

**NAMI Consumer Council Committee
Conference Call Meeting Summary
Wednesday, December 16, 2009 from 7:00 PM – 8:30 PM EST**

Meeting Summary

In Attendance:

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

CC Representatives: Ann Tate, Anne Weiher, Jennifer Helsel, Susan Ling, Sandra Caron, Ken Timmerman, Edward Von Lindern, David Sawyer, Mike Weaver, Juliana Bucher, Glenn Koons, Polly Brogran, Charlie Feldman, Rhonda Palm, Misty Barnhill

Staff: Annie Suliga, Valerie Hunter

Invited Guest: Majose Carrasco

Diversity and Inclusion Standard and Practices

- Invited guest Majose Carrasco spoke to the council about the opportunities that will arise for the Consumer Council with the implementation of the Diversity and Inclusion Standard in the coming year.
- Majose gave a brief overview to the group about the Multicultural Action Center (MAC) and what it offers. She explained the MAC offers many programs, resources, and tolls for the many diverse communities. Majose encouraged the group to visit the [MAC website](#) for further details and information and what it offers.
- NAMI and the MAC hope is to become fully culturally competent and have the ability to adapt their programs and practices to reach every culturally diverse group. The MAC has targeted many diverse groups, but would like to now focus on including the Consumer Community. She asked the Consumer Council for their support and input on how to implement and sustain consumer involvement and inclusion at all levels of NAMI. She encouraged the group and asked for ideas on how the MAC can help this process move forward.
- She encouraged the group to think about this as because it will be a topic of discussion at the Leadership Conference in February. Contact Majose at majose@nami.org if you have any further questions, comments, or concerns.

“Etiquette” Guidelines for Consumer Council Calls

- Rick reviewed the proposed [Guidelines for Consumer Council Conference Calls](#). He explained that the CCEC approved and passed these guidelines with the recommendation that the Consumer Council review, vote, and adopt these guidelines.
- The Consumer Council decided to revisit these guidelines and vote on them at the Consumer Council Meeting at the Leadership Conference on February 7, 2009.
- The question was raised on how those that can not attend the meeting will be able to vote. It was discussed that either a proxy can be sent in their place. Also Rick encouraged the council to send out any comments on this matter for further discussion to the ccgroup listserv.
- Annie Suliga will check to see if the hotel has the means to bring in council members via speaker phone, if they are unable to attend.
- Executive committee passed this, with the recommendation that the CC adopt these guidelines.

Update on the Consumer Guide

- Rick reviewed with the group the progress on the “Consumer Council How-To-Guide Manual and asked for the council’s input and help on completing this document.
- The sections still to be completed as well as the council members who will complete them are listed below with the lead contact person’s name bolded. The lead is responsible

1. History of NAMI: Juliana Bucher (jbucher@nami.org) Contact Lynn Borton (lynnb@nami.org) for information on this.)

2 NAMI Advocacy: Rick Huber (rick2727272000@yahoo.com)

3. Why Involvement Matters to Your Recovery: Mark Arneson (moa1place@hotmail.com), Denver Nobles (revnedselbon@hotmail.com), Rhonda Palm (rhondapalm@yahoo.com)

4. Role Descriptions: Juliana Bucher (jbucher@nami.org), Ann Tate (juliat013@centurytel.net)

5. Making the Argument for the State Consumer Council: Denver Nobles (revnedselbon@hotmail.com), Glenn Koons (zappa94@yahoo.com)

6. Assessment Checklist: Do we need a consumer council? : Rose Delaney (rrobaker5@hotmail.com), Glenn Koons (zappa94@yahoo.com), Rick Huber (rick2727272000@yahoo.com)

7. Community and State Leadership: Rick Huber (rick2727272000@yahoo.com), Ann Tate (juliat013@centurytel.net), Susan Ling (mcparent@msn.com)

8. Visibility and Anti-Stigma: Rick Huber: Rick Huber (rick2727272000@yahoo.com) (Contact Elizabeth Edgar (elizabeth@nami.org) for information on this)

Create Agenda for the Consumer Council Meeting at the Leadership Institute on Feb. 7, 2010

- Council meetings will take place on Sunday February 7, 2010.
- Rick explained that we will be discussing Standards of Excellence, specifically Diversity and Inclusion Standard and what the Consumer Council can do to promote the inclusion of consumers in their state and affiliate organizations. Valerie suggested that the CC reps work alongside their state executive directors and Board Presidents on incorporating this standard into their strategic plan.
- The ultimate goal is for state organizations to be able to walk away with tools, programs, and best practices for consumer inclusion at all levels of NAMI.

Important Dates

- **Next Consumer Council Call: Wednesday, February 17th at 7 pm/ET** (Reminder: the Consumer Council Conference Calls are held in the even months of the calendar year, on the *third Wednesday* of these even months, 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.