



Client and Family Leadership Committee Meeting Minutes
Date: Wednesday, November 8, 2017 | Time: 9:30am-12:00pm

MHSOAC Office
1325 J Street, Suite 1700, Sacramento, CA 95814
Darrell Steinberg Conference Room

****DRAFT****

Committee Members:

Staff:

Other Attendees:

Commissioner Aslami-Tamplen Andrea Crook Richard Krzyzanowski Pete LaFollette Yvette McShan Darlene Prettyman* Min Suh Julia Sweeney Jairo Wilches Emily Wu Truong* Sharon Yates	Angela Brand Tom Orrock	John Aguirre Chris Barton Nancy Chen* Theresa Comstock Matt Gallagher Robb Layne* Steve Leoni Marcel Harris* Dave Hosseini Stacie Hiramoto* Raja Mitry* Joesph Robinson Mandy Taylor Sally Zinman
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*Participation by phone

Committee members absent: Commissioner Gladys Mitchell, Jeff Decker, Carmen Diaz, Laysha Ostrow, Sandy Villano, Sam Woolf

Welcome/Introductions

Commissioner Aslami Tamplen, Committee Chair, called the meeting to order and welcomed everyone. Introductions were provided by all present in the room as well as on the phone.

Agenda Item 1: Adoption of the Meeting Minutes

Committee members were asked to review the minutes from the September 2017 meeting for any errors or suggested amendments. The Committee took a moment to review the minutes and noted the following edits:

- Correction of a spelling error on page 3 re: participant.
- Correction of a spelling error on page 4 re: Darlene.

Commissioner Aslami-Tamplen requested that for future meeting summaries, staff include not just the month, but the actual date of the meeting for review and approval.

Vote recorded with participating members as follows:

- Approve: Commissioner Aslami-Tamplen, Andrea Crook, Richard Krzyzanowski, Pete LaFollette, Darlene Prettyman, Min Suh, Emily Wu Truong, Sharon Yates
- Abstain: Julia Sweeney, Jairo Wilches

Agenda Item 2: Local Mental Health Boards and Commissions

Theresa Comstock, president of the California Association of Local Behavioral Health Boards and Commissions (CALBHBC) provided a background on the organization.

CALBHBC is a statewide organization supporting the work of local mental and behavioral health boards and commissions. They meet 5 times per year. Their meeting schedule aligns with the meeting schedule of the California Behavioral Health Planning Council to provide opportunities for each organization to leverage membership and partner on issues of common interest and priorities.

Ms. Comstock noted that CALBHBC had spent the better part of 2017 undergoing a reorganization of the agency to enhance efforts around community engagement and information, training, and priorities of the organization. Efforts underway and/or completed in the last year included:

- Development of quarterly newsletters highlighting issues raised from local boards and commissions.
- Identification of 3 priority areas: network adequacy, peer support/employment, and child/youth services.
- Development of a best practices handbook that includes step-by-step guidance and examples for local mental/behavioral health boards/commissions.

As part of efforts to restructure, CalBHBC completed a number of activities including facilitation of listening sessions to hear from public on how to better serve public, stakeholders, etc. Information gathered included:

- Discussion on how to better support volunteer association members.
- How to train support liaisons for counties
- Conducting more regional meetings to listen to issues and identify needs

Ms. Comstock shared that CalBHBC is undergoing a transition and is actively looking to recruit more individuals to serve; she also noted efforts to be more intentional about board selection and representation to ensure that the association can better support the boards and commissions.

She also shared that there are efforts underway to re-do the website to include more information and resources for counties and stakeholders.

Sally Zinman, Executive Director of the California Association of Mental Health Peer Run Organizations (CAMHPRO) presented alongside Ms. Comstock and commended the efforts of the CalBHBC and noted that outreach had greatly improved over the last months. Ms. Zinman shared that CAMHPRO had been providing guidance and feedback to CalBHBC on their web updates to include resources and information that had been previously hard to find.

The Committee members gave positive feedback to Ms. Comstock regarding efforts underway. Additional feedback included:

- Explore how to encourage support the inclusion of a consumer/family member seat on all local boards/commissions.
- Enhancing efforts to communicate best and promising practices by some counties.
- Addressing issues with board and care; restrictions and situations of abuse need more oversight; encourage references from those in board and care.
- Encourage make-up of local boards/commissions to reflect ethnic and racial makeup of the communities.
- Encourage counties not to cherry pick participants; look at how to replicate strategies of counties that are using meaningful selection processes, including how to support rural counties with limited numbers of engaged or available consumers/family members.
- How to conduct “gentle” recruitment to build trust especially in diverse un/underserved communities; Efforts should be focused on not just filling a vacancy but in looking at how to fortify efforts and foster authentic engagement.
- Consider barriers to participation including meetings that occur on workdays; meetings not always accessible; met in morning.
- Support efforts that encourage representation on behalf of community, not just for personal agendas/platforms.
- Consider looking at strengthening orientation of members; there is so much information and background/history. Without proper onboarding, members will not be as effective in their role. Los Angeles has a great manual for onboarding staff; CalBHBC may wish to look at how to develop a template for local use.
- Look at how to leverage stakeholder contacts and efforts for boards/commission support etc. through contracts and activities.
- Consider how to address challenge of small counties that are often overwhelmed with boards and committees and large counties that have an expansive service areas and/or increased populations. Challenges in how to focus and drill down to issues of importance.

Ms. Comstock closed her presentation by discussing the development of an issue brief on identification of problems and issues with operations of local boards/commissions. Additionally, CalBHBC is working with CAMHPRO on the development of a white paper on board and care.

Agenda Item 3: Charter Activity Discussion

Committee members reviewed progress of the Committee regarding the status of the committee charter activity for the proposed update of the MHSOAC policy document on best practices for client and family engagement. Members reviewed the initial MHSOAC policy document “Client-driven, Family-focused Transformation of the Mental Health System Through the California Mental Health Services Act” as well as the CBHDA Social Justice Committee paper “Essential Ingredients to a Successful Stakeholder Process.”

Committee members made the following suggestion regarding updates to the policy document:

- Look at how to engage parts of the public mental health system (PMHS) and peer workforce; peers are good source of insight and balance of systems and lived experiences and often their insight is not always solicited or included; peers not always encouraged to participate.
- Use of prior papers/projects/documents to support and provide insight for updates to policy document; explore what’s working well and what is currently happening.
- Consider how information contained in the policy document can be used as part of orientation/onboarding efforts for those in PMHS or serving on local boards/commissions.
- Be clear about the intended audience to ensure that this a useful tool.
- Establish process and a timeline for completion.
- Include use of stipends and supports to ensure consumers and family members have support to participate in local decision making processes.
- Develop strategies to ensure meaningful engagement including evaluation efforts, support for counties to create and sustain a pool of consumers and family members to report on outcomes and evaluations.
- Develop or enhance tools that can collect input from all stakeholders.
- Look at efforts under way by San Mateo County; focus is on health equity. Efforts include strategies to support stakeholders and encourage mentorship. Project also included a summit designed to learn about and utilize those with lived experience. Documents are available online at San Mateo County Office of Consumer and Family Affairs.
- Look at if there are documents or information on each county’s stakeholder process to look at best or promising practices.

- Best/promising practices should include training; individuals should always be provided with onboard training; training should observe principles for engagement to ensure inclusion and support of personal attributes and traits.
- Consider etiquette and ethics training for how consumers and family members can share to a broader community. Often stakeholders have a story in their “own voice” but it may lack “polish.” Supports/training should recognize variance in styles for sharing stories and how individuals present and are perceived.
- Develop/enhance guidelines on empowering engagement including how to empower stakeholders to participate, join boards and committees.
- Look at how Brown Act intersects with technology; can public meetings be set up and run in a way that facilitates use of text for live feedback. Can meetings be live streamed through web and social media?
- Address how counties should be interacting with transient communities and individuals.
- How to provide guidelines for engagement across counties (so as not to start over if in a new county).
- Encourage a positive and welcoming community; look at CRDP and demonstrated success in welcoming and engaging practices for community members.
- Re-examine good models and take note of prior efforts to ensure past work is not lost.
- Encourage more frequent use of cultural brokers to engage with the system to bridge navigation between cultures and foster understanding and dialogue; cultural brokers support the needs of clients from un/underserved communities to engage in a system designed for those with access and resources to participate.
- Consider development of guidelines and not necessarily a policy document.
- Keep a balanced view but recognize that one size may not fit all; encourage learning; find out the community needs, strengths and cultures.

Agenda Item 4: General Committee Updates

The Committee reviewed upcoming dates and activities. Committee staff to send a list of upcoming meeting and event dates to Committee members.

Adjourn

Meeting adjourned at 12:00pm