



*Serving Cabarrus, Davidson, Rowan, Stanly and Union Counties*

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## **CONSUMER/FAMILY ADVISORY COMMITTEE**

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

**December 15, 2009**

### **MINUTES**

**Members Present:** Andrea Stevens, Co-Chair; David Bullins; Sarah Boyd; Jeff Euto; Melanie Frick, Vice Chair; John Hufton; Bart Kean; Rick Samuels; Mary Sechler; Kay Jennings; Ann Medlin; Major Sampson; Jayne Wallace-Bohannon; Lemar Underwood; Stephen Brannan

**Absent:** Debby Brown; Michael Kinlow; Beverly Morrow

**Guests Present:** Robin Boyd; Peter Euto; Dora Hufton; Pam Cobb; Lauren Frick; Suzanne Thompson; Ronnie Helms; Kimberly Brannan; Russell Jennings; Tina Kennon; Bennie Faulkner; Megan Jones

**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

#### **I. Welcome of Members and Introduction of Guests**

Andrea called the meeting to order at 6:10pm. 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 October meeting. Mary gave the motion to approve the minutes. Stephen seconded. The minutes were approved as presented. Andrea passed around a Save-the-Date card for the PCP Conference. She announced the conference will be held at the Embassy Suites in Concord. This location will be able to accommodate a larger group.

The group was asked to review the updated CFAC logo. Bart made the motion to approve the new logo. Mary seconded. The logo was approved by all.

#### **III. Public Comments**

There were none.

#### **IV. CFAC Statute sub-committee brainstorming**

Andrea stated the need to distinguish between the PBH CFAC sub-committees and the state statute sub-committees. It was decided the state statute sub-committees would be called work groups. Andrea gave further clarification of statutes for these work groups.

There was discussion regarding PBH reports for CFAC and how to choose what CFAC wants/needs from PBH. Andrea requested the work groups to discuss this at their next group meeting and present their decisions to the whole committee and ultimately as an advisory report to the Board. The PBH liaisons for the work groups are as follows:

- Finance – Pam Shipman
- Clinical Management – David Jones or his designee
- Quality Management – Jill Queen or her designee
- Services – Steve Tomlinson

Steve informed the group the Community Needs Assessment will continue with the current goals for one more year due to budget cuts. The Local Business Plan is normally done every three years. This will also be held off for now.

#### **V. LME Updates – Consumer satisfaction survey**

Bonnie informed the group there are two satisfaction surveys that go out each year, one for providers and the other for consumers. The consumer survey will go out in January with the report on the feedback due in July. This survey is mailed to 10,000 random consumers selected by outsiders. Questions cannot be added to or omitted due to the comparisons made year to year. Some of the results from the last survey were that only 62% knew they had a choice of providers, most of which were MH consumers. These reports are by county and disability. Most do not know the PBH 800#. Transportation problems have been listed for the past four years. This is something that PBH cannot help with. It was brought to Bonnie's attention that more DD questions were needed on the survey. Bonnie stated most of the people on the committee that created this survey were DD. This would be a good work group project to review and advise on.

Andrea took this time to present David Bullins a plaque of appreciation for his tenure as Chair for the CFAC during 08-09.

Melanie informed the group that Linda Mercado has resigned from the CFAC. The membership committee had a Meet and Greet with Tina Kennon prior to today's meeting.

Steve announced the new CRC in Union County is scheduled to open January 18, 2010. A Grand Opening is planned for January 14<sup>th</sup> at 11:00am. A tour will be at 10:00am. All CFAC members will receive an invitation.

#### **VI. January agenda items**

- Bylaws update for parliamentary procedures
- Membership update – 10 minutes
- Work Group team meetings

#### **VII. Public Comment**

Tina stated she thinks work groups are an excellent idea.

#### **VIII. Adjourn**

David made the motion to adjourn. Mary seconded. Andrea adjourned the business portion of the meeting at 7:25pm. The social portion of the meeting begins.

Respectfully submitted,

Shelby Marlow

**Next Meeting is Tuesday January 19, 2010**

Summary of Actions Taken

1.

Actions Pending

1. Report on Statement of Financial Position - Pam
2. Report on Statement of Functional Expenses - Pam

To Do's

1. Melanie/Ann make PowerPoint additions/corrections
2. Shelby update CFAC goals
3. Shelby get number in attendance at Town Hall Meetings – county breakdown

February, March and April Advisory Council Meetings Schedule

Cabarrus	Feb 2	300 Copperfield Blvd
	Mar 2	
	Apr 6	
Davidson	Feb 16	Health Dept. – Health Education Room
	Mar 16	
	Apr 20	
Rowan	Feb 25	Chamber of Commerce-upstairs
	Mar 25	
	Apr 22	
Stanly	Feb 9	Stanly DSS
	Mar 9	
	Apr 13	
Union	Feb 4	Walter Beckett Education Center UCPC Professional Development Center
	Mar 4	
	Apr 1	