



**Client and Family Leadership Committee Meeting
Meeting Minutes
January 29, 2010
1:00 PM – 5:00 PM**

CFLC Members	Attendance Staff	Other Attendees
Eduardo Vega, Chair	Peter Best	Delphine Brody
Darlene Prettyman, Vice-Chair	Jose Oseguera	Kathleen Derby
Khatera Aslami	Beverly Whitcomb	Steve Leoni
Carmen Diaz*	Filomena Yeroshek	
Cheryl Maxson		
Tracey Love*		
Donna Barry *		
Richard Krzyzanowski		
Cynthia Gill		
Jorge Wong*		

Absent

David Weikel
Sally Zinman
Shannon Jaccard
Jamy Garcia

* Participated via telephone

I. Welcome/Introductions

Chair Vega called the meeting to order at 1:15 PM and introductions were made.

- Chair Vega provided an overview of the Stakeholder Workshop that was held that morning. The goal of the workshop was to get input from stakeholders regarding how to increase the effectiveness of stakeholder input at Mental Health Services Oversight and Accountability Commission (MHSOAC) meetings. Client and Family Leadership (CFLC) members were in attendance.
- Chair Vega stated that there are two vacant seats on the Commission: one client seat and one family seat
- Chair Vega discussed the recognition awards given to Commissioners Emeritus Prettyman and Gayle

- **Public:** Kathleen from NAMI - At the Stakeholder Workshop, it seemed that the government organizations input carried more weight and they were given more time than anyone else.
- Chair Vega asked if future agendas could include a section for new items or new business i.e., Stakeholder Orientation held earlier that morning or the decisions made regarding the Public Comment Recommendations.
- MHSOAC Counsel stated that per Bagley-Keene Rules, items not on the agenda could not be discussed. However, the agenda could include a report section which could be used to relay information, but not to make decisions or take action.

II. Review and/Approve Minutes

Members liked the format and structure of the minutes and the parking lot concept; however, the minutes should show a better record of public the comment remarks. Public comments should be recorded under the agenda item where the comments were made.

CFLC Committee Consultant informed the membership that per the MHSOAC Interim Executive Director, all MHSOAC Committee Consultants needed to standardize the format of the meeting minutes to a narrative format similar to the one used by the Mental Health Planning Council

The follow are the suggested changes to the December minutes:

- Page 1, Use an asterisk or bullet to designate if a CFLC member attended the meeting via phone
- Page 2, Change issues to concerns
- Page 4, Attach the Quality Improvement QI Form to the minutes
- Page 4, Highlight and create a separate heading for the following: - "CFLC member Sally Zinman provided an overview of the Alameda County Chapter of the Pool of Consumer Champions Program. Various consumer champions presented information on topics such as Black Men Speak, Latino Issues, TAY, Criminal Justice, Trauma and Joyful Voices."
- Page 4, Attach the POOL of Consumer Champions letter
- Remove any completed Parking Lot items
- Page 4, Presentation from the Pool of Consumer Champions (POCC) should have its own heading (this was not done because this presentation was not on the agenda)
- Use Roman numerals for topic headings
- Parking Lot items should remain in table format
- Minutes should include action items
- Attach the Public Comment Quality Improvement Form and POCC letter to the minutes

A discussion ensued regarding how to capture public comment on the CFLC minutes. The following are the salient points:

- Members of the public who wish to be cited, should identify their desire before speaking
- CFLC members will not be identified by name unless specifically requested
- Comments will be summarize and are not verbatim
- Public comments will be italicized and placed under the specific topic where the comment occurred
- Quality improvement of meeting minutes and recording procedures will be a continuous effort
- **Public:** *Delphine Brody stated that she is in agreement and supports the idea of more detailed public comments, under the corresponding agenda item. She also expressed the need to have public comments accurately reflect what happened at the meeting and to allow for follow-up on ideas that the public has raised.*

III. (New Item) Report-Out on the results of the MHSOAC decisions on the CFLC Public Comment Recommendations

CFLC Committee Consultant reviewed each recommendation and reported on whether the recommendation passed or failed. Chair Vega provided additional comments and clarifications. He also thanked the organizations that submitted letters of support and mentioned that their feedback helped pass the recommendations. Chair Vega also encouraged CFLC members to thank the Commissioners who voted to pass the recommendations when they see them. Lastly he wanted to thank whoever had the idea to ask for the letters of support of the recommendations. The approved recommendations apply to general public comment and public comment after specific agenda items. The following are the decisions of the MHSOAC regarding the each of the seven proposed recommendations:

- 1) *Include a general public comment section at the end of the morning and afternoon sessions (Maximum 15 min) (Motion approved)***
- 2) *Develop a separate structure for government and stakeholder leadership organizations (CMHDA, CMHPC, CIMH, NAMI, REMHDCO, CNMHC, etc.) to provide public comment through a separate agenda item (Commissioner Vega will consult with MHOAC staff and Commissioner Poat before a decision is made. This is item will be moved to the CFLC parking lot for follow-up)***
- 3) *Provide a maximum of three minutes per speaker for the public. (Motion approved)***

- 4) The MHSOAC Executive Director (ED) or staff designee will facilitate public comment, including time keeping and encouraging speakers to remain on topic (Motion failed)**
- 5) An announcement will be made at the beginning of each meeting regarding the use of Public Comment Cards (Motion approved)**
- 6) Provide real-time captioning of public comment using a professional service (Needs more research)**
- 7) The MHSOAC designated that the CFLC will provide support to the members of the to public wishing to speak at Commission meetings and will ensure that the public comment period is kept effective, respectful and time-efficient (Motion approved)**

General Comments:

- Regarding recommendation # 2, the general idea of developing a separate structure for government and stakeholder organizations was supported by many of the Commissioners.
- At the last MHSOAC meeting, Commissioner Poaster asked for clarification on how to define a stakeholder. Commissioner Poat at the Stakeholder Meeting asked for input from the attendees in two areas: 1) What is the criteria for and definition of an organization? 2) What should be the format for presentations from government and stakeholder organizations?
- Chair Vega and the CFLC Committee Consultant will collaborate on how to strengthen the stakeholder recommendation
- There is a perception that when CFLC members bring recommendations forward to the Commission their input goes through a more stringent process. This may be due to the CFLC addressing very hot button issues that aren't as clear cut as other issues.
- Chair Vega stated that the CFLC will continue to work with the Commission leadership to ensure that the perspective of individuals with lived experience is considered.

Public Comment:

- *Chair Vega recalls that recommendation Number 2 was generated by a staff person who has pointed out that the client driven organizations were receiving more time than individuals during the public comment period.*
- *Chair Vega inquired if committee members had noticed that at the Stakeholder Workshop those government organizations had received more time to ask questions? They were also asked follow-up questions and this happens frequently. It appears that these individuals feel entitled to the extra time many of the attendees agreed).*

- *Other than receiving additional airtime, the points that were brought up by the government organization representatives were in line with the workshop agenda*

IV. Bagley- Keene Open Meeting Act

MHSOAC Counsel provided a PowerPoint regarding the Bagley Keene Act and how it applies to committees. The following is a synopsis of the salient points:

- The Bagley-Keene Open Meeting Act has three main duties/goals to ensure transparency and the following are the minimum standards:
 1. Give adequate notice of meeting
 - Minimum of ten calendar days before the meeting is held
 - Agenda should provide enough detail that the public understands what will be discussed
 - Meetings cannot have new agenda items on the day of the meeting, but may have a report-out on items
 2. Provide an opportunity for public comment
 - The public must have the opportunity for public comment following each agenda action item
 3. Conduct meeting in open sessions
 - Provide copies of all meetings minutes
 - If someone attends the meeting and gives documents to the Committee or Commission, that person is responsible for having enough copies for all in attendance. If not, then the Committee/Commission is responsible to get those documents to anyone makes a request
 - Administrative functions such as interviewing perspective new members, can be held in closed session
- The Bagley Keen Act applies to state government agency meetings and the Brown Act applies to local government entities
- When a committee creates a sub-committee, workgroup or task force and the group has three or more members, the group is considered a under Bagley Keene rules
- Teleconferences must comply with Bagley Keene rules and Committee/Commission participants must provide their name, address and location. The information will need to be posted and individuals wishing to attend could potentially participate by attending at the identified address.

CFLC Comments:

Although Bagley-Keen Rules may seem restrictive both Bagley-Keen and the Brown Act are needed to ensure transparency. Newspaper reporters have used these two Acts to force entities to comply with information sharing.

Public Comment:

- *Since some people attend the meeting via phone, shouldn't the meeting documents be made available on the website before the meeting*
(Response: This is not a requirement, but the MHSOAC tries to post meeting document prior to the meetings)
- *Can there be an addendum to rules for providing your address?*
(Response: no, but people can call in from a public place such as a coffee shop)

V. CFLC Charter Review

The Charter and Workplan were discussed and various changes were suggested. The modifications were incorporated into a revised Charter and will be reviewed at the February 24, 2010 meeting. The following are the discussion and comments regarding the CFLC Charter.

Program Delivery

1. Provide recommendations to maximize the effectiveness of public comment to the MHSOAC; especially, from clients and family members (January 2010) (Completed)

CFLC needs to monitor and analyze the effectiveness and implementation of the recommendations.

Action – wording will be modified to create a separate activity and June 2010 will be the completion date

2. Monitor, analyze and make recommendations regarding state guidelines for the California Strategic Plan on Reducing Mental Health Stigma and Discrimination (August 2010 Completed)
3. Monitor, analyze and make recommendations regarding implementation of Prevention and Early Intervention (PEI) and Stigma and Discrimination Statewide Project, administered by the Joint Powers Authority [JPA] (October 2010)
 - After (PEI) modify to read Stigma and Discrimination Reduction, Suicide Prevention and Student Mental health Initiative statewide projects and statewide efforts, administered by the Joint Powers Authority (JPA) (October 2010)
 - There are three options for counties to send their funds under the Statewide Projects
 - a. Implement projects through the Joint Powers Authority (JPA)
 - b. Implement projects through a multi-county collaborative
 - c. Implement projects through assignment to DMH

- Does the CFLC want to be actively involved with all three PEI projects or just focus on Stigma and Discrimination Reduction? Whichever decision is reached, the CFLC would be providing more than just feedback on documents.
- Action – CFLC will address all three PEI projects in their charter activities.

Public Comment:

- *Will the Commission be part of the JPA?*

(Response) The JPA is a public body formed by participating counties to get PEI Statewide Projects done. The Intergovernmental Authority will not design programs and will be used as a bank to keep the statewide monies. Any programs approved through the JPA must have stakeholder input and additional questions can be addressed via email at: MHSOAC@dmh.ca.gov.

- *Kathleen Derby asked stated that the clients and family members have voiced concerns about being part of the stakeholder process. Could the CFLC ensure that this occurs*

(Response) Each component of the PEI project has already had a stakeholder process, so there is no need to revisit that process. PEI Guidelines includes a stakeholder process on several levels. Furthermore, once the plans are put forward by either, a JPA, Multi-County Collaborative, or DMH, they will come to the Commission for approval and the public will have an opportunity to comment.

- *Delphine Brody hopes that the PEI language can be refined before the guidelines are finalized. She suggested that the word “encourage” should be changed to “require” on page 5, third sentence.*

(Response) The guidelines are not being reviewed today

This is a great opportunity for the CFLC to voice their opinion as to where, when and how stakeholder involvement should occur for statewide projects.

4. Make recommendations regarding community program planning and annual updates. Ensure that community program planning is inclusive and accountable for stakeholder input (November 2010). (Delete)

II. Accountability:

1. Ensure that community program planning is inclusive and accountable for stakeholder input by providing recommendations regarding the stakeholder process and the value of ongoing stakeholder involvement (April 2010)

Public Comment

Action – will be modified

2. Provide MSHOAC with recommendations to increase client and parent/caregiver and family involvement in mental health services and supports (July 2010)
 3. Partner with the CLCC to ensure discussions regarding recovery/resiliency vision and values from a multi-cultural perspective, with focus on relevance to clients, parents/caregivers, and family members
- This item needs a defined deliverable and date. This was originally to be a paper or discussion document on how recovery is experienced or interpreted in different types of cultural communities

Public Comment:

- *This could be developed into a deliverable by providing information on specific age groups and sub-cultures. The Cultural and Linguistic Competence Committee (CLCC) could provide input*
4. Ensure that MHSOAC is aware of any significant successes and/or challenges by visiting communities throughout the state and placing videos and success stories on the MHSOAC website (CFLC will hold a minimum of six meetings per year in various locations throughout the state)
- Does the MHSOAC have the capacity to use Facebook or other social network sites?
 - The MHSOAC is looking into various methods to increase the ability to reach more stakeholders and is in the development phase of launching the MHSOAC website.

III. Training:

1. Provide a presentation to Commissioners and others regarding the CFLC perspective, history and priorities (February 2010)

Action – Moved to March 2010

2. Recommend and/or provide various trainings and technical assistance to enable clients and family members to be effective advocates for change (Provide public comment process training at MHSOAC meetings beginning June in 2010)

Action - Move this item to the Parking Lot. CFLC Members Aslami, Krzyzanowski and Maxson will collaborate on developing a public comment process training document

- After additional input from CFLC members via email and consultation with the chair, a revised CFLC Charter will be review at the February 2010 meeting

Public Comment:

- *Kathleen stated that Client and Family Members voiced concerns regarding the open process with the JPA involvement. Maybe an MOU could be an option?*
- *Delphine stated that the CFLC should be separate from the Social Justice Committee and asked when will the wording on JPA guidelines occur?*
- *Kathleen felt that this would be a great opportunity (charter activities) for CFLC to comment on stakeholder involvement*
- *Patty stated that CFLC should look at recommendations completed by the network regarding the Workforce Education and Training (WET) Program*

VI. General Public Comment

- Patty stated that the Client network is not having a statewide forum, but will have five regional trainings. Can CFLC help get scholarships? The regional trainings would be 1-2 days in length and the CFLC could possibly provide training at those meetings.

(Response) Chair Vega stated that he would support the idea once the dates are set and more information is available regarding the forum. A possible letter of support would be written and sent to county directors

- Steve stated that Fresno has a very vocal community and would be a good place to have one of the regional trainings

Meeting Adjourned at 5:15 p.m.

Parking Lot

Date	Item	Person Assigned	Estimated Completion Date	Date Completed
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	Jan 2010	
10-23-09	Place helpful hints for public comment on the MHSOAC website	CFLC will discuss draft document	Feb/10	
10-23-09	Bagley-Keene Presentation	MHSOAC Counsel	Jan/10	Jan/2010
10-23-09	Discuss CFLC attendance Guidelines	CFLC	Dec/09	
10-23-09	The addition of new CFLC members	Chair and Vice-Chair	Dec/09	
10-23-09	Public Comment Discussion	Chair	Jan/10	Jan/2010
11-18-09	Develop a strategy on what is the best way to present issues to the Commissioners	CFLC	Jan/2010	
12-15-09	Thank you letter to POCC from CFLC	Vice-Chair Prettyman	Jan/2010	Jan/2010
12-15-09	Partner with CLCC to ensure discussions regarding Recovery/Resiliency vision and values from a multi-cultural perspective, with focus on relevance to clients, parents/caregivers, and family members			
1-29-10	Develop a draft document on how to provide the public comment process training	Aslami, Krzyzanowski and Maxson	Feb/2010	
1-29-10	Revise CFLC Charter	Best	Feb/2010	

