

CFAC Minutes 10/23/2008

**Cumberland County Consumer and Family Advisory Committee
(CFAC)**

Members Present: Alejandro V., Lillie H., Ellen B., Lavern O., Jerrell H., Paula P., Bert B, Thea D.

Guest Present: Rachael P., April P., Jessica W.

Staff Present: Nay H., Eric F., Phyllis P., William H. R., Latoya C.

Topic	Discussion	Action
Welcome and Introductions were made	The meeting was called to order at 5:30p.m. by CFAC Chair, Alex V. Welcome and Introductions were made and 8 CFAC members, 3 guest and 5 staff representation were present.	
Review and Approval of Minutes	October 09, 2008 Minutes were reviewed and a motion from Ellen B. was made and seconded by Lillie H. to approve minutes with no amendments.	
Announcements	<p>Phyllis P. informed CFAC members that will be attending the Community Service Array Conference on November 13-14, 2008 of the meal arrangements and that travel reimbursement forms will need to be completed and turned in after the conference.</p> <p>Latoya C. announced that Nay H. will be transporting CFAC members who would like to</p>	<p>William H. announced that he as made arrangements for an Advocacy Training to be held at the Cumberland County Mental Health Center (CCMHC) sometime in February 2009.</p>

	<p>attend the Advocacy Training in Raleigh Friday, November 7, 2008.</p> <p>Nay H. announced that there are scholarships available for 2 CFAC members to attend the NC Council Of Community Programs in Pinehurst, NC from December 10-12, 2008.</p> <p>Eric F. announced that Ann Remington, Team Leader for Consumer Empowerment Treatment has resigned.</p> <p>Alex V. announced that the chairman for the State CFAC has also resigned.</p>	<p>The conference brochure was passed around for CFAC members to review and 2 CFAC members signed up to apply for the scholarships. The applications were filled out and faxed to the NC Council Community Programs on October 28, 2008</p>
<p>PowerPoint Presentation Customer Services and Consumer Affairs</p>	<p>Nay H. of CCMHC and Rachael P. of Preferred Alternatives gave a PowerPoint presentation on Customer Services and Consumer Affairs. A questionnaire was handed out for everyone to complete beforehand along with an index card for any questions that anyone may have had. A Customer Service Form (CSF) was also attached to the presentation packet. The CSF is used for reporting complaints/concerns, compliments, a need for information or referrals and/or investigations.</p>	
<p>Handouts and Discussions</p>	<ul style="list-style-type: none"> ▪ Social Security News Release: Social Security Announces 5.8 Percent Benefit Increase in 2009 ▪ Congress Strengthens ADA Law After Court Waters Down Intent ▪ LME Quarterly Incidents Report The 18th NC Assistive Technology Expo - 	<p>**Please review all handouts**</p>

	<p>December 3-5, 2008 Conference</p> <ul style="list-style-type: none"> ▪ SFY 2008 Performance Contract Reports/Data Requirements ▪ CFAC Meeting Calendar - Alex V. informed the committee of CFAC's November and December events and the upcoming holidays so future CFAC Meeting dates could be discussed. A motion was made by Ellen B. to meet on November 6, 2008 and December 4, 2008 and seconded by Thea D. 	**Please review all handouts**
Recruitment	Eric F. is still working on the CFAC orientation packets.	
CFAC Strategies and Objectives	<p>Cumberland County Consumer and Family Advisory Committee (CC CFAC) committee Bylaws FY 2008-09 - First Draft for Review: October 22, 2008 were handed out.</p> <p>Eric F. informed the committee that effective 2006 CFAC members can have two 3 year terms with a maximum of one year afterwards. There are currently no provisions in place as to how long a person should take a break before reapplying for CFAC membership. Alex V. informed members that he suggests a 90 day</p>	Alex V. asked that all CFAC members write any questions, concerns and/or changes on their draft and bring it to the November 6, 2008 CFAC Meeting.

	<p>waiting period before reapplying for CFAC membership in the bylaws draft. Eric F. also advised the committee that bylaws should be reviewed annually.</p>	
<p>Information Sharing</p>	<p>NC DHHS 9/11/2008 Memo (Transition of Individuals form Developmental Centers Using State Dollars) Follow-up for Elizabeth Ramos.</p> <p>Ellen B. shared her experience at the October 21, 2008 Eastern Regional CFAC Meeting in Smithfield, NC. There were 50 to 60 consumers, families and friends. She informed the committee that Sheila L. was elected to make arrangements for those who would like to attend and participate in a State CFAC Meeting.</p> <p>Thea D. shared that one of the speakers at the meeting discussed CFACs weaning themselves from their LME's and how CFAC meetings should be kept professional and issues with providers or services should be saved for customer services.</p> <p>Bert B. shared that CIT Training will be made available at Fayetteville Technical Community College (FTCC) in March 2009 and Roxie is being considered as a drop off site.</p> <p>Joan H. spoke about the Public Forum at Roxie that she attended.</p> <p>Jerrell H. expressed his concern with Roxie Detox Center and the need for more beds.</p> <p>Eric F. informed the committee that Broughton Hospital has gotten back their accreditations but</p>	<p>An e-mail was forwarded to CFAC members by Eric F.</p>

	Cherry Hospital hasn't. The major problem with Cherry Hospital is the communication between the health care technicians and the traveling nurses. There is a need for more supervision.	
Additions to Agenda, Closing, Next Meeting	The meeting adjourned at 7:05p.m. The next meeting will be November 6, 2008 at 5:30p.m. in conference room 124. Cumberland County Consumer and Family Advisory Committee (CC CFAC) Committee Bylaws FY 2008-09 First Draft for Review: October 22, 2008 will be placed on the agenda for discussion.	