**Monday, August 01, 2016**

**ALLIANCE CONSUMER AND FAMILY ADVISORY COMMITTEE**

**MEMBERS PRESENT:** Caroline Ambrose-Chairperson, David Curro, Sharon O’Brien, Lotta Fisher, Michael McGuire, Israel Pattison, Amelia Thorpe, Tammy Harrington, C.J. Lewis, Kurtis Taylor, James Eby

**VIA PHONE:** Faye Griffin, (Starlett Davis, John Bain, Ellen Gibson, Jackie Blue-Fayetteville Office)

**GUEST(S) PRESENT:** Martha Brock (via Phone), Doug Wright, Stacy Guse, Tina Howard, Geyer Longenecker, Linda Losiniecki

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| **1. Welcome/Overview:** | Introductions:  
  - Welcome guest Martha Brock  
  Additional handouts included:  
    - Sub-Committee Meeting Minutes from Cumberland, Durham, Wake, Executive Leadership Team  
    - Quality Improvements Project to CFAC – Tina Howard  
  Meeting Minutes from 6-6-16: Approved as Written | | |
| **2. Public Comment – Consumer/Family Challenges and Solutions:** | Public Comments:  
  - Faye encouraging and inviting friends to attend CFAC  
  Consumer/Family Challenges and Solutions:  
    - Mobile Crisis Team Services concerns. David filed a complaint with Wake County liaison, had great response. Complaint still open.  
    - Martha Brock: Crystal Farrow, now Deputy Director of Wake County Human Services. She had worked on Crisis Services. | | |
| **3. Quality Improvement Projects: Tina Howard and Geyer Longenecker** | Tina Howard presented an overview of the Quality Improvement Projects to CFAC (handout):  
  Quality Improvement Projects (QIP) are larger projects that meet the Federal and State and accreditation for the organization.  
  Discussion included:  
    - URAC & Federal and State Requirements  
    - Implementation  
    - Summary and success of current QIP’s, and new QIP’s for FY17  
    - Expanding to open another Facility Based Crisis Center in Wake County (Monarch) in 2017. Plans to extend hours until 9 pm on weeknights. | | |
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|              | • Person-Centered-Plan needing improvement – Will and continue to promote and develop.  
• Closing QIP’s that have met benchmarks:  
  • Grievance/Complaint Process  
  • Internal Processes for Care Coordination  
• Incoming Call Center calls are handled properly, friendly and very professional.  
New Projects for FY17:  
• Improved timeliness for individuals who received their innovation slot and are waiting for services.  
• Improve timeliness of Care Coordination first contact to MH/SA discharged inpatient services.  
• Access to Care, timeliness to receive services for urgent and routine services, and develop another project for Emergent care.  
Any Questions, contact Tina Howard: thoward@alliancebhc.org | | |

4. Sub-Committee Updates:  
Rules  
No Report  
Services  
No Report  
Communications  
Temporary chairperson is Caroline Ambrose. Still need to fill the Chairperson position.  
Wake  
Dave gave a summary (Sub-Committee Minutes Handout):  
• Mobile Crisis Team Services concerns. David filed a complaint with Wake County liaison, had great response. Complaint still open.  
• Implementation of the new Innovations Waiver beginning November 1st. Training will be available at various places.  
• Elect new member to CFAC. James Eby comes from Coastal Care and Trillium CFAC. He provided a bio and history of his CFAC involvement. | | |
**AGENDA ITEMS:**

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<td>- Motion by Kurtis Taylor to accept James Eby as a new CFAC member, seconded by Dr. Michael McGuire, motion carried, All Ayes</td>
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<td><strong>Durham</strong></td>
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<td>Sharon gave a summary (Sub-Committee Minutes Handout):</td>
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<td>Discussion on:</td>
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<td>- Reaching out to local congressman challenges being faced and to offer solutions for affordable housing for consumers from hospital discharge.</td>
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<td>- Durham CFAC drafting and offering comments on the By-Laws.</td>
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<td>- CFAC invited to Recovery Celebration meeting on 8-4-16 from 3-4 pm to have a booth at their upcoming September event.</td>
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<td>- Discussed the merge and how Sandhills CFAC does not want to converse with Alliance CFAC.</td>
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<td><strong>Cumberland</strong></td>
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<td>Lotta gave a summary (Sub-Committee Minutes Handout):</td>
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<td>- Met on July 28th</td>
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<td>- Next meeting on August 25th will be held at the Godwin Town Hall, 4924 Markham Street, Godwin, NC – All the Community is Invited</td>
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<td>- Community meeting focusing on “Access to Care” with Alliance. A Q &amp; A session will follow.</td>
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<td>- Saturday, Aug 6th a booth will be set up on Cliffdale Road across from the Rec Center, come out to see Starlett Davis and Lotta Fisher.</td>
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<td><strong>Area Board</strong></td>
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<td>Caroline provided an update:</td>
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<td>- Next meeting to be held on August 4, 2016, Caroline attending via phone.</td>
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<td><strong>Human Rights</strong></td>
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<td>Doug provided an update:</td>
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<td>- Next Meeting, August 9, 2016</td>
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<td><strong>Quality Management</strong> (Presentation Handout)</td>
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<td>Update presentation by Tina Howard</td>
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<td><strong>Executive Leadership Team</strong></td>
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<td>Caroline provided feedback:</td>
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<td>- Only 2 members attended, no quorum.</td>
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| **5. State Updates:** | • No by-laws discussion.  
  • Membership and lack of participation concerns.  
  • Discussion of not meeting as frequently, possibly quarterly, once the merge is completed. | | |
| C.J. provided an update: | • Next State CFAC meeting, August 10, 2016 at Brown Building, Dix Campus.  
  Open to the public, attendance and comments are encouraged.  
  • Next State Local Conference call: August 17, 2016, 7:00 pm – 8:30 pm  
  • November 9-11, 2016: 8th Annual NC Wide Recovery Conference, Clemens, NC. Some of the topics to be discussed:  
  • Recovery Advocacy  
  • Whole Health Resiliency  
  • Integrated Care  
  More information to come.  
  • November 13-16, 2016: NC TIDE Fall Conference, Greensboro, NC. Check the website [www.nctide.org](http://www.nctide.org) for more information.  
  • September 23, 2016: OPC CFAC, Hosting annual Peer Support Workshop at Camp New Hope, Chapel Hill, NC  
  • UNC-Behavioral Healthcare Program NEW name: UNC-Behavioral Health Springboard, website: [www.bhs.unc.edu](http://www.bhs.unc.edu)  
  • NC First Commitment Evaluator Program. Exam and Training offered for certification.  
  • Consumer Engagement Empowerment Team – Beginning in September, be out in the community to provide FREE training on Mental Health First Aid.  
  • Dr. Cantrell has resigned, and Jason Vogler has been named Interim Director. | | |
| **6. By-Laws:** | Israel provided an Update and Discussion:  
  • Major changes will take effect once the merge with Sandhills happens.  
  • Travel, having a quorum, statutory requirements are some concerns. CFAC may have to move in different direction.  
  • Regional CFAC’s can be making all different recommendations to the BOD.  
  • Different feedback from the sub-committees may be good thing. | • Doug provide Israel with Smoky and Trillium CFAC By-Laws | |
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|             | • Committee members need to give thought and consideration of how your voice will be heard to the Board of Directors.  
• See how the New MCO Administrative areas are divided. The merge plan needs to be turned in to the Secretary by 9/30/16. Committee sit tight until the plan is turned in.  

I ideas:  
• County or Community CFAC Sub-committees  
• Shorter meetings  
• Fewer meetings  
• Have a smaller centralized Steering Committee.  
• Each County/Community Sub-committee creates their own rules.  
• Communication issues with Sandhills CFAC and Alliance CFAC.  
• Smoky sends one Regional representative to the Local CFAC meeting.  
• Have full CFAC events 2 times a year, more of workshop, organized event.  
• Continue with the conference call to meet the quorum, count call-in members as attending, their voices should be heard as well.  

James Eby provided Trillium CFAC is operating as 3 regions  
• Trillium CFAC meets 2 times a year because of long distances  
• Regional CFAC’s meet once a month  
• Each regional CFAC has a relational agreement with Trillium CFAC | | | |
| 7. Announcements: | • Rules Committee needs to meet  
• Next CFAC ELT meeting on August 22, 2016  
• Committee members please update your contact information with Linda | | |
| 8. Wrap Up & Adjourn: | Adjourned at 7:15 p.m. | | |