

Alliance Health



Alliance Consumer and
Family Advisory Committee
(CFAC)

Alliance Health CFAC promotes a community-based support system that seeks to have each person reach his or her full potential

This committee of individuals and family members gives voice to the interests and opinions of people with needs related to mental illness, intellectual/developmental disabilities, and substance use.

Alliance Health CFAC embraces the dignity of all residents in our communities so that each person may achieve his or her highest level of responsibility.

It promotes the empowerment of individuals and the active involvement of family members.



What is a Consumer and Family Advisory Committee, or CFAC?

- + State legislation mandates that Alliance Health and each of North Carolina's other behavioral health managed care organizations, also known as MCOs, support and collaborate with an advisory group made up of individuals and their family members. These groups are called CFACs.
- + CFACs are independent, self-governing organizations that help identify service gaps in their communities and offer input about MCO operating budgets, long-term planning, quality improvement and other issues that affect the public behavioral healthcare system locally and statewide.
- + CFAC provides individuals and family members with an opportunity to positively impact the way services are designed, delivered and monitored.

The Alliance CFAC

- + Alliance Health CFAC brings together members from across the Alliance Health region
- + Members are offered a stipend for each meeting attended to offset travel expenses
- + While only members can vote on CFAC business, meetings are open to the public
- + The CFAC meeting schedule is available at AllianceHealthPlan.org

Join us!

If you live in the Alliance Health region and you are receiving or have received mental health, intellectual/developmental disability or substance use services, or are a family member, you are eligible for membership. To learn more about membership you can contact the Alliance Health Member Engagement Team at **(919) 651-8401**.

Learn more about
Alliance Health and CFAC at
AllianceHealthPlan.org



24 Hour Toll-Free
Access and Information
(800) 510-9132



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“CFAC has given me a better understanding of the services I can receive and a chance to advocate for others with behavioral illness and intellectual/developmental disabilities. It has been great to work with other individuals and family members and learn more about the successes and concerns with services and provide input to Alliance about those services.”

J. Dan Shaw



“As a parent of someone with a disability, membership in Alliance Health CFAC has given me a forum to share my concerns with the Alliance staff and Board of Directors. CFAC has a close working relationship with Alliance and our feedback has a direct impact on the services provided to the IDD/MH/SUD populations.”

David Curro
Alliance Board of Directors

Alliance Health



Scan here to be directed to more information about the Alliance CFAC

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