



Serving Cabarrus, Davidson, Rowan, Stanly and Union Counties

CONSUMER/FAMILY ADVISORY COMMITTEE

“Our mission is to ensure that Consumers receive quality services.”

May 18, 2010

MINUTES

Members Present: Andrea Stevens, Co-Chair; Beverly Morrow, Co-Chair; David Bullins; Sarah Boyd; Jeff Euto; John Hufton; Mary Sechler; Kay Jennings; Ann Medlin; Major Sampson; Jayne Wallace-Bohannon; Lemar Underwood; Stephen Brannan

Absent: Debby Brown; Michael Kinlow; Rick Samuels; Tina Kennon; Melanie Frick; Bart Kean

Guests Present: Robin Boyd; Peter Euto; Dora Hufton; Pam Cobb; Ronnie Helms; Cathy Weedman; Charles Heun; Crystal Sullivan; Rhonda Granja; Russell Jennings; Benny Faulkner; Debra Barritt

PBH Staff Present: Pam Shipman, Chief Operating Officer; Bonnie Schell, Director of Consumer Affairs; Steve Tomlinson, Director of Community Relations and Network Operations; Shelby Marlow, Administrative Assistant; Sarah Chesley, Finance

I. Welcome of Members and Introduction of Guests

Beverly called the meeting to order at 6:30pm. She welcomed everyone and asked the guests to introduce themselves.

II. Approval of Minute and Review of Agenda

Everyone was asked to review the minutes of the April meeting. Lemar gave the motion to approve the minutes. Mary seconded. The minutes were approved as presented.

III. Public Comments

There were none.

IV. Work Groups

Andrea asked the members if they thought the work groups should continue. They take a big chunk from the meeting agendas. These work groups are to assist the CFAC to meet state statute obligations. Members voiced they felt the work groups were helping. She reminded everyone their group reports are due no later than the June CFAC meeting. These reports will be compiled and presented to the PBH Board that same week. The members then divided into their groups for 45 minutes.

V. Service Gap for Mental Health Consumers – Community Support Team (CST)

Due to state fund cuts Community Supports will not be replaced. CST is more intensive and many consumers will not qualify for this service. CST includes a team of three professionals to work with consumers. Their hours have been cut from 15 hours per week to 5 hours per week. This leaves a long term care gap for SPMI needs and people will be in hospitals and jails due to this. PBHs hands are tied because this is in legislature and is a Medicaid service. CST is a higher level of care and outpatient is a lower level of care with no in between. Providers state they cannot afford to provide CST at the new rate. PBH will try to get exempted. Case Management is being added back but is not a therapeutic service. CFAC could write a letter of concern to DMA, SCFAC and/or legislature. The new service/rate goes into effect July 1, 2010. Stephen made a motion for CFAC to send a letter and Beverly offered to write it. John seconded the motion and all agreed. Stephen stated he is being affected by this change and will write a letter from him. John agreed to write also. They will send their letters to Beverly Morrow to be sent with the group CFAC letter.

VI. PCP Conference Feedback/Next Conference

The conference got great feedback from the evaluations and the clubhouses that attended. The evaluations showed the keynote speaker and personal stories were very well liked. Almost every workshop was mentioned through out the evaluations. The Embassy Suites staff was very helpful and showed great respect for the consumers. The keynote speaker stated she was moved by our conference and consumers more than any other conference she has been to. Most of the complaints were about the food and providers complained about the internet service fees. Professionals were amazed by how consumer driven the conference was. We celebrated, educated and entertained the consumers. 461 people registered; 370 attended Thursday and 290 attended Friday. We need to monitor attendance closer and have to be careful of expense in the future.

Melanie will be the Chair of the next conference committee. Things to consider for the next conference includes trying to get check in/out times changed; charge a small deposit and reimburse them if they attend; charge professionals at least the price of meals; charge a non-refundable application fee and find partners to sponsor, not just providers. The next conference should be in October, 2011. Vanessa James has offered to be the PBH Liaison again. CFAC would like for Consumer Affairs to be a part of the planning in the future. If members have any other suggestions please email them to Shelby.

VII. Public Comment

Charles Heun stated he enjoyed the conference and thanked CFAC for it. Cathy Weedman seconded that. Jayne stated Meagan enjoyed herself and had the best time. State CFAC needs a representative from PBH if anyone is interested. They meet the third Thursday of each month.

VIII. Adjournment

Mary made the motion to adjourn. Stephen seconded. All in favor. The meeting was adjourned at 8:40pm.

Respectfully submitted,

Shelby Marlow

Next Meeting is Tuesday June 15, 2010

Summary of Actions Taken

1.

Actions Pending

1. PBH Board reports due June 15

To Do's

1.

July, August and September 2010 Advisory Council Meetings Schedule

Cabarrus	July 6	cancelled
	Aug 3	300 Copperfield Blvd
	Sept 7	
Davidson	July 20	Health Dept. – Health Education Room
	Aug 17	
	Sept 21	
Rowan	July 22	Chamber of Commerce-upstairs
	Aug 26	
	Sept 23	
Stanly	July 13	cancelled
	Aug 10	Stanly DSS
	Sept 14	
Union	July 1	cancelled
	Aug 5	
	Sept 2	