

**Josiah H. Beeman Commission  
Meeting of September 14, 2007  
12000 Government Center Parkway  
Room 232**

**In Attendance:**

Mary Ann Beall, Chair, Fairfax-Falls Church Community Services Board  
Mary Ann Bergeron, Executive Director, VA Association of Community Services Boards  
Gary Cyphers, Deputy Executive Director, Communications & Member Services, American Public Human Services Association  
David Dangerfield, President/CEO Avalon Health Care, inc., Salt Lake City, UT  
Joan Dodge, Senior Policy Associate, National Technical Center for Children's Mental Health, Georgetown University, Washington, D.C.  
Diane Grieder, Owner/President, Alipar, Inc., Suffolk, VA  
Ronald Manderscheid, Director of Mental Health and Substance Use Programs, Constella Group, Inc., NC  
Mattie Palmore, Vice Chair, Fairfax-Falls Church Community Services Board, Special Magistrate  
Sherry Rose, Peer Advocate  
Russell Pierce, Regional Coordinator of Recovery and Inclusion Services, Pathway Homes, Fairfax, VA  
Yvette Sangster, Program Director, Protection and Advocacy for Individuals with Mental Illnesses, Georgia Advocacy Office  
James Scott, Delegate, 53<sup>rd</sup> District, Virginia House of Delegates  
James Stewart, Inspector General, Dept. of Mental Health, Mental Retardation and Substance Abuse Services, Richmond, VA, and Member of Virginia's Commission on Mental Health Law Reform  
Carol Ulrich, President, National Alliance on Mentally Illness - Northern Virginia, and Member of Virginia's Commission on Mental Health Law Reform

Verdia Haywood, Deputy County Executive, Fairfax County  
Margo Kiely, Staff Director, Josiah H. Beeman Commission  
Kathaleen Karnes, Management Analyst, Fairfax County  
Jaclyn Wing, Administrative Support  
Gary Axelson, CSB Director Clinical Operations and Staff Liaison to Beeman Commission  
Merni Fitzgerald, Director, Office of Public Affairs  
Brian Worthy, Special Projects Manager  
Judith Kwitnieski, Research Associate to the Beeman Commission

Allen Berenson, Director, Youth and Family Services  
John DeFee, Director of Mental Health Services  
Sharon Eckleberry, Director of CSB Transformation Initiatives  
Sharon Jones, Division Director of Adult Community Services  
Gary Lupton, Director of Utilization, Management, and Quality Assurance, CSB  
Vicki Kirkbride, The Women's Center  
Cheryl Orr, Assistant Director of Department of Human Resources  
Dan Zeman, Director for Risk Management and Compliance

## **Meeting began at 9:25am**

The meeting began with the introduction of Judith Kwitnieski (one of the research associates on the Beeman Commission staff that helped in composing stakeholder input surveys), a notice that there will be an adjustment of the agenda, a review of Saturday's agenda with Commissioner Kirk as a guest speaker, and the introduction of guests.

### **Proclamation**

Ms. Kiely talked about the Proclamation for the Board of Supervisors, the side-by-side CSB and Commission Resolutions, and the process of how those documents became a single resolution.

Some members expressed fondness for the current Resolution, others expressed concern. Among those concerns were specific wording, language used, lack of other specific language, diction, and the fact that the Chairman may still change this to fit as he likes.

Ms. Kiely stated that the final Proclamation will come before the Board of Supervisors on the morning of September 24, 2007 and that Commission members were both invited and encouraged to attend that ceremony.

There was discussion and a few Commission members volunteered to edit the draft document to better represent the position of the Commission.

### **Other Business**

Ms. Kiely spoke about the upcoming Mental Health Awareness Week Conference.

Ms. Kiely also discussed what needed to go into the Interim Commission Report that is to be produced by the Commission for the Board of Supervisors and be presented at a November committee meeting of the whole Board.

### **Draft Commission Report Outline**

Commission members thanked staff for drafting the Commission Report Outline that was requested at the previous meeting. Members suggested changing the outline order to move the Stakeholder Input and Assessment of the Current System sections ahead of the Framework for Commission Recommendations section.

Members discussed that while "best practices" others apply are a starting point, such practices must be tailored to the unique needs and wishes of consumers served by this CSB. It was also suggested, however, that benchmarks arrived at for Fairfax be monitored annually for system compliance.

### **Vision and Philosophy**

Members were referred to a draft document that summarized notes taken during the previous meeting about the Vision and Philosophy of this Commission. No additional changes were recommended for the Commission Vision section. Numerous edits were suggested for the Commission Philosophy section including the need to emphasize that mental health is fundamental to overall health, to expand the language around critical supports (e.g., affordable and safe homes) and to add families, peers and friends to the

list of those who provide support as part of the system. This document will be revised to incorporate member comments and brought back for review in October.

### **Values and Guiding Principles**

Members were asked to comment on draft narrative about Commission Values and Guiding Principles. The group spent time brainstorming a list of values (e.g., person-centered care, safety, timeliness, etc.) Members were advised by staff that they will receive an electronic survey with these draft values that will provide them with an opportunity to clarify definitions and indicate the relative importance of each value. Results of this survey will be presented at the October meeting.

### **Lunch**

#### **Stakeholder Input Surveys**

Ms. Kiely reported on a staged process to get stakeholder input. This is proposed to be in four stages: a broad based survey of various stakeholders, focus groups based on the survey results, recommendations formulated and reviewed, and a public forum for all who wish to come to discuss the recommendations. The Commission adopted this proposal.

In order to gather stakeholder input, the staff prepared a variety of instruments for the Commission to choose from: the Recovery Oriented Systems Indicators survey (ROSI), including two in-house developed and modified versions for specified audiences; the four-part Recovery Self Assessment (RSA); a ten-point, values-based, in-house generated survey based on Commission suggestions; and a five-point, in-house generated survey based on the Commission suggestions. Staff prepared a Survey Option Comparison Chart to facilitate the Commission's discussion.

Ms. Kiely addressed various concerns about the survey regarding information privacy, government intrusion, and language limitations. She assured the group that there are efforts being made with the Department of Information Technology to make sure that survey responses are not traceable to any individual. In order to make the survey accessible to speakers of other languages, a County language contractor will need to be involved to assist with translations.

The Commission brought concerns revolving around in-person surveying. It was noted that there is a need to ensure that the survey location is safe for everyone; meaning staff, consumers, and others. It was agreed that the Emergency Room is not appropriate for survey distribution. It was suggested that in order to eliminate potential trust issues, trained consumers should be available to assist with survey administration.

A number of Commission members supported use of the ROSI because it is already validated. There is also experience with consumer assistance in administration of the survey. Commission members stated that prior survey information collected by the CSB or others should be used in conjunction with this survey. It was noted that it is especially important that whatever instrument is chosen be suitable for both adults and adolescents. It was indicated that a preamble is needed so that participants will understand why they are participating. It was also mentioned that if anyone wants to know the results, that there should be a way to view them.

There was a call for consensus. There was an agreement reached to use the ROSI.

### **Updated Resolution**

A subgroup of the Commissioners worked on a rewording of the resolution during the lunch period and the Commission as a whole adopted the changes.

### **Communications Plan**

Merni Fitzgerald thoroughly presented the Commission Communications plan. Goals, strategies, and audiences were covered. She said that it is important to delineate how specific groups will receive information, and what they receive. She also stated that it is critical that there be a central point of contact.

It is vital that whatever is presented be in understandable language for people who do not have a background in mental health and be framed to avoid stigma. Regarding the webpage, Ms. Fitzgerald spoke about plans to make it more user-friendly and accessible. She proposed taking various bits of the charter, the minutes, and the values and putting them on the webpage as an introduction. Ms. Fitzgerald reminded the Commission that the web cannot be the only tool for disseminating information as there are people who do not use computers who need a medium to find the information as well.

The Commission adopted a Media Policy which provides that the Director of Public Affairs is the official spokesperson for the Commission, and that Commission members will refer media requests to her.

There was a call to ratify the Media Plan with new edits.

Ms. Kiely thanked Ms. Fitzgerald and Mr. Worthy.

### **Consumer and System Outcomes**

Members were referred to a draft document that summarized previous meeting discussion about Consumer and System Outcomes. Some adjustments to Outcome Domains, or categories, were suggested. The list of Outcome Domains will be revised to reflect member comments. After a discussion about the fact that Consumer and System Outcomes is a deliverable specifically requested by the Board of Supervisors in the approved charter for the Commission's work, a suggestion was made to seek expert assistance. Ron Manderscheid agreed to assist Margo in finding assistance.

**Meeting adjourned 4:45pm**