new committee membership process potentially interrupting committee business.

Review of July 8, 2010 Minutes

Concern was expressed that Committee member Aslami's presentation on July 8th was not adequately captured in the minutes. Richard Krzyzanowski expressed belief that he had captured this presentation in his notes. The Chair postponed approval of the minutes until the August meeting of the CFLC. Members were asked to send revisions of the minutes to the CFLC by e-mail.

Discuss Humboldt County Community Forum

Shannon Jaccard asked if the digital stories by TAY in Humboldt County were available. She also asked why the United Indian Health Service in Humboldt was not receiving MHSA money. Jaccard asked about Crisis Intervention Team (CIT) training in Humboldt County and Darlene Prettyman assured Jaccard that Humboldt County was using CIT training.

Chair Vega complimented the MHSOAC staff on the outreach work that was completed for the Community Forum in Humboldt County. Vega thought more time may have been needed for the community presentations but he thought the presentations were good. Vega is working on a thank you letter to Humboldt Department of Health and Human Services (DHHS) Director Phillip Crandall and all presenters and attendees. He intends to combine Darlene Prettyman's draft thank you letter with the draft developed by staff.

A discussion followed about strategies for outreach to include diverse communities. Chair Vega expressed concern about too much influence by the mental health department. Chair Vega expressed belief that the CFLC had a sophisticated outreach in Humboldt County and that this was reflected in the large turnout of 60 people in a small county. Some discussion followed about structuring presentations more tightly. Sally Zinman emphasized the openness of a public meeting. Darlene Prettyman expressed opinion that she thought Humboldt had a huge turnout and was a huge success. Cynthia Gill stated she was amazed at the turnout. Gill noticed that the Humboldt Community had many positive statements about their community but wondered if this was in part due to the presence of county staff; nevertheless, Gill appreciated the wide participation of the community.

Chair Vega stated that he believed the CFLC delivered an important message by visiting a small, rural county. He noticed that Commissioner Correa said at the MHSOAC meeting that the MHSOAC needs to go out to the community. Chair Vega

said he would ask county administrators how they would solve the issue of people who might be reticent to speak in a public forum.

Sally Zinman asked about what the CFLC was doing with Community Forum feedback. Chair Vega stated that the CFLC expected to complete a report by the end of the year and that the Committee was holding three more Community Forums: Salinas, Long Beach, and San Diego, concurrent with the MHSOAC meetings. Vega did not expect a final report until January.

Chair Vega noted that lots of consumers spoke at the Humboldt Forum in a collegial spirit. He stated that the TAY in Humboldt were dynamic and that county mental health worked with TAY on what they wanted.

Darlene Prettyman and Chair Vega expressed their desire for photo and video documentation going forward.

Sally Zinman asked about MHSOAC Chair Andrew Poat's directive about a concise, three page, policy paper about stakeholder involvement and Chair Vega responded that he would like to discuss this later. Vega also asked that a "new items" section be put on the agenda.

Richard Krzyzanowski asked that "get well" cards be sent to MHSOAC staff Jose Oseguera and Pete Best. Chair Vega asked that "get well" cards be sent from the CFLC to Jose Oseguera and Pete Best.

Review Public Participation Training PowerPoint and Public Participation Assistants

Richard Krzyzanowski acknowledged Khatera Aslami's presentation at the last meeting. Krzyzanowski discussed the importance of personal experience in presentations. Krzyzanowski stated he filled in a public comment card as an example on his slides. Krzyzanowski provided most slides in a bullet point format. The overall organization of the PowerPoint included: the MHSA history, the role of the MHSOAC, and the need for public input. He has slides on the structure of public comment, preparation for speaking, and things to do while speaking.

Chair Vega asked Krzyzanowski to present the PowerPoint. Sally Zinman asked that the slides not be copied with a dark background. Beverly Whitcomb said the slides could be copied with a white background.

Richard Krzyzanowski presented his Powerpoint, "Making Your Point: How to Give Effective Public Comment at MHSOAC Meetings", and said it was designed to give better access to the public.

Comments made by CFLC on "Making Your Point" PowerPoint:

Beverly Whitcomb commented about the "first steps" section of the PowerPoint that people can pick up the entire meeting packet and in the public comment card they can

list the agenda item or tab section that they want to speak to. Chair Vega asked to take out the tab section.

Sally Zinman commented that Krzyzanowski has done a lot and accomplished a lot. Zinman noted her belief that “first steps” start before one gets to a meeting. Zinman suggested a “before the meeting” slide. Zinman commented that people should think about what to say before a meeting; they should read the website and the agenda.

Commissioner Vega commented that the slide on preparation could be presented in the alternative: if prepared, then do this. If not prepared, that is ok and do this.

Krzyzanowski asked if his ideas at the end of the presentation should be moved to the front and Commissioner Vega suggested information should be available if people want it.

Jamy Garcia asked if the phone numbers of public participation assistants should be posted and Darlene Prettyman agreed. Commissioner Vega commented that filling out personal information is optional. Vega added that the rule on public comment on an agenda item is the MHSOAC cannot accept a public comment card after public comment has started.

Shannon Jaccard asked how one can pass if they have turned in a card and have decided not to speak. Jaccard commented that this situation should be covered in the PowerPoint.

Cynthia Gill offered her thanks for a great PowerPoint to Richard Krzyzanowski, Khatera Aslami, and Tracy Love.

A discussion took place regarding the usefulness of repetition in advocacy. Sally Zinman commented that repetition is sometimes useful. Richard Krzyzanowski agreed this issue should be addressed. Commissioner Vega stated that if you are repeating, then put a personal touch on it to make it memorable.

Public Comment on Krzyzanowski PowerPoint

Commissioner Vega opened discussion to the public. Kathleen Derby agreed with Zinman. She stated it is not always in an individual’s best interest to pass. Vega expressed concern about Commissioners “shutting down.”

Delphine Brody expressed her appreciation for the thorough PowerPoint and noted the inclusion of parts of the Client Network guide. Richard Krzyzanowski acknowledged the wisdom in the Client Network materials. Brody added that it helps to put something in writing ahead of time. Commissioner Vega commented the MHSOAC has a brochure on how to contact the Commission.

Steve Leoni commented that maybe the presentation should include a section on what to do when the Commission “shuts down.” Leoni suggested not doing a form letter; send different letters. He commented that advocates should know the interests and authority of the group they are speaking to. Leoni added that clients may have expertise beyond personal stories. Sally Zinman noted that consumer culture is very valuable. Commissioner Vega responded that this PowerPoint is a training that will be offered to everyone who comes to a Commission meeting and people should feel their personal story is important.

Staff Counsel Filomena Yeroshek stated that Steve Leoni is always effective with public comment because he offers solutions. Yeroshek believes Leoni’s solutions should be in the PowerPoint.

Stacie Hiramoto commented that repeating can be effective and stated that the PowerPoint was excellent. Hiramoto asked that the PowerPoint be translated into various languages. She also suggested that individuals should be able to request a translator before a meeting if they want one.

Kathleen Derby agreed with the value of speaking in one’s own language.

Commissioner Vega commented on the need to support other languages and noted the MHSOAC currently offers language assistance in notices on the Commission website to people who give the Commission advance notice.

Other comments were made on the delivery of public comment and Commissioner Vega suggested making eye contact, taking a breath, or sitting back. Krzyzanowski suggested having a conversation with the MHSOAC.

Commissioner Vega stated this was the day for final feedback on the PowerPoint and that the Public Participation Assistants will be available in Salinas in September; CFLC members will be Public Participation Assistants. Vega asked that notice of the Public Participation Assistants be put on Commission agendas.

Client and Family Involvement Report

Chair Vega discussed the assignment from today’s (July 29th) MHSOAC meeting from Chair Poat that the CFLC will complete a stakeholder engagement policy paper for general dissemination. Vega commented that the CMHDA Social Justice Advisory Committee has taken on this task. Chair Vega stated he does not want to duplicate CMHDA’s work on this project. Vega added the report should be completed on the Committee feedback process. Vega commented the report should include a robust client involvement in the planning process. Vega would like to work on the Client and Family Involvement Report reframed as Client and Family Transformation policy paper per the Commission request, to be developed in October and November (as per the discussion with Ms. Zinman on a 3-page policy paper) and for the work on a Community Forum Report to be placed on the workplan for next year (2011), possibly January.

Vega stated the next CFLC document would be guidelines for stakeholder participation. Kathleen Derby suggested that the MHSOAC should reconvene the Stakeholder Forum that Commission held on January 29, 2010. Stacie Hiramoto stated the Commission should not wait on this. Chair Vega stated the CFLC should take the results of the Stakeholder Forum feedback as a starting point and give the first draft to the CLCC. Steve Leoni commented that the committee should report on the stakeholder involvement process.

Kathleen Derby suggested having a survey on the MHSA. Chair Vega suggested completing the policy paper like the paper on the issue resolution process. Chair Vega asked Shannon Jaccard to coordinate this paper. Vega wants to start brainstorming on this paper at the next CFLC meeting.

Discuss NAMI Conference

Chair Vega stated he wanted to have the next CFLC meeting at the same location as the Statewide NAMI Conference. The question was raised whether to have the meeting the day before the NAMI meeting and in the same hotel. Darlene Prettyman asked if the CFLC could get a table at the NAMI conference. Chair Vega stated he would like to have a table with Commission staff. Bev Whitcomb responded that the Commission expected its staff to be on furlough on the Friday of the NAMI conference. Chair Vega stated he would like the CFLC to meet on Thursday August 26th from 1:00 to 6:00 pm. Shannon Jaccard will get table information to Bev Whitcomb.

Chair Vega stated that, due to furloughs, he would like future CFLC meetings on Wednesdays, the day before the MHSOAC meeting.

Steve Leoni stated he thought Richard Krzyzanowski's presentation should be distributed widely.

Ann Arneil-Py stated she thought the Public Participation PowerPoint was excellent.

Darlene Prettyman stated the CFLC should take committee applications with the CFLC when the committee travels.

Stacie Hiramoto suggested doing outreach to Latinos in Salinas and to investigate having Spanish language interpretation at the Salinas meeting.

Kathleen Derby stated she was not sure how to approach the emergence of the CalMHSA in terms of stakeholder input. Chair Vega stated he had spoken to Ed Walker of CalMHSA about having a stigma and discrimination presentation before the CFLC. Chair Vega stated the MHSOAC can send a letter to CalMHSA asking for more information on the solicitation of input. Vega noted the deadline for comment at CalMHSA has been pushed back to August 31, 2010.

General Public Comment

No additional public comment provided.

The meeting was adjourned at 5:00 pm.