



**Client and Family Leadership Committee Meeting
Meeting Minutes
February 18, 2010
9:00 AM – 4:00 PM**

Attendance

CFLC Members

Eduardo Vega, Chair
Darlene Prettyman
Khatera Aslami
Carmen Diaz*
Tracey Love
Richard Krzyzanowski
Cynthia Gill
Jorge Wong*
Shannon Jaccard
Jamy Garcia

Staff

Peter Best
Jose Oseguera

Other Attendees

Steve Leoni*
Ralph Nelson
Monica Etheridge
Bao Thao
Cheryl Perkins
Mona Padilla
Luann Baldwin
Natalie Clauson-Rogers
Destin Bull
Martin Perez
Kent Henry
M. Castillo

Absent

Cheryl Maxson
Donna Barry
David Weikel
Sally Zinman

* Participated via telephone

I. Welcome/Introductions

Chair Vega called the meeting to order at 9:05 AM and introductions were made.

- Chair asked if Commissioner Emeritus Prettyman would continue as CFLC Co-Chair until a new Co-Chair is appointed. She accepted.
- Chair stated that this is the first meeting in which the CFLC is visiting communities around the state and the community forum has been included on the agenda. The structure of the community forum is still under development; however, this is a first step. The Committee plans in future meetings to contact stakeholders from surrounding communities to solicit their input regarding the MHSO programs and how progress is being evaluated.
- Chair and Co-Chair Prettyman discussed the site visit to the Transitional Living Center (TLC) and Community Living Center (CLC). Both agreed

that the visit went well and that residents of the two programs were eager to share their perspectives. Tours of the facility were provided and the Commissioners and CFLC members who were present were informed of a planned expansion.

- Chair Vega invited CFLC members to attend the Advocacy Conference in Los Angeles on April 15-16, 2010.

II. Review and Approve January 29, 2010 Meeting Minutes

- The CFLC Committee Consult informed the Committee membership of his illness during the past couple of weeks and that the meeting minutes had been abbreviated on account of time constraints. A revised version of the minutes would be presented at the March 2010 meeting.

CFLC members reviewed the abbreviated minutes and provided the following input:

- Remarks were made regarding whether the minutes should include the names of CFLC members who had asked questions. It was decided that membership names would only be included when a specific request was made that the comment be quoted and included in the minutes.
- Meetings minutes would also include actions items and those would also be reflected in the Parking Lot
- A request was made that the Workforce Education and Training Program (WET) recommendations that were completed by the Network be included in the January 2010 Minutes
- A request was made that a separate table for completed Parking Lot items be crafted and presented on a semi-annual basis
- It was suggested that acronyms be spelled out and that a glossary be attached to the minutes of frequently discussed terms.
- A request was made that all documents be three-holed punched and the meeting materials be included in a ringed binder.
- It was requested that public comments be placed in *italics*

Action Item:

- Approval of January 29, 2010 Minutes were moved to the CFLC meeting in March

III. The CFLC was updated on Public Comment Recommendations that were approved at the January 28, 2010 MHSOAC Meeting

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

a) Public Comment Cards

- There was a discussion regarding the Public Comment Cards and whether there should be a section for individuals to write down notes. The

following two options were addressed: 1) Speakers should complete two cards (one to submit and one to keep); or, 2) Exclude the section for notes since the cards will be submitted MHSOAC before the individual speaks and will not be available for reference.

Option two was agreed upon.

Action:

- CFLC Committee Consultant will bring a revised Public Comment Card sample to March 2010 CFLC meeting

b) Timing Bell

Action:

- CFLC Committee Consultant will provide an update at the March 2010 meeting regarding the purchase of the bell to be used to notify speakers when their public comment time has elapsed.

c) Translation Services

- CFLC discussed the need to have the MHSOAC Protocols and Public Comment Cards translated into various languages. The MHSOAC Supervisor explained that there were budgetary constraints and that the Commission did not have the translation resources of a fully functional department. To further exacerbate the problem, the Commission would separate from the Department of Mental Health in July of 2010 and would become autonomous. Future requests might require contracts to be put in place or the need for a Budget Change Proposal (BCP) to reallocate resources.
- Members requested a cost analysis of providing document translations – inquiries were also made regarding how much it would cost to translate the charter.

Action:

- Provide update on translation of MHSOAC Protocol and Comment Cards in the threshold languages (at a minimum in Spanish) at the March 2010 meeting

d) Public Comment

Action:

- Discuss with the MHSOAC management the timeframe for the website launch. The website would need to have the capacity for individuals to provide public comment. Information would also be placed on the website regarding a physical address to submit hardcopies and an e-mail for electronic correspondence. Whether electronic or paper, the public input would then be shared at the

next Commission meeting. An update will be provided at the March 2010 CFLC meeting.

IV. Discuss Recommendations for Future CFLC activities as detailed on the approved Public Comment Recommendations from the January 28, 2010 MHSOAC Meeting

- CFLC reviewed each public comment recommendation that was listed as “Future CFLC Activities” and discussed how to fulfill those recommendations

a) Suggestion/Feedback Box

Action:

- Commissioner Emeritus Prettyman will purchase a Suggestion/Feedback Box with a lock, and bring it to the March 2010 meeting
- The CFLC Committee Consultant will log responses and forward back feedback to the CFLC for follow-up

b) Quality Improvement (QI) Form

- The design of the Quality Improvement (QI) Form has been completed and was presented at the January MHSOAC meeting. Per the CFLC Charter, the QI Form results will be presented to the MHSOAC on a semi-annual basis.

Action:

- CFLC Committee Consultant will bring copies of the CFLC approved QI Form to the March 2010 CFLC meeting

c) Mentoring and Training

The membership discussed the process for the CFLC mentoring and training that would take place at MHSOAC meetings. Members reviewed and discussed the draft document entitled “MHSOAC Stakeholder Public Comment and Participation Training Program.” The following comments or questions were made:

- How will the public be engaged at Commission meetings who are not familiar with the public comment process? What will be the role of CFLC mentors?
- When should mentoring take place (during lunchtime – possibly through a brownbag) or before the Commission meeting? Replace the stakeholder orientation with the training?
- Should mentors have badges?
- Individuals who wish to speak for the first time should be mentored so they can feel empowered to convey their concerns

- Use an acronym page to help individuals understand what is being said
- Mentoring should happen throughout the Commission meetings
- What is the adequate time for the training – 45 minutes?
- Should there be an individual or group training session?
- Should the training and mentoring curriculum include role playing?
- Fact sheets should be developed to help out at trainings
- The CFLC needs to market its travel to communities that they visit to ensure participation
- Some Commission meetings have been held in places with limited mass transportation choices and locations such as these should be avoided. .
- Individual training should assist the individual with conveying thoughts in a way that the Commission will understand
- It was suggested that during Stakeholder Orientation, MHSOAC staff should walk the person through the agenda and inform them of what to expect
- CFLC members need a letter to show that they are traveling on state business

Public Comment

- *The focus on training is appreciated*
- *Fresno County does a similar training the day before its meetings*
- *When finalizing the training document and curriculum, consider the grade level of your audience. High level information will not be easily understood.*
- *Badges could be deemed offensive to some cultures*
- *Training should be ongoing -- 45 minute session might be too short*
- *Training should be separate from Mentoring*
- *CFLC mentors should work with local consumer advocates*
- *Training documents should be translated in the threshold languages of the area*
- *Outreach is needed before CFLC meetings take place throughout communities across the state*

Action:

- CFLC members will submit any additional questions/comments to Richard Krzyzanowski and he will make revisions to the form to be presented to CFLC at the March meeting

V. Client and Family Perspective PowerPoint Presentation

Committee members viewed the PowerPoint Presentation prepared by Chair Vega and he asked members provided comments by emailing them to the Committee Consultant and to include him as a cc.. As provided for in the

Charter, the PowerPoint will be presented to the Commissioners at the March meeting.

VI. Community Forum and Stakeholder Involvement in Tulare County Mental Health Issues and Activities Presentations

- Presentations were provided by Tulare County staff regarding their MHSAs funded programs, including: Mental Health Court, Wellness/Recovery, Family Support, Consumer activities (various outings and events within the Transitional Living Center (TLC), Family Advocacy, and Community Living Center (CLC). Additional presentations were provided by persons with lived experience and family members of persons living at TLC and CLC.

VII. Review and Finalize CFLC Charter

- Members were asked to review the charter and provide comments to the CFLC Committee Consultant by close of business (COB) on Monday, February 22, 2010. The charter will be presented to the Commissioners at the March MHSOAC meeting.

VIII. Finalize 2010 CFLC Meeting Dates and Locations

- Meeting locations were discussed for the remainder of 2010. The following are the agreed upon 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	Los Angeles or Riverside	9:00 AM – 3:00 PM
October 29, 2010	San Diego	9:00 AM – 3:00 PM
November 19, 2010	San Francisco or San Jose	9:00 AM – 3:00 PM
December 16, 2010	Sacramento	9:00 AM – 3:00 PM

IX. General Public Comment

- None

Meeting Adjourned at 4:12 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 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	
2/18/10	Bring sample Public Comment Card to March/2010 CFLC meeting	Pete Best	03/2010	
2/18/10	Provide update regarding purchase of a bell to be used to notify	Pete Best	03/2010	

	speakers when their time has elapsed at the March 2010 CFLC meeting			
2/18/10	Provide update on translation of MHSOAC Protocol and Comment Cards in the threshold languages (at a minimum in Spanish) at the March 2010 CFLC meeting	Pete Best	03/2010	
2/18/10	Provide update regarding the discussion with MHSOAC management on the website timeframe.	Pete Best	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	
2/18/10	Thank you letter to Tulare County and the TLC	Chair and Co-Chair	04/2010	
2/18/10	Identify email to be used for submittal of public comments	Pete Best	03/2010	
2/18/10	Finalize Stakeholder Public Comment and Participation Training Program document	Richard Krzyzanowski	03/2010	