



**Community Forum Workgroup
 Minutes
 August 17, 2011
 12:00 pm to 2:00 pm
 1500 Capitol Avenue
 Room 72.167 (Hearing Room)
 Sacramento, CA 95811**

Committee Members:

Staff:

Other Attendees:

Richard Van Horn, Commission Vice-Chair and Workgroup Co-Chair, Ralph Nelson, M.D., Workgroup Co-Chair Abby Lubowe Kamila Baker Amber Burkan Rocco Cheng Richard Krzyzanowski Raja Mitry Ruth Tiscareno	Matt Lieberman Dee Lemonds Peter Best Kevin Hoffman Jose Oseguera	Stacie Hiramoto Kathleen Derby Gregory Wright Viviana Criado Steve Leoni Vicki Mendoza*
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Committee members absent: Eduardo Vega, Workgroup Co-Chair, Khatera Aslami, Kathleen Casela, Monica Nepomuceno, Darlene Prettyman.

*Participated by phone.

Welcome/Introductions

Commission Vice-Chair Richard Van Horn, Co-Chair of the Workgroup, convened the meeting at 12:00 pm.

- The meeting participants introduced themselves.

Review/Approve July 27, 2011 Minutes

Minutes approved as submitted.

Planning for San Francisco Community Forum

The following are the highlights from the discussion:

- Staff gave an update on outreach for the San Francisco Community Forum which included inviting neighboring counties. 33 people had provided RSVP's so far.

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- Staff commented that public transportation will be encouraged.
- Staff indicated that invitations had been distributed to MHSA Coordinators and ethnic services managers.
- Staff commented that if we are short on space in the main room, up to 80 additional people could use the atrium area of the LGBT facility.
- Commissioner Van Horn asked that public transit stops be identified for people from out of town.
- The goals for the Community Forums were confirmed and accepted.
- The Community Forum documents have been sent for translation.
- For planning purposes, the forum documents indicate that requests for interpreters should be sent to the MHSOAC before the event.
- Reports on each community forum will be prepared throughout the year and compiled into one report at the end of the year.
- Commissioner Nelson commented that in 2012 he planned to ask for forums to be completed by August so that any resulting recommendations could be considered for Committee Charters for the following year.
- A request was made to include parents and caregivers in goal number one of the forum goals.
- Discussion continued about the timeline and format for community forum reports.
- Request to post individual forum reports after each forum.
- Commissioner Nelson asked to have a final individual forum report soon after each forum.
- Staff suggested having a summary forum report, then an individual report, and then an annual report. It would be difficult for staff to produce a comprehensive forum report soon after each forum.
- Commissioner Van Horn suggested posting scanned-in raw notes from flip charts in break out groups.
- Request was made for a summary of each Forum. The summary might include how many persons in attendance at the Forum. Suggestion that the summary also identify the timeline for future Forum reports so that people are aware that a more comprehensive report will follow.
- Question about whether the report should try to identify the numbers of clients and family members versus numbers of providers.
- Staff suggested pulling discussion themes from the notes and including in the summary.
- Public Comment: Request that summary include information about what will be done with the notes from the Forum.
- Suggestion that staff acknowledge the input received from persons attending the Forum who provide contact information. This could be an e-mail thanking them for their input and letting them know that information gathered will be summarized in an annual report.
- Staff commented that the introductory comments at the Forum should also cover expectations about how the information gathered at the Forum will be used.

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- Public Comment: Concern with scanning individual responses due to handwriting recognition. Scanning flipcharts preferred.
- Suggestion to have a written summary that includes notes from flip charts.
- Staff commented that the flip charts might need to be edited.
- A request was made for a timeline for reports.
- Commissioner Van Horn agreed to a quick summary on the website.
- Public Comment: Suggestion to hand out a card with information on where to get information about the forum.
- Commissioner Van Horn asked that meeting participants be handed information about how to get follow up information when they leave the forum. Information will be on the website.
- Staff asked Workgroup members for assistance with outreach for the San Francisco Community Forum.

Discussion Questions

Staff indicated that following the CFLC's review and input on the discussion questions for the Forum that occurred at the previous CFLC meeting, the questions were sent on for translation. That being the case, staff took suggestions for additional revisions to the questions to be considered for the next iteration of the Forum questions.

Suggestions for changes were as follows:

- In the discussion questions, under Culturally and Ethnically Effective Services, change "racial or cultural" to "racial/ethnic or cultural". Change "i.e." to "e.g."
- On page 5, change "races and culture" to "races/ethnicity and culture".
- Public Comment: On page 7, where we ask for information on race and ethnicity we should have a place to designate "consumer or family member".
- On page 5, question 8, request to distinguish age categories.
- Public Comment: On page 5, question 7, additional question should be added such as "If yes, what worked about those services?"
- Public Comment: Suggestion on question 4, "If you have attended meetings, then see question 3." Suggestion to have one questionnaire for clients and one questionnaire for family members.
- Comment that a lot of people do not have a history with MHSA.
- Request on question 7 to add "education" to "health, housing, employment and drugs/alcohol".
- Suggestion on question 4, add "If yes, do you feel your suggestions have impact?"
- Comment that question 1 may be too direct, maybe use "What is your connection to MHSA services?"
- Suggestion to make question 1 shorter.

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- Comment on question 8 that we are interested in knowing if people are receiving higher quality services for groups that they know about.
- Comment that culture is used as a euphemism for sexual orientation and this is problematic.
- Comment that people should speak about groups that they know about.
- Suggestion to add to question 8, "If no..."
- Question as to why age groups were not used? Staff commented that it might be too complicated.
- In question 8, suggestion to add "LGBT". Offer to help ask question in a culturally competent manner.
- Public Comment: Question number 8 is confusing. Races and cultures mixed with age groups.
- Public Comment: Suggestion to add to the questionnaire, "Have these questions been helpful to you? Is there another question that you would like us to ask?"
- Public Comment: Suggestion to add client or family member identification to question 8.

County Questionnaire

- Public Comment: Suggestion to add a questions such as "What are new efforts that you see that will reduce disparities?" Staff will work on drafting this question.
- Comment on County question 4, request to know more than just "review outcomes".
- Public Comment: Question 4 does not specify what type of staff is answering the question.
- Suggestion to ask at top of questionnaire whether the persons responding is a parent partner, administrative staff, or a peer.

Discussion of Forum Logistics

- Discussion took place on the best size of break out groups and comment was made that the number of groups will be decided by the number of attendees.
- Staff and Work Group members attending will allow for seven groups.
- Volunteers were taken for break out group duties. Kamila, Amber, Ruth, Rocco, and Richard volunteered to be facilitators. Kathleen and Abby volunteered to be note takers. Raja and Khatera volunteered for either duty.
- Discussion took place on various groupings for break out groups.
- Public Comment: A request was made for a satisfaction survey.

Planning for Merced Community Forum

- Update given on Merced Community Forum Planning.
- Discussion on transportation for forum participants to Merced.
- Suggestion to contact county ethnic services managers about transportation.

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- Commissioner Nelson suggested asking counties themselves to transport people in county vans.
- Discussion of referring people to AMTRAK and Greyhound.
- Commissioner Van Horn suggested asking participants to indicate with their RSVP whether they need transportation and, if space is available, we will try and arrange transportation with the counties.

Workgroup Identification of Possible Future Agenda Items

- Community Forum Workgroup Meeting/Call-In on September 14 from 9:00 AM to noon.
- Community Forum in San Francisco on September 27, 2011.
- Community Forum Meeting in Sacramento on October 18, 2011.

Adjournment

Meeting adjourned at 2:00 pm.