



**Client and Family Leadership Committee**  
**Minutes**  
**February 16, 2011**  
**10:00 am to 2:00 pm**  
**1500 Capitol Avenue**  
**Hearing Room 72.167**  
**Sacramento, CA 95811**

**Committee Members:**

**Staff:**

**Others Attendees:**

Eduardo Vega, Chair Ralph Nelson, Jr., M.D., Vice-Chair Kathleen Casela Jennifer Jones Richard Krzyzanowski Steve Leoni Abby Lubowe Ruth Tiscareno Jorge Wong* Gregory Wright Sally Zinman*	Matt Lieberman Dee Lemonds	Kathleen Derby Stacie Hiramoto Susan Medlin* Stephanie Welch*
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\*Participated by telephone.

Committee members absent: Khatera Aslami, Donna Barry, Carmen Diaz, Shannon Jaccard, and Darlene Prettyman.

**Welcome/Introductions**

Commissioner Eduardo Vega, Committee Chair, convened the meeting at 10:00 AM.

- All meeting participants introduced themselves.
- A request was made to make identification of possible agenda items for future meetings a regular part of the CFLC agenda.

**Review/Approve January 11, and January 28, 2011 Minutes**

- January 11, 2011 minutes were approved.
- January 28 minutes –
  1. Noted that a revision should be made to a public comment made at the end of the January 28, 2011 meeting to reflect that the CLCC had some concerns about community forums that had already occurred.

2. Note that committee member Richard Krzyzanowski was asked to provide a Public Participation Assistant presentation to the CFLC at an unstated future meeting.
  3. Kathleen Derby was added to the attendees for the January 28, 2011 meeting.
- The January 28, 2011 minutes were approved.
  - Chair Vega commented that the minutes are intended to provide the essence of conversation and any action by the CFLC.

### **Develop/Discuss Committee Ground Rules**

The CFLC discussed the ground rules orientation document provided at the committee orientation and the required ground rules from MHSOAC managers.

- Discussion about whether group wanted to have final ground rules posted on the wall so that individuals could point to them if someone is not following the rules.
- Comment that group relies on the Chair to moderate and keep people on track..
- Committee Chair Vega commented that he prefers committee to govern itself.
- Comment about the Chair being responsible for staying on time and having the authority to bring a discussion to conclusion.
- Suggestion to add ground rule stating that Chairs have the discretion to allow discussion to continue beyond time allotted on the meeting agenda.
- A request was made to create a short-form version of the ground rules for ease of use.
- Suggestion that the committee use the “step-up/step-back” model to facilitate discussion. This may require encouraging someone who is typically quiet to offer their thoughts on a subject or asking someone who has offered multiple thoughts on an issue to “step-back” in favor of someone else’s thoughts.
- Comment that Chair could go around the room if necessary to facilitate discussion.
- Chair Vega asked that we be clear about attendance versus participation in example No.4 of committee ground rules. Chair Vega asked that the ground rules reflect that committee members are expected to inform staff if they cannot attend a meeting.
- Chair Vega asked for active communication.
- Comment that Chairs, committee members and staff should be sensitive to the fact that members may have widely differing communication styles based on their lived experience.
- Suggestion that committee conversations be respectful of others.
- Based on committee discussion Chair Vega and Vice-chair Nelson asked that the wording in suggested ground rule No. 2 be revised so as not to

place responsibility on committee members for maintaining the self-confidence and self-esteem of others. Ground rule will be revised to reflect that the committee will “support an open exchange of ideas and the self-confidence and self-esteem of others”.

- Suggestion to add something about this committee “walking the walk”.
- Chair Vega asked for the ground rules to be drafted for review by the chair and the vice-chair.

### **Discuss and Assign CFLC Mentors to CFLC Committee Members**

Chair Vega made the following mentors assignments:

Carmen Diaz to mentor Ruth Tiscareno  
Richard Krzyzanowski to mentor Gregory Wright  
Sally Zinman to mentor Abby Lubowe  
Chair Vega to mentor Steve Leoni  
Khatera Aslami to mentor Kathleen Casela  
Jorge Wong to mentor Jennifer Jones

- Chair Vega indicated that the parameters for the mentor relationships are not established but still evolving.
- Chair Vega commented that mentees should get their questions answered and that mentors should promote mentees participation.
- Question and discussion about the benefit of each new member attending at least one Commission meeting.
- Chairs will discuss committee members attending Commission meetings with Sherri Gauger.
- Chair Vega asked staff to send the mentors list to the CFLC.

### **Discuss Community Forum Planning Workgroup**

For the Community Forum Planning Workgroup, Chair Vega assigned Richard Krzyzanowski, Darlene Prettyman, Abby Lubowe, and Ruth Tiscareno. Chair Vega also assigned Kathleen Casela and Khatera Aslami as alternates to the workgroup.

Public comment was requested and none was made.

### **Discussion of Client and Family Driven Transformation Policy Paper**

Chair Vega asked for suggestions for a new name for the Transformation Policy Paper. Chair Vega described the development of the paper and stated he was planning on presenting the paper to the MHSOAC on March 24, 2011.

Chair Vega asked the CFLC to focus on the following:

- General discussion of the paper.

- Focus on cultural competence or relevance.
- Suggestions for title of paper.

**Discussion summary on the Transformation Policy Paper:**

The following are the discussion highlights:

- Comment that cultural competence section should be strengthened and that the real goal should be to deliver services to more diverse groups.
- Comment indicating that every time “un-served” and “underserved” is used to refer to clients and family members, that “inappropriately served” should also be used. Native Americans and African American males were mentioned in the discussion of groups that fall in the “inappropriately served” category.
- Comments about how data can sometimes lead to services being skewed for racial or ethnic groups.
- The Cultural and Linguistic Competence Committee (CLCC) produced a document a few years ago including information on cultural competence and issues of who is being served. Chair Vega asked that this document be referenced in the Transformation Policy Paper.
- Comment that paper could use the term “cultural humility”.
- Comment that the paper should highlight the connection between serving individuals based on “who they are and where they are” and the concept of cultural competence.
- A comment was made that the CLCC should have an opportunity to review this paper. A discussion about whether the CLCC should review the paper followed.
- Staff explained the timeframes for completion of the paper do not provide adequate time to facilitate a formal review by the CLCC. Instead CLCC members have had the same opportunities other members of the public have had to review and provide feedback on the document which has been posted on the MHSOAC website.
- Discussion about whether to have a separate cultural competence section or to interweave cultural competence throughout the paper.
- Comment that whether or not there is a separate section on cultural competence in the paper, there should be a focus on cultural competence.
- Chair Vega suggested looking at the stakeholder grievance process paper for principles to apply to the Transformation Paper.
- There was consensus on using plain language in the paper.
- Suggestion to add “resiliency” whenever paper mentions “recovery”.
- Suggestion to make the Transformation Policy Paper available in translated languages.
- A recommendation was made to use active and inclusive voice.

- Vice-Chair Nelson commented on goal three in the paper and encouraged a focus on wellness rather than illness. Commissioner Nelson added that statistics show that the life expectancy for persons with mental health issues is 25 years less than the general population. Suggested that mental health services should try and improve life expectancy.
- A suggestion was made to title the paper “Transforming Mental Health Systems through Client and Family Leadership”.
- Commissioner Vega asked for a conference call to review the PowerPoint summary of the Transformation Policy Paper before presentation at the Commission meeting.

### **General Public Comment**

- A comment and question about Item No. 4 on Page 7, having to do with policymakers opening disclosing themselves as clients and/or family members without fear of stigma and discrimination. This raises the question of whether clients get services in an environment that is safe and supportive? Discussion and comment that the presence of persons with lived experience helps create a safe environment.
- Comment that there was nothing in the Goals section addressing evaluation. Suggestion about the importance of having clients evaluate the system.

### **Adjournment**

Meeting adjourned at 2:18 pm.