

**NAMI Consumer Council Committee
Conference Call Meeting Summary
Wednesday, October 21, 2009 from 7:00 PM – 8:30 PM EST**

Meeting Summary

In Attendance:

CCEC: Steve Miller, Mark Arneson, Rick Huber, Rose Delaney, Denver Nobles

CC Representatives: Anne Weiher, Jennifer Helsel, Mark (From Idaho), Susan Ling, Toni Morian, Collen Jokien, Catherine Roach, Sandra Caron, Edward Von Lindern, Salvina Cappela, Glenn Koons, Polly Brogran, Rhonda Palm, Misty Barnhill, Keris Myrick

Staff: Annie Suliga, Valerie Hunter

Invited Guest: Keris Myrick (in her role as NAMI board member)

Meeting Summary (Action items are highlighted in yellow.)

7:00 **Welcome** (Rick Huber)

7:00-7:30 **Committee Progress-to-Date Reports** (Committee Chairs)

1. **Welcome and Orientation: Mark Arneson (committee chair)**, Randy Hack, Juliana, Anne Chi (annecchi@gmail.com), Mason Tuck, Rhonda Palm, Claire Swinford, Donna Shibovich, Catherine Roach, Chris Wittington, John Coon, Howard Trachtman
 - Mark Arneson reported that the Welcome and Orientation committee held a conference call on October 5, 2009 at 8 p.m. ET. There were four people on the call. Due to the low attendance, it was decided that the call would now be held on the first Thursday of each month at 8 p.m. ET
 - It was also decided that from here on out, Rick Huber will chair this committee and he will send out an email shortly to convene the call. Rick and Mark both encouraged other council members to join the committee.

2. **National Consumer Council: Steve Miller (committee chair)**, Rhonda Moreland, Colleen, Cheryl DeHaven, Chris Wittington, Misty Barnhill, Liz Felt
 - It was decided that from here on out, Rick Huber will chair this committee as well. Rick will post a time and date for this meeting on the ccgroup listserv.

3. **State and Affiliate Consumer Councils: Rose Delaney and Denver Nobles (co-committee chairs)** Ken Timmerman, Susan Ling, Polly Brogran, Charles Feldman, Kathy Redman, Yancey Wise, Robin Connell, Salvina Cappello, Gene Salois, BJ Criss, Chris Wittington, Sarah Parfait, Glenn Koons

- Rose Delaney will send out an e-mail to ccgroup listserv early next week with a meeting date and time.
4. **Operating Procedures: Rose Delaney (committee chair)**, Suzanne Vogel Scibilia, Marie Jackson, Helsel, Chris Wittington, Liz Felt, Kimberli Kercher (kjercher3@gmail.com)
- Rose Delaney will send out an e-mail to the ccgroup listserv early next week with a meeting date and time.
5. **Seclusion and Restraint: Howard Trachtman (committee chair)**, Helen Nilon, Sylvia Richey, Claire Swinford, Chris Wittington
- Howard Trachtman was not on the call. Glenn Koons reported on the committee. He informed the council that the Seclusion and Restraint committee is a “longstanding and strong committee.” The meetings are held on the 3rd Monday of every month at 8 p.m ET. He emphasized to the committee that they are doing well, and a lot of information about seclusion and restraints is circulating in the community.
 - You can join the committee by emailing Howard at hdt@mit.edu, he will add you to the listserv.

Rick closed this discussion, by emphasizing that there has not been a lot of activity on many of these committees. Rick encouraged everyone who wants to help, to attend upcoming committee meetings. **There is just a little more that needs to be done to complete the ‘how-to guide’ (how to form meaningful consumer councils in your state and affiliate; how to become involved and move into leadership roles) and the cc executive committee would like to have cc input and some assistance in this guide’s writing. The committees were created in order to give input into this guide and your involvement is needed to complete this guide: please participate in the committee calls (this is also an important function of your role as a cc representative).**

7:35-8:15 Discussion on NAMI Strategic Plan Goals 4 and 5 (Keris Myrick/Rick Huber)

- On the agenda sent one week prior to the call, the Consumer Council was asked to review Strategic Plan Goals 4 and 5 and to consider these questions:
 - a. What would let you know that NAMI is indeed making progress with these goals?**
 - b. What should the board’s planning committee do in order to track and measure progress on these goals?**
- Board member Keris Myrick, chair of the Planning Committee at NAMI National joined the Consumer Council to discuss Strategic Plan Goals 4 and 5. Keris informed the council that she will only be discussing Goal 5.
- Keris addressed the fact that there has not been much movement on Goal 5 and stated that the planning committee is beginning to work on this.

- Keris described to the council the intent behind Goal 5. She stated that Goal 5 was put in to place to make NAMI more consumer friendly especially with the hope of reaching out to the more vulnerable populations- such as consumer in jails and in hospitals.
- She also informed the council that there is a new membership database at NAMI which will allow us to gather more information on consumer membership. Assistance will be provided to affiliate and state organizations when we do rollover to the new system.
- Keris also reported on the Standards of Excellence document and how it will be aligned with Goal 5. It was emphasized that there is plenty of latitude with Standards and it is not a stringent plan but it will allow all NAMIs to have certain things that will be the same (or that you can “count on”).
- Standards and Goal 5 will hopefully produce consumer friendliness throughout all NAMI organizations.
- Further input in response to the questions above, can be sent to Rick Huber, Chair of the Consumer Council at rick2727272000@yahoo.com.

8:30 Call Closure (Rick Huber)

Important Dates

- Next Consumer Council Call: Wednesday, December 16th at 7pm/ET (Reminder: the cc calls are in the *even* months of the calendar year, *third Wednesday* of the even month, and we start at 7pm/ET).
- Leadership Conference: February 5 – 7, 2010, at the Marriott Inner Harbor at Camden Yards in Baltimore, Maryland. The conference will begin at 9 a.m. on Friday and end at noon on Sunday.