



**CLIENT AND FAMILY LEADERSHIP COMMITTEE**  
**Minutes**  
**June 14, 2011**  
**2:00 pm to 5:00 pm**  
**1500 Capitol Avenue**  
**Room 72.149 (Training Room B)**  
**Sacramento, CA 95811**

**Committee Members:**

**Staff:**

**Other Attendees:**

Eduardo Vega, Chair Ralph Nelson, Jr., M.D., Vice-Chair Khatera Aslami Kathleen Casela Richard Krzyzanowski Steve Leoni Abby Lubowe Ruth Tiscareno Gregory Wright Jennifer Jones Carmen Diaz Jorge Wong*	Dee Lemonds Kevin Hoffman Filomena Yeroshek	Stacie Hiramoto John Aguirre Kathleen Derby Vicki Mendoza* Raja Mitry Deborah Van Dunk Susie Baker*
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\*Participated via telephone

Committee members absent: Donna Barry, Sally Zinman, Shannon Jaccard and Darlene Prettyman.

**Welcome/Introductions**

Ralph Nelson, Committee Vice-chair, convened the meeting at 2:05 PM.

- All meeting participants introduced themselves.
- Vice-Chair Nelson indicated Chair Vega was running late and should arrive shortly. Committee to proceed with reviewing the minutes from previous meetings as listed on the Agenda.

**Review and Approve February 16 and March 16, 2011 Minutes**

- Question about why more recent minutes for April 20 and May 2, 2011 were not available for review.
- Concern that minutes were not timely enough for committee members to accurately recollect discussion.

- Staff committed to providing minutes in a more timely way.

**February 16, 2011 Minutes** – Adopted with one amendment on Page 5. Vice-chair Nelson asked that a statement attributed to him be revised to read “statistics show that the life expectancy for persons with *mental illness* is 25 years less than the general population” rather than “for persons with *mental health issues*”.

**March 16, 2011 Minutes** – Adopted

### **Discussion of Revised Committee Schedule**

The Committee reviewed a revised meeting schedule for 2011 that included dates and times for CFLC and CLCC committee meetings and Community Forum dates and locations.

- Committee noted that there will be two more CFLC meetings in 2011, one on August 17, and one on October 8, 2011. The CFLC meeting originally scheduled for December 8, 2011 is cancelled due to state travel restrictions.
- Discussion was focused on selecting a location for the proposed December 8, 2011 Community Forum.
- The proposed schedule identified either Modesto in the central valley or Orange County.
- Considerable discussion about the benefits of holding a community forum in a rural setting and the opportunity it would provide to have diverse participation from populations that may be underserved.
- Discussion about ways to engage diverse populations with the goal of increased participation at the December forum.
- Comments and support for having a community forum in southern California particularly since the Commission has not and will not hold a meeting in the south in 2011. (Previously scheduled 2011 Commission meetings to be held in Southern California were changed to Sacramento as a result of the Commission’s adhering to state travel restrictions.)
- After robust discussion the CFLC reached consensus on holding the December 8, 2011 Community Forum in Merced County.
- Additional discussion about ensuring that surrounding counties will also be directly engaged and encouraged to participate in the Community Forum.
- Committee member pointed out that the schedule had incorrect times identified for September and December forums. The schedule should have shown the time for both forums as 4 PM – 7 PM, not 8 AM – 11 AM.

### **Presentation Re: UCLA Evaluation Contract and Participatory Research**

Dr. Elizabeth Harris, PhD, from Evaluation, Management and Training Associates, (EMT) presented information to the Committee on the Statewide

Mental Health Services Act Evaluation, Phases II and III. (This evaluation of the MHSA is being funded by the MHSOAC.)

- Dr. Harris presented the evaluation framework, stakeholder engagement principles, and deliverables expected from the evaluation.
- Question whether this model of evaluation is still relevant in light of AB 100.
- Discussion about the stakeholders already identified for engagement in the evaluation and request that the evaluator's list of stakeholders be shared with the Committee.
- Comment that the CFLC is willing to help the evaluators get a good representation of stakeholders.
- Expression of thanks to the evaluators reaching out to NAMI for input.
- Concern that there is not enough time to reach consensus on the focus of the evaluation and about the time crunch for gathering stakeholder input.
- Support for the participatory research aspect of the evaluation but concern about the time crunch for participation.
- Comment that in a true participatory research model, clients and families are part of the "evaluation team". Comment that if this has not happened as a result of limited resources, the MHSOAC should consider more time and more funding.

#### **Review Committee Charter to Ensure Charter Deliverables on Schedule**

- Discussion of charter activity that has been accomplished - completion of the client and family driven Transformation Policy Paper.
- Discussion of charter activity focused on maximizing communication on the MHSOAC website to support public awareness and education. Tasks identified include connecting with communities throughout the state by placing videos and success stories on the website and providing information about community events to post on the website calendar.
- Chair Vega indicated we needed further clarification about these joint website tasks for the CFLC and CLCC and suggested we start by sharing the criteria already developed by the CLCC for posting calendar events and video success stories. Chair Vega also indicated he thought the two committees should have a centralized strategy for these activities.
- Discussion about charter activity to continue deliberation regarding accessibility of MHSOAC meetings. Comment that committee should address disabled access at Commission meetings.
- Comment that charter activity requiring the CFLC to review and report to the MHSOAC on the implementation and progress of the Working Well Together Program was being addressed at today's meeting with a presentation by staff from the Working Well Together Program.
- Discussion and explanation about the charter activity noting that two members of the CFLC would be selected to participate in a workgroup

convened by the Services Committee to develop PEI Reducing Disparities Guidelines.

- Comment that an e-mail had been sent to CFLC members asking if they wanted to participate on the Services Committee workgroup.
- Comment that Chair Vega would select from among the CFLC volunteers and choose two members to participate.
- Chair Vega asked if the CFLC could have more time to respond about volunteering for the workgroup. Another e-mail will be sent to the CFLC giving them the opportunity to participate on the workgroup.
- Comment that the charter activity to work with the Services Committee to develop an Integrated Plan will probably not occur as a result of AB 100.
- Chair Vega indicated that he is looking at adding some activities to the charter such as providing input on the MHSOAC evaluation of the MHSA.

### **Review and Adopt Committee Ground Rules**

Committee Ground Rules were reviewed and adopted.

### **Update on Community Forums**

Considerable discussion took place revisiting issues that had been discussed at the Community Forum Workgroup meeting that immediately preceded today's CFLC meeting.

- Comment that there should be a brief report at each CFLC meeting on what happens at the Community Forum Workgroup meeting.
- Comment that committee member would like to hear about what happened at the Roseville forum.

### **Discuss Distribution/Publicity for the Client and Family Driven Transformation Policy Paper**

This discussion was deferred.

### **Update on Working Well Together Program**

Program staff Sabine Whipple, Deborah Van Dunk and John Aguirre, representing the Working Well Together Statewide Technical Assistance Center, presented to the Committee on the mission of this "collaborative" program that involves CiMH, UACF, NAMI, and the Client Network. They explained that the program is MHSA-funded and a partner with the Workforce Education and Training (WET) component of the MHSA.

The presentation described:

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1. The mission of the program - ensure public mental health agencies are prepared to **recruit, hire, train, support and retain** multicultural clients, family members, parents and caregivers as employees within the public mental health system.
2. There are four Technical Assistance Center (TAC) Coordinators covering five regions of the state.
3. The program's primary deliverables from 2008 – 2011 are:
  - o Technical assistance for individual counties
  - o Statewide training and educational resources
  - o Website
  - o Workforce development tools
  - o Partnerships
  - o Presentations
4. Tools and resources developed to date.
5. Summary of specific training provided
6. Summary of technical assistance (TA) provided to specific counties
7. Expected deliverables 2011 – 2014.
8. Challenges and successes of the program

Committee Discussion:

- Question about why the TAC Coordinators were divided by region instead of by age group. Suggestion that the language used could be more specific to various age groups.
- Presenters responded that making the assignments regional made it easier for staff to travel and share information frequently with other partners.
- Question about whether there would continue to be DMH staff dedicated to WET in light of AB 100.
- Comment that the WWT training module posted for WRAP training might be missing some critical information. Presenters indicated they would check on this.
- Question about whether presenters know how many clients and family partners are working in county mental health.
- Comment that WWT is developing a hiring curriculum to be used by county Human Resource agencies.
- Chair Vega commented that while working on consumer employment in L.A. County he encountered problems getting resolution on specific issues like changing one word in a policy.
- Comment by presenters that trainings delivered are driven by what the mental health director or designated staff, clients and family members ask for.
- Question about how WWT staff handle it if a county does not really know what it needs. Response that the WWT team has tactful ways to make suggestions if agency may need other things.

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- Suggestion that WWT should not only outreach to WET coordinators but also to Consumer Affairs managers.
- Comment by presenters that funding appears secure for at least one more year, through FY 2011-12.
- Comment by presenters that they are considering the impact of Healthcare Reform on their efforts.
- Comment that any WWT efforts on transition age youth (TAY) should be sure to go beyond those youth in foster care.
- Request to learn more about the challenges of the program. Due to time left on the agenda further discussion on challenges was postponed.
- Question about how clients can push to be hired when no one is being hired in the system. Response - WWT focuses on making sure individuals are “ready” for employment even in this economy when it is more difficult to get a job.
- Comment that frequently people experience shame about being unemployed.
- Question about whether there were specific employment activities for TAY and indicating there should probably be more.

Public comments on Agenda items described above were included in committee discussion and noted in the discussion summaries above.

Request that future committee agendas include “Discussion of Possible Future Agenda Items”.

Member question about whether there is a chance for the CFLC to further inform the Commission.

**General Public Comment**

No General Public Comment.

**Adjournment**

Meeting adjourned at 5:10 pm.

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