

**NAMI Consumer Council Committee  
Conference Call  
Wednesday, August 19, 2009 from 7:00 PM – 8:30 PM EST**

**Meeting Summary**

**Attendance:**

**CCEC:** Steve Miller, Marty Raaymakers, Rick Huber, Mark Arneson

**CC Representatives:** Claire Swinford, Anne Weiher, Susan Ling, Howard Trachtman, Catherine Roach, Marie Jackson, David Sawyer, Juliana Bucher, Glenn Koons, Charlie Feldman, Rhonda Palm, Misty Barnhill, Eric Harkness

**Staff:** Annie Suliga

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

**7:00-7:30    Getting Clear on Role Expectations (Rick Huber)**

- There was a Survey sent out on the CC Listserv in July that posed the question to the CC Representatives about possibly changing the day of the week that the CC Conference is held. There was no response to this survey. Rick asked the council members to try to make a little more of a time commitment.
- The “Role and Responsibilities” document was discussed. The idea was posed to change the wording from “expected” to “suggested” due to the fact that the council is voluntary.
- The length of the meeting time was discussed. Several members thought that 90 minutes was too long. There was no decision made on whether or not to shorten it.
- Rick informed that group that if you are unable to make it on the Consumer Council Conference Call it is important to remember that comments, questions, concerns, and suggestions can always be sent out on the CCgroup listserv. This listserv is moderated and only appropriate and applicable Consumer Council business matters will be sent out. Please do not send out personal grievances out over the listserv. These should be sent to either Lynn Borton or Valerie Hunter.
- It was discussed that an amendment should be made to the “Policies and Procedures” manual emphasizing that anything sent out over the CC Group listserv should be open to the consumers in each representative’s state (ie. CC reps that live in States that have Consumer Councils should forward any pertinent information from the ccgroup listserv). The Operating Procedures committee should discuss this at their next meeting on making this amendment.
- National and State Affiliate Committees are to be working on tweaking the “Roles and Responsibilities” draft.

**7:30-7:35    Attendance Taken (Annie Suliga)**

**7:35-8:15    Committee Progress-to-Date Reports (Committee Chairs)**

**Welcome and Orientation: Mark Arneson (committee chair)**

- As of the Consumer Council meeting at NAMI’s Convention in July 2009 the members who signed up for this committee are Randy Hack, Juliana, Anne Chi

- (annecchi@gmail.com), Mason Tuck, Rhonda Palm, Claire Swinford, Donna Shibovich, Catherine Roach, Chris Wittington, John Coon, Howard Trachtman .
- The work and progression of the Welcome and Orientation Committee was discussed by Mark Arneson.
  - The Welcome and Orientation Committee held their first committee conference call on Tuesday August 4<sup>th</sup>.
  - The discussion on the call centered on the “features of membership”. It was discussed that the average person will not just want to be a part of NAMI. We have to give them a reason to want to be a part. They posed the question of “Why should someone be a member of NAMI? “ There is a need to get more people involved, through advertising, PSAs, etc.
  - The Committee members will be able to better communicate with one another through their “Yahoo” Group page. The committee’s documents are posted on the group’s page (“First 90 Days”, Welcoming Brochure, etc). If you need help accessing this group or becoming a member contact, Juliana Bucher at [jbucher@nami.org](mailto:jbucher@nami.org). She is the committee’s secretary.
  - Meetings are scheduled for the first Tuesday of the month at 8:00 p.m. ET.
  - The committee chair and/or secretary should post the meeting summaries to the Ccgroup listserv shortly after the call.

#### **National Consumer Council: Steve Miller (committee chair)**

- As of the Consumer Council meeting at NAMI’s Convention in July 2009 the members who signed up for this committee are Rhonda Moreland, Colleen, Cheryl DeHaven, Chris Wittington, Misty Barnhill, and Liz Felt .
- At this time there has not be a committee conference call. Steve Miller needs to schedule one for the month of September.

#### **State and Affiliate Consumer Councils: Rose Delaney and Denver Nobles (co-committee chairs)**

- As of the Consumer Council meeting at NAMI’s Convention in July 2009 the members who signed up for this committee are Ken Timmerman, Susan Ling, Polly Brogan, Charles Feldman, Kathy Redman, Yancey Wise, Robin Connell, Salvina Cappello, Gene Salois, BJ Criss, Chris Wittington, Sarah Parfait, and Glenn Koons .
- Neither Rose Delaney nor Denver Nobles were able to make the call.
- As of now there is no scheduled meeting time for the State and Affiliate Consumer council. A date and time needs to be set up by the committee chairs.

#### **Operating Procedures: Rose Delaney (committee chair)**

- As of the Consumer Council meeting at NAMI’s Convention in July 2009 the members who signed up for this committee are Suzanne Vogel Scibilia, Marie Jackson, Helsel, Chris Wittington, Liz Felt, and Kimberli Kercher ([kjkercher3@gmail.com](mailto:kjkercher3@gmail.com)).
- Rose Delaney was unable to make the call to discuss the committee’s progress, but the Operating Procedures Committee’s meeting date and time is the 2<sup>nd</sup> Monday of every month at 4:00 p.m. ET.

#### **Seclusion and Restraint: Howard Trachtman (committee chair)**

- As of the Consumer Council meeting at NAMI's convention in July 2009 the members who signed up for this committee are Helen Nilon, Sylvia Richey, Claire Swinford, and Chris Whittington.
- Howard Trachtman reported on the progress of the Seclusion and Restraint Committee.
- On the call the committee had for the month of August they discussed that the committee is trying to broaden their activities in regards to Restraints. In the past most of their work has involved only the child and adolescent side.
- At this time they are also exploring alternatives to restraints, such as hospitals, treatment centers, etc.
- There will be a two day training on Trauma and Prevention on Seclusion and Restraints in New Jersey the 2<sup>nd</sup> and 3<sup>rd</sup> weekend in September. Additional information will be sent out over the Ccgroup listserv.

**8:15-8:30 Questions and Answers/ Announcements** (Rick Huber and All)

- Rick reminded the group that the NAMI National Board Meeting will take place on September 9-12<sup>th</sup>. Updates will be sent out shortly after that to the CC group.

**8:30 Call Closure** (Rick Huber)

**Important Dates**

**Next Consumer Council Call: Wednesday, October 21<sup>st</sup> at 7:00 p.m. ET**

**(Reminder: the cc calls are in the *even* months of the calendar year, *third Wednesday* of the even month, and we start at 7:00 p.m. ET).**