



Monday, June 12, 2023

Consumer and Family Advisory Committee- Durham
Held Via Video Conference

MEMBERS PRESENT: ☒ Vandna Munshi, ☒ Victoria Chibuogu Nneji, ☒ Tammy Shaw, ☐ Latasha Jordan, ☒ Dave Curro,
☒ Brenda Solomon, ☒ Chris Dale, ☒ Pinkey Dunston, ☒ Regina Mays, ☒ Charlitta Burruss

BOARD MEMBERS PRESENT:

GUEST(S): ☐ Suzanne Thompson, DHHS, ☐ Herb Trippert, Trosa

STAFF PRESENT: ☒ Aimee Izawa, Director Community & Member Engagement ☒ Ramona Branch, Manager, Member Inclusion & Outreach,
☒ Victoria Mosey, Member Inclusion & Outreach Specialist, ☒ Ashley Bass-Mitchell, System of Care Coordinator, ☒ Denene Hinton,
Community Education Specialist, ☒ Charline Mangum, Member Inclusion and Outreach Specialist, ☒ Laini Jarrett, Quality Review
Coordinator

Microsoft Teams meeting

Join on your computer, mobile app or room device

[Click here to join the meeting](#)

Meeting ID: 227 772 040 09

Or call in (audio only)

[+1 213-204-2613,,343043434#](#)

Phone Conference ID: 343 043 434#

| AGENDA ITEMS: | DISCUSSION: | NEXT STEPS: | TIME FRAME: |
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| 1. Welcome and Introductions - 5 min | The meeting was called to order by Charlitta at 5:35 pm | | |
| 2. Review of the Minutes - 5 min | The minutes from the May 8, 2023 meeting were reviewed; a motion was made by Dave and seconded by Chris to approve the minutes | | |
| 3. Speaker(s) - 1 hour | Ashley Bass-Mitchell: She indicated that the upcoming co-sponsored SOC and CFAC event on 06/30/2023, "Mental Health Awareness Kick-Off Event," will include 21 vendors, massage group and a variety of individuals. She indicated that there will be health trucks coming out, food truck vendors, a DJ, and they | | |

Draft minutes may be submitted with the monthly Board packet. Minutes will be approved by this Committee at a later date; minutes approved on [Click or tap to enter a date..](#)

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| | <p>are looking at vaccine truck attendance. She reports that each vendor is doing their own activity – with one of the events being a large size Jenga. The event is occurring rain or shine. Aimee mentioned there will be items to give away – stickers, mental health ribbons, and pins – items that can be provided on the CFAC table. Ashley reports that the event has been shared on social media, with collaborating organizations, has been mentioned on the radio, and flyers were sent out.</p> <p>Charlitta expressed concern about CFAC not being involved earlier on in the planning process, reviewing that she feels this is not being addressed despite formerly being brought up, reviewing that she feels like she was brought in last minute and that it wasn't working as a team. She acknowledges all the work Ashley put into the event, and is appreciative of it, but reviewing that she feels like she doesn't need to be a lone ranger in arranging all of this, indicating the importance of reaching out. She identified that she's taken on a lot of responsibilities in the past and been burnt out, which she feels is a warning for others in the future. Ashley indicated that she's open to feedback on being more collaborative and inclusive in the future, and remains open to ideas for people to contribute to the event.</p> <p>Dave Curro: Review of CFAC By-laws and Charter</p> <ul style="list-style-type: none">- He noted that CFAC includes discussion of evaluation of needs and gaps in services, reinforcing the importance of re-integrating service and gaps needs assessment, noting that he believes Provider Networks staff Carlyle Johnson is due to conduct the annual study again soon.- He noted there is importance to providing solutions when expressing problems in the community.- It was indicated that CFAC participates in the annual budget review via the annual budget retreat wherein CFAC makes a presentation, reviewing that they also have opportunities to engage with leadership | | |

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| | <p>via Chief of Staff Sara Wilson and CEO Rob Robinson attending meetings as needed.</p> <ul style="list-style-type: none">- He reported there is a need for more individuals to participate in the human rights committee, several of these seats being saved for CFAC.- Training, as indicated in the bylaws and charter, is already being done on a regular basis, noting that he feels this is something CFAC does well.- He identified there is a possible upcoming vacancy in the Quality Management committee – which is currently held by CFAC Steering Committee Co-Chair Marie Dodson.- CFAC has in their charter to conduct one community-based event per year. Dave mentioned that Reality Ministries has a good care group and could likely produce a good turnout for an event held there.- He noted that he feels the CFAC Steering Committee could have more contribution in reviewing and commenting on the budget to ensure staying within budget. He identified that he feels he it would make sense to ask for more funds than not have enough regarding a budget.- It was noted that CFAC could conduct 2 retreats in a year, but only one was conducted this year.- It was noted that CFAC can contribute to the Alliance website, but the website currently seems to lag behind.- It's noted that the Board of Directors is actively encouraged to attend CFAC meetings. Dave reports board doesn't regularly encourage other board members to attend CFAC meetings, and he has been trying to encourage this without much movement.- It was reinforced that CFAC is an independent entity and thoughts should not be controlled by Alliance/MCO. | | |
| 4. State Updates - 5 min | Suzanne Thompson | | |

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| | <ul style="list-style-type: none"> - Not present, but it was noted by Ramona that CFAC receives monthly CE&E events via email. Aimee indicated State CFAC coming up next week. | | |
| 5. Reports: - 15 min BOD, Steering Committee, State to Local, State CFAC, Conferences, Trainings, etc. | <p>Dave:</p> <ul style="list-style-type: none"> - It was identified that the CFAC Steering Committee would be conducting their annual vote for positions via email. <p>Aimee:</p> <ul style="list-style-type: none"> - Alliance is gathering info for the State CFAC report, receiving information from each local CFAC committee. | | |
| 6. MCO Updates - 10 min | <p>VOTE:</p> <ul style="list-style-type: none"> - CFAC Elections: Chair/Co-Chair: 1 year term: Charlitta is stepping down after completing maximum 2 consecutive 1 year terms as Chair, and Regina has completed 2 consecutive terms as CFAC Co-Chair. - Per Charlitta, "I've been with CFAC since 2019," reviewing that it was a ministry for her, noting that she had Dave Curro do the presentation to reinforce the expectations around CFAC and CFAC Leadership. She noted that she felt frustration with being told they can function independently, but then being told that things need to be approved by Alliance. She has concern regarding low turnout from CFAC. Charlitta expressed gratitude from MIOS Victoria for engaging with a community member in a positive way to resolve a community member issue with getting services paid for appropriately. She indicated that her feelings have been hurt by some comments and interruptions made in the meeting. She reviewed that she is frustrated by Alliance being unwilling to pay for CFAC meetings in person. - Charlitta indicated that she feels people need to engage in a team effort. She reports that she encouraged people to communicate more, and that people aren't supporting each other. She noted she was upset that they were not aware of the passing of Dave's mother until after the funeral, and felt CFAC should have known and been engaging with one another to respond promptly and provide support. She reports that she felt she shouldn't have to kept emailing CFAC members without response. She noted that Michael McGuire is stepping down from CFAC Steering Committee as Chair, which she thinks will be a big blow, due to his dedication. She indicated that she | | |

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| | <p>feels it's important that CFAC be actively serving in the community, not just having meetings, and that a lot of people in the community don't know what CFAC is about.</p> <ul style="list-style-type: none">- She reports being insulted by Dave earlier in the meeting interjecting early to nominate Regina as Chair, reviewing that she was reconsidering stepping down, but now was definitely interested in ending her leadership. She emphasized the importance of proper communication. Dave indicated that she has served two full terms as chair, and that's all that's allowed. She indicated that she has no issue with stepping down, but didn't like the way this was brought up in the meeting. She hopes the Chair after her have more opportunities to do more activities than she did, reviewing that she kept putting out ideas, and they never went anywhere.- She identified that CEO Rob Robinson has been nice, but she feels they haven't seen Rob Robinson join CFAC, and that it's mostly been Sara Wilson.- Tammy expressed gratitude for Charlitta and Regina for their opinions and letting people know about what's going on in the community. She indicated she tries to go to as many community events as she can, but is not able to attend as many as she used to. She feels it's important to have more involvement with youth in the community, and that she would donate her stipend to it.- Ramona indicated that Youth Advisory Committee is in progress and CFAC will be updated as things are official. Aimee indicated she is open to feedback about other family and children community members, and reinforced the June 30th event will be child and family focused. She identified there was a recent wonderful family/children event in Mecklenberg. It was noted that all of CFAC is now receiving all local CFAC and committee monthly docs from Fantasia to foster collaboration between local committees.- Victoria expressed concern re: Dave's opinion re: needs/gaps in CFAC to improve the array of services and outcomes in the area. MIOS Victoria reviewed this will be discussed more in the next meeting when discussing CFAC goals for the year under new leadership, incorporating new guidelines and approved CFAC documents.- Regina was unanimously voted in as CFAC Chair. | | |

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| | <ul style="list-style-type: none">- Dave received a nomination for CFAC Co-Chair, but is unclear how involved he will become with a nonprofit in future months that he is currently invested in. Dave identified that he could at least guarantee 6 months involvement, and agreed to co-chair nomination. He was voted into the position by CFAC members.- Charlitta was thanked for her service by Dave, Tammy, Vandna, and other CFAC members, acknowledging the difficulty of conducting leadership during COVID-19.- It was noted that the CFAC Steering Committee and Board of Directors take a break from their meetings in July. Durham CFAC was offered the same opportunity, and this was put to a vote. CFAC voted to skip the July meeting. <p>TO BE DISCUSSED:</p> <ul style="list-style-type: none">- Location for hybrid meetings <p>Aimee/Ramona</p> <ul style="list-style-type: none">- New Wake Co. MIOS: Charline Mangum | | |
| 7. PUBLIC COMMENT: 10 min | <p>Regina indicated that she recently attended the Colfax conference regarding Special Needs for Children of Color (2023 Leadership Summit for Families of Color) in Colfax, where changes in Medicaid and how it will impact students in the school system were discussed, in addition to IEPs and relevant organizations for assistance.</p> <p>She noted that she also attended the Town Hall with Sheriff Burkhead and Congresswoman Valerie Foushee, talking about gun violence. She indicated that a Duke professor attended and discussed why a lot of things about violent crimes are being attributed to individuals with mental health, but individuals with mental health only responsible for 2 percent of these crimes. They want to shift the conversation to the trauma left behind after the fact. It was noted that they need to create more supports about trauma after, and that conversations about mental health so far runs along the line of reinforcing stigma.</p> <p>Dave – It was identified that individuals were attending the i2i conference that day.</p> | | |

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| | Charlitta – She identified that she experiencing a lot of death in her life lately, and would like to encourage people to reach out to, and support, one another when these types of situations arise. | | |
| 8. Statutory Requirements and Recommendations: 15-30 min | IF TIME ALLOWS: (1) Review, comment on, and monitor the implementation of the contract deliverables between area authorities and the Department of Health and Human Services. (2) Identify service gaps and underserved populations. (3) Make recommendations regarding the service array and monitor the development of additional services. (4) Review and comment on the area authority budget. (5) Develop a collaborative and working relationship with the area authority's member advisory committees to obtain input related to service delivery and system change issues. (6) Submit to the State Consumer and Family Advisory Committee findings and recommendations regarding ways to improve the delivery of mental health, intellectual and developmental disabilities, substance use disorder, and traumatic brain injury services, including Statewide issues. | | |
| 9. Announcements | | | |
| 10. Adjournment: | Dave moved to adjourn and it was seconded by Chris. The suggested next meeting will be August 14, 2023 , at 5:30 p.m. | | |