

# California Consumer Leadership

Presented by  
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## Inside/Outside Approaches to System Change

- Shared Client Values
  - Choice and Self-Determination
  - Services that address the needs of the whole person
  - Services that do no harm
  - Client-Run/Consumer-Operated Services
  - End Stereotyping and Discrimination
  - “Nothing About Us Without Us”
- Creating an Effective Voice from inside and outside

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## “Inside/Outside”

<b>INSIDE</b>	<b>OUTSIDE</b>
<ul style="list-style-type: none"> <li>• Consumer Positions on Management Teams</li> <li>• Insider role in Policy and Planning; Supporting Consumer Values</li> <li>• Diplomacy and Collaboration</li> <li>• Consumer Employment and Training and Education</li> <li>• Access to Inside Information</li> <li>• Information sharing</li> <li>• Maintain links to consumer-operated groups and programs to develop consumer-driven services</li> </ul>	<ul style="list-style-type: none"> <li>• Consumer-Operated Advocacy and Peer Support Organizations</li> <li>• Freedom to express controversial perspectives</li> <li>• Organize grassroots involvement and advocacy</li> <li>• Catalyze consumer activism that applies outside pressure which in turn supports the work of inside advocates</li> <li>• Information sharing</li> <li>• Training and Education</li> <li>• Creation of Public Policy positions and the ability to do Legislative lobbying</li> </ul>

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On the Inside...

**Mental Health Managers in Recovery** is an organization of county, city and statewide managers who have received mental health services and who now work in mental health.

Managers from 12 counties/cities and 7 statewide mental health organizations:

- DMH
- CIMH
- CMHDA
- Mental Health Association
- CNMHC
- CMHPC
- Protection and Advocacy

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Mental Health Managers in Recovery

Our mission is to

- actively promote the transformation of the system to consumer-driven services that support the wellness and recovery of the whole person,
- demonstrate consumer leadership, and
- further the self-determination of all persons in mental health recovery.

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Inside Advocacy created...

**Client Values** in the MHSA

5813.5 (d) Planning for services shall be consistent with the philosophy, principles and practices of the Recovery Vision for mental health consumers.

(1) To promote concepts key to the recovery for individuals who have mental illness: **hope, personal empowerment, respect, social connections, self-responsibility, and self-determination.**

(2) To promote consumer-operated services as a way to support recovery.

(3) To reflect the cultural, ethnic, and racial diversity of mental health consumers.

(4) To plan for each consumer's individual needs.



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**From the Outside...**



The California Network of MH Clients (CNMHC) is a solely consumer-run organization whose membership consists of affiliates and individuals throughout the State. It provides a statewide advocacy voice for California's mental health consumers.

The CNMHC is a critical participant, stakeholder, and advocacy agent in all statewide mental health policy processes.

CNMHC also lends critical support to self help and mutual support groups and programs throughout the state.

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**CA NETWORK OF MH CLIENTS**

**MHSA Implementation Team**

- Created Policy Papers, including DMH Community Services and Supports Requirements for the Counties
- Organized presence and pressure at all MHSA Statewide Meetings
- Provided education and training on client opportunities in the MHSA and developed leadership for implementation

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**National Coalition for Mental Health Consumer/Survivor Organizations**

- The Coalition (NCMHCSO) currently consists of organizations run by consumers representing 28 states and the District of Columbia, including representatives from the three federally funded consumer-run national technical assistance centers: the Consumer Organization and Networking Technical Assistance Center, the National Empowerment Center, and the National Mental Health Consumers' Self-Help Clearinghouse.

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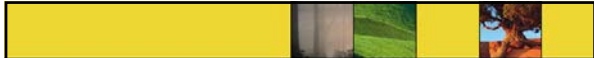
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**NCMHCSO proposes a new consensus for the mental health field based on the following principles:**

- **Recovery** is possible for everyone. To recover, we need services and supports that treat us with dignity, respect our rights, allow us to make choices, and provide assistance with our self-defined needs. This range of services must include consumer-run and -operated programs.
- **Self Determination:** We need to be in control of our own lives.
- **Holistic Choices:** We need choices, including a range of recovery-oriented services and supports that provide assistance with housing, education, and career development.
- **Voice:** We must be centrally involved in any dialogues and decisions affecting us.
- **Personhood:** We will campaign to eliminate the stigma and discrimination associated with mental illnesses.

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*The NCMHCSO provides the opportunity for Consumer/Survivors to have an effective voice on the National Level, on the inside and the outside, as we do here in California and other States.*

**Contact Information**

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