

California Behavioral Health Planning Council

Patients' Rights Committee Agenda

Wednesday, January 21, 2026

10:30 a.m. to 12:30 p.m.

[Bahia Hotel](#)

998 West Mission Bay Drive
San Diego, CA 92109
Ventana Room

[Zoom Meeting Link](#)

Join by phone: 1-669-900-6833

Meeting ID: 850 1514 0439

Passcode: 916151

- | | | |
|-------------------|--|--------------|
| 10:30 a.m. | Welcome, Introductions, and Housekeeping
<i>Mike Phillips, Chairperson and All Members</i> | |
| 10:35 a.m. | Review and Accept October 2025 Meeting Minutes (Action)
<i>Mike Phillips, Chairperson and All Members</i> <ul style="list-style-type: none">• Committee Discussion• Public Comment• Accept Minutes | Tab 1 |
| 10:40 a.m. | Engaging Local Behavioral Health Boards and Commissions
<i>Mike Phillips, Chairperson and All Members</i> | Tab 2 |
| 11:10 a.m. | Public Comment | |
| 11:15 a.m. | California Office of Patients' Rights Updates
<i>Daniel Wagoner, California Office of Patients' Rights</i> | Tab 3 |
| 11:30 a.m. | Break | |
| 11:40 a.m. | Committee Workplan Development
<i>Mike Phillips, Chairperson and All Members</i> | Tab 4 |
| 12:15 p.m. | Public Comment | |
| 12:20 p.m. | Planning for Future Meetings/Activities
<i>Mike Phillips, Chairperson and All Members</i> | |
| 12:25 p.m. | Public Comment | |
| 12:30 p.m. | Adjourn | |
- If reasonable accommodations are required, please contact the Council at (916) 701-8211, not less than 5 working days prior to the meeting date.

The scheduled times on the agenda are estimates and subject to change.

Public Comment: Limited to a **2-minute maximum** to ensure all are heard

Patients' Rights Committee Members

Chairperson: Mike Phillips

Chair-Elect: Richard Krzyzanowski

Members: Catherine Moore, Daphne Shaw, Susan Wilson, Uma Zykofsky

Staff: Justin Boese

**California Behavioral Health Planning Council
Patients' Rights Committee**

Wednesday, January 21, 2026

Agenda Item: Review and Accept October 2025 Meeting Minutes (Action)

Enclosure: Draft of October 2025 Patients' Rights Committee Meeting Minutes

Background/Description:

Enclosed is a draft of the meeting minutes from the October 2025 meeting, prepared by Justin Boese. Committee members will have the opportunity to ask questions, request edits, and provide other feedback before the minutes are accepted.

California Behavioral Health Planning Council
Patients' Rights Committee
October 15, 2025
Meeting Minutes

Committee Members Present:

Mike Phillips, Chairperson
Catherine Moore
Susan Wilson

Richard Krzyzanowski, Chair-Elect
Daphne Shaw
Uma Zykofsky

Council Staff Present:

Naomi Ramirez
Justin Boese

Item #1: Welcome and Introductions

The committee meeting began at 10:30 a.m.

Mike Phillips welcomed all Patients' Rights Committee (PRC) members and guests. Committee members, staff, and guests introduced themselves. A quorum was established with 6 of 6 members.

Item #2: Review Meeting Minutes

The committee reviewed and accepted the June 2025 Meeting Minutes. No edits to the minutes were requested.

Item #3: Charter and Workplan Development

Mike Phillips informed the committee about a discussion of council priorities in the Executive Committee Meeting. He shared some suggested areas of priority for the Patients' Rights Committee, which included:

- Lanterman-Petris-Short Act (LPS) reform
- Voluntary vs. involuntary treatment
- Addressing patient's rights advocate (PRA) staffing shortages
- Engaging local county behavioral health boards/commissions on issues affecting patients' rights advocates

California Behavioral Health Planning Council
Patients' Rights Committee
October 15, 2025
Meeting Minutes

Mike then initiated a committee discussion on which priority areas members want the next committee work plan to focus on.

Uma Zykofsky expressed support for the prioritization of engagement with local behavioral health boards and commissions in the work plan. Susan Wilson agreed and suggested that the committee provide general training on patients' rights advocacy to members of the California Association of Local Behavioral Health Boards and Commissions. She said this could encourage the boards to have a more active role in patients' rights in county programs and facilities.

Daphne Shaw referenced the report on patients' rights advocate staffing ratios prepared by the Legislative Analyst's Office at the request of former State Senator Susan Eggman. The Legislative Analyst's Office has stated that the report will not be published on their website unless there is demonstrated interest from other legislators. Catherine Moore supported the idea of engaging legislators on the issue of patients' rights advocate staffing and encouraging them to request the publication of the report.

Susan Wilson suggested that the committee should prioritize responsiveness on legislation affecting patients' rights in California, such as sending letters of support or opposition. Mike agreed but noted that it can be challenging to respond quickly enough. The committee discussed this further and decided to prioritize faster responses to relevant legislation with the help of Council staff.

Richard Kryzanowski said that he would like the committee to prioritize the inclusion of substance use disorder treatment in the work plan. He suggested that the committee work on something systematic in nature, such as best practices for patients' rights and substance use disorder treatment.

Item #4: Discussion on Executive Order Ending Crime and Disorder on America's Streets

The committee discussed the topic of the executive order 'Ending Crime and Disorder on America's Streets.' Daphne Shaw voiced concerns that this was an effort to effectively undo the Lanterman-Petris-Short Act and push involuntary treatment methods. The committee does not have any specific action planned on this item at this time but will continue to track the impact the executive order has on patients' rights in California.

California Behavioral Health Planning Council
Patients' Rights Committee
October 15, 2025
Meeting Minutes

Item #5: Patients' Rights in Substance Use Disorder Treatment Facilities

Melissa Hall and Topher Tailler from the Jewish Family Service of San Diego Patient Advocacy Program presented to the committee on patients' rights advocacy services in substance use disorder treatment facilities. Their program began to work with substance use disorder facilities in 2018, when San Diego County opted into the Drug Medi-Cal Organized Delivery System. They have a sub-team of five advocates that work in 24 treatment facilities to conduct training for staff and clients, perform visits, and investigate grievances and appeals.

Melissa and Topher described some of the unique issues that come up in substance use disorder facilities. One such challenge is that clients and providers are used to an informal treatment model that was not heavily regulated and could be determined by program management, as opposed to more strict requirements in facilities where Medi-Cal regulations have been in place for longer. This has led to a need for ongoing education and effective communication with providers and staff.

They went on to describe the grievances and appeals process for clients in substance use disorder facilities. In fiscal year 2024-2025, their office received 580 complaints regarding substance use disorder facilities and assisted clients with over 1,000 issues. They said most issues are resolved at a low level outside of the grievance and appeal process. All client concerns are recorded and tracked by the advocacy team. Some common outcomes of grievance and appeal investigations are training for staff members, policy and procedure updates, or a plan of correction.

A specific issue that has been difficult is how substance use disorder treatment facilities discharge patients. Melissa and Topher described that previously, these facilities were able to discharge people for any reason, without notice. They were also able to deny admission to individuals for any reason. Under the Medi-Cal regulations, this is no longer the case. Other examples of serious issues are poor care coordination, medication mismanagement, confidentiality breaches. Facility issues like mold, high temperatures, or sanitation issues also come up. The advocacy team addresses all of these issues and more on behalf of patients.

Melissa and Topher concluded the presentation by sharing examples of their successes. One example was a client who won \$1500 in small court claims after a facility refused to reimburse them for personal belongings that were wrongfully thrown away. Another is that their advocacy for clients who are appealing their discharges from facilities has allowed several clients to avoid returning to prison for not completing court-mandated treatment. Lastly, their advocacy has led to the county adding guidance on

California Behavioral Health Planning Council
Patients' Rights Committee
October 15, 2025
Meeting Minutes

services and support animals to their provider handbook, which has allowed more clients to have their animals with them during treatment. Melissa and Topher said that many providers now reach out to their program seeking recommendations on best practices and asking for advice on how they can protect residents' rights.

Item #6: Planning for Future Meetings/Activities

Mike Phillips and other members identified some next steps and agenda items for the October 2025 meeting. These next steps include:

- Committee leadership and staff will decide what to include in the Patients' Rights Committee section of the year-end report.
- Continue work on the committee charter and work plan.

The meeting adjourned at 12:30 p.m.

**California Behavioral Health Planning Council
Patients' Rights Committee**

Wednesday, January 21, 2026

Agenda Item: Engaging Local Behavioral Health Boards and Commissions

Enclosures: [Survey of Local Behavioral Health Boards/Commissions on County Mental Health Patients' Rights Advocacy](#)

How This Agenda Item Relates to Council Mission

To review, evaluate, and advocate for an accessible and effective behavioral health system.

This agenda item is a discussion on how the Patients' Rights Committee can engage local behavioral health boards and commissions on the topic of patients' rights advocacy in order to advocate for an effective patients' rights system in California.

Background/Description:

At the October 2025 Quarterly Meeting, committee members stated a desire to engage local behavioral health boards and commissions on the topic of patients' rights advocacy. During this agenda item the committee will discuss ways to achieve this, including opportunities for education, collaboration, and advocacy with the boards and commissions.

Previous efforts to engage the local boards and commissions included a survey conducted by the committee in 2020. The survey asked boards and commissions several questions about their familiarity with the duties of patients' rights advocates and their involvement with the patients' rights advocates in their county. An analysis report of the survey was published in February 2021 and is included as an enclosure for this agenda item for review purposes.

**California Behavioral Health Planning Council
Patients' Rights Committee**

Wednesday, January 21, 2026

Agenda Item: California Office of Patients' Rights (COPR) Updates

How This Agenda Item Relates to Council Mission

To review, evaluate, and advocate for an accessible and effective behavioral health system.

This agenda item will help Council members to review and evaluate the patients' rights system in California as part of the mandated duties of the Patients' Rights Committee.

Background/Description:

The California Office of Patients' Rights (COPR) is a Disability Rights California (DRC) unit contracted by the Department of State Hospitals (DSH) to ensure that individuals with mental illness receive quality mental health treatment that complies with patients' rights regulations. They provide technical assistance and training to county patients' rights advocates (PRAs).

Daniel Wagoner, the Director of COPR, will provide updates to the Patients' Rights Committee regarding recent organizational activities and current issues within the patients' rights system.

**California Behavioral Health Planning Council
Patients' Rights Committee**

Wednesday, January 21, 2026

Agenda Item: Charter Review and Workplan Development (Action)

Enclosures: Patients' Rights Committee 2026 Work Plan (Draft)

[Patients' Rights Advocacy in California: Analysis and Recommendations](#)

How This Agenda Item Relates to Council Mission

To review, evaluate, and advocate for an accessible and effective behavioral health system.

This agenda item provides committee members with the opportunity to review and update the work plan to ensure that committee activities align with the Council's mission.

Background/Description:

The purpose of the Patients' Rights Committee is to monitor, review, evaluate, and recommend improvements in the protection and upholding of patients' rights to receive effective, timely, and humane treatment in a public mental health system in California. The committee work plan outlines the objectives and goals of the Patients' Rights Committee and identifies the necessary tasks to achieve those goals, in alignment with the committee's charter.

Committee members will continue to develop the 2026 work plan based on the enclosed draft. Enclosed for review is the 2023 report titled Patients' Rights Advocacy in California: Analysis and Recommendations. The report is included to inform the development of the work plan.

**California Behavioral Health Planning Council
Patients' Rights Committee (PRC)
Work Plan 2026
(DRAFT)**

Goal #1: Increase the Number of Patients' Rights Advocates (PRAs) in CA

Objective 1.1: Promote legislative engagement to support the publication of the Legislative Analysts' Office (LAO) report on PRA staffing.

Activities:

- Identify state legislators who have shown an interest in behavioral health or patients' rights.
- Contact legislators to inform them about PRA staffing issues and share the LAO report.
- Encourage interested legislators to request the publication of the report on the LAO website.

Timeline: January – December 2026

Goal #2: Engage Local Behavioral Health Boards and Commissions on issues affecting patients' rights advocacy.

Objective 2.1: Educate local behavioral health boards and commissions on the duties of PRAs and current issues affecting patients' rights advocacy.

Activities:

- Develop patients' rights advocacy training for local behavioral health boards and commissions.
- Provide training to local boards and commissions, along with informational materials, relevant reports, and other resources.

Timeline: January – December 2026

Goal #3: Strengthen the Committee's Legislative Responsiveness to Advocate for Patients' Rights Advocacy in California

Objective 3.1: Increase the committee's capacity to respond rapidly to legislative developments.

Activities:

- Connect with partners such as Disability Rights California, the California Office of Patients' Rights, and the California Association of Mental Health Patients' Rights advocates to stay informed about current legislation affecting patients' rights.

**California Behavioral Health Planning Council
Patients' Rights Committee (PRC)
Work Plan 2026
(DRAFT)**

- Work with Planning Council staff and the Legislation and Advocacy Committee to identify key bills, understand their impact, and coordinate a timely response.
- Send letters of support or opposition on priority legislation in a timely manner.

Timeline: January – December 2026

Goal #4: Prioritize the inclusion of Substance Use Disorder (SUD) treatment programs and facilities as a part of the patient's' rights advocacy system.

Objective 4.1: Increase Planning Council and committee knowledge of patients' rights advocacy for patients with substance use disorders.

Activities:

- Facilitate presentation on patients' rights advocacy in SUD treatment facilities for the Planning Council.
- Continue expanding the committee's knowledge through research and guest presentations.

Timeline: January – December 2026

Objective 4.2: Encourage best practices for patients' rights advocacy and substance use disorder treatment.

Activities:

- Identify best practices for patients' rights advocacy for substance use disorder patients.
- Develop documentation of identified best practices.
- Share the developed information on best practices with patients' rights advocates, county Behavioral Health, local boards and commissions, and other identified audiences.

Timeline: January – December 2026