

CFAC's Top Six Accomplishments for July 1, 2008 to June 30, 2009

1. Hosted Regional CFAC March 27th. ***(B.L. Article # VII - Membership Duties)**
 - 7 LME CFAC's within Eastern Region attended (Albemarle, Beacon Center, Cumberland, Eastpointe, ECBH, Johnston, Onslow Carteret) and Wake County which is outside of the Eastern Region
 - Attendance: 57 individuals from the east CFAC's including 3 state staff from Consumer Empowerment Team
 - The days Program Title: "Partnership-- CFAC, Board, LME: Getting Back to Basics"
2. Have established Local Empowerment Groups (L.E.G.'s) in four areas of our nine county region which serves as CFAC's community collaborative. These community collaboratives expand the public's knowledge of the array of services, how to access services, etc. within the Mental Health/Developmental Disability/Substance arena and works to find ways to address the various needs of these disabilities. **(S.L. # 3, A.P. # 3, B.L. Article IV- Purpose and Responsibilities R.A. Responsibilities of the Parties)**
3. Each of the four L.E.G.'s partnered with ECBH LME to assess needs within their particular region of the LME's catchment area. **(S.L. #2, A.P. # 2, B.L. Article IV - Purpose and Responsibilities # B, RA - Responsibilities of the Parties)**
4. CFAC has designed and approved a new member's application form. **(B.L. Article V -Membership and Terms)**
5. In the process of finalizing a new member's orientation packet and acceptance of one new member representing Pitt County. **(B.L. Article IV - Purpose and Responsibilities # G)**
6. The CFAC portion of the ECBH LME website now includes new material and information on CFAC including brochure, membership application, and monthly minutes. **(S.L., # 2, A.P. # 2, B. L. Article IV- Purpose and Responsibilities, R.A.- Responsibilities of the Parties and Joint Responsibility)**

- Key: Session Law = S.L. 2005-0142, Action Plan = A. P., By-laws = B.L., Relational Agreement = R.A.

The ECBH Consumer and Family Advisory Committee is an advocacy group for our community devoted to enhancing care for mental health, developmental disabilities, and substance abuse. Our mission is to ensure that the development and delivery of services and supports remain responsive to the wellbeing of the people served.

Additional Goals Met July 1, 2008 to June 30, 2009

1. Voted to approve three RFI for new services (**S.L. # 2 and 3, A.P. #2 and 3, R.A.- Responsibilities of the Parties**)
 - Social Setting Detox
 - Mobile Crisis / Respite Center
 - Integrated Living Services

2. The CFAC by consensus Recommended the following Alternative Services Definitions that the ECBH LME was sending to the state for approval: (**S.L. # 1 and 2, B.L. # 1 and 2, A.P. #1 and 2, R.A.- Responsibilities of the Parties**)
 - Wellness Education Group
 - Individual Directed Services
 - Personal Assistance – Expanded
 - Community Rehabilitation – TBI
 - Crisis Respite Intervention
 - Long Term Residential Rehabilitation -- TBI

3. Reviewed LME Quarterly Reports (**S.L. # 5, B.L. Article IV – Purpose and Responsibilities # E, A.P. #5, R.A.- Responsibilities of the Parties**)
 - Quality Management Report
 - Compliant Reports
 - Quarterly Incident Reports
 - Access/STR Reports
 - Quality Improvement Plan
 - Quality Improvement Report
 - Utilization Review

4. Reviewed the status of the LME initiatives and Local Business Plan Update (**S.L. # 1 and 5, B.L. # 1 and 5, A.P. #1 and 5, RA- Responsibilities of the parties**)

5. CFAC Members received and / or attended various Educational trainings and conferences (**B.L. Article VII - Membership duties/training, R.A. – The Authority and the Area Board**)
 - A. Training by LME staff
 - Joy Futrell, assistant Director Finance/IT on the ECBH and CFAC budgets including board reports. She provided line by line

explanations and received questions from members.

- Cindy Ehlers, Assistant Director presented a training on the Benefits Plan and the Second Mile Project.
- Mike Kupecki, Assistant Director of External Operations and Georgia Claxton presented ECBH's Social Marketing Plan.
- Lisa Bonnett spoke on changes being made at Hope Station regarding Recovery Innovations.

A. Training by outside individuals

- Training from the Arc of NC regarding Self-Determination and Employer of Record Program

B. Conferences

- One member attended State NAMI (National Alliance of Mental Illness) which was held in Raleigh
- November two members attend Eastern AHEC Best Practices Substance Abuse in Greenville
- December 4 CFAC members attended the Pinehurst Conference in Pinehurst
- June 1st-2nd two members attended the Spring Policy Forum in Raleigh

C. Eastern Regional CFAC meetings

- July 29th one member attended hosted by Beacon Center CFAC
- October 21st four members attended - hosted by Johnston County CFAC
- March 27th Seven members attended hosted by ECBH CFAC

D. Additional Training

- CFAC members were encouraged to review the online LME Board training
www.sog.unc.edu/program/mentalhealth/

E. Educational Trainings CFAC members have asked for:

- More information regarding Mystery Shopper
- How to write Position Papers

6. Moderators shared the following CAP/MR-DD information with the members (**B.L. Article IV - Purpose and Responsibilities # G., R.A. - Responsibilities of the Parties**)
 - Updates regarding “Transition to Home Supports”
 - Provided information regarding the proposed changes in the 23 CAP/MR-DD Service Definitions and asked members to give feedback to the State.

7. Community Awareness: (**B.L. Article IV- Purpose and Responsibilities # G., R.A. - Responsibilities of the Parties**)
 - The Moderators encouraged the Members/Point People to place information regarding the CFAC and L.E.G. meetings in the free community section of their newspapers,
 - It was also suggested to place the information on the free Community Calendars of the TV stations that serve their areas and on cable access for their public service announcements.
 - Fifteen Greenville businesses supported CFAC with gifts totaling \$400 that were given as door prizes for the Eastern Regional CFAC meeting.

8. Members were informed of a Depression/Bi-Polar Support Group that had started at Hope Station. (**B.L. Article IV - Purpose and Responsibilities # G., R.A. - Responsibilities of the Parties**)

9. Approved by consensus the CFAC brochure. (**B.L. Article IV - Purpose and Responsibilities # G., R.A. - Responsibilities of the Parties**)

10. Websites: Members reviewed the 23 LME and CFAC websites for ideas and suggestions regarding our website. ECBH CFAC recommended the following: (**B.L. Article IV- Purpose and Responsibilities # G.**)
 - Format: Simple informative and including definitions of various acronyms
 - Prominent client rights.
 - Information easy to navigated and consumer and family friendly
 - CFAC minutes, application for new members, brochure

11. Gaps in Services: **(S.L. # 2 and 3, B.L. Article IV – Purpose and Responsibilities # B and C., A.P. # 3, R.A. – Responsibilities of the Parties)**

- Forming guidelines on how to share gaps in services found by the CFAC members with the Board and the LME.
- Alternative Housing: Transitional Housing, Half-Way Houses, etc.
- Shortage of Psychiatrists **in certain catchment areas** therefore utilization of telemedicine is helpful
- Beaufort County – Lack of ECBH Phone Numbers including Access Line in either Embarq or Tri-County Phone Books
- ECBH website needs to be updated including updated provider information, consumer and family friendly, etc.
- Gates County did not have a provider that served the Developmentally Disabled Population

Additional Contributions by CFAC Members

Members serve on the following LME committees: **(S.L. # 5, A. P. # 5, B.L. Article IV – Purpose and Responsibilities # E, R.A. – Responsibilities of the Parties)**

- Human Rights – 2 members with one serving as Co-Chair
- Quality Improvement – 2 members
- Website Design – 1 member

Members serve on the following CFAC Committees) **(B.L Article XI - Committees)**

- By-Laws, Relational Agreement – 7 members
- Design of new member application – 2 members
- Nominating Committee for officers – 4 members
- New Member Orientation Packet -- 2 members
- Point People for each area --- 4 members
- L.E.G. Representatives – 7 members
- Revising CFAC logo --- 3 members

Respectfully submitted: June 16, 2009

Co-Moderators: Inez Dudley and Millie Hagler

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