



*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.”**

**November 18, 2008**

### **MINUTES**

**Members Present:** David Bullins, Chair; Andrea Stevens, Beverly Morrow, Co-Vice-Chairs; Ann Medlin; Bart Kean; Dawn Bierschbach; Jeff Euto; John Hufton; Linda Mercado; Major Sampson; Sarah Boyd; Mary Sechler; Rick Samuels; Michael Kinlow; Stephen Brannan; Vernon Worrell; Melanie Frick

**Guests Present:** Peter Euto; Robin Boyd; Dora Hufton; Leno Mercado; Cathy Kocian; Wilma Townsend; Mike Prouty; Charles Tomberlin

**Members Absent:** Lemar Underwood

**PBH Staff Present:** Steve Tomlinson, Director of Community Relations; Bonnie Schell, Director of Consumer Affairs; Shelby Marlow, Administrative Assistant with Community Relations;

The CFAC assembled at 6:00pm for a buffet dinner.

I. WELCOME & INTRODUCTIONS:

David Bullins called the meeting to order at 6:30 pm and welcomed all guests in attendance. There were two new guests in attendance; Mike Prouty and Charles Tomberlin. Also in attendance was Wilma Townsend.

II. APPROVAL OF MINUTES AND REVIEW OF AGENDA

David asked the committee to review the minutes for October 21, 2008. Vernon made a motion to approve the minutes. Mary seconded the motion. The minutes were approved as presented.

The program for the December meeting was discussed. It was decided to have a short agenda and a social for the remainder of the meeting. Heavy hors d'oeuvres will be served in place of a buffet meal. Beverly made the motion to approve this and Linda seconded the motion. All approved. A report on the PCP Conference was added to the agenda.

David suggested the March meeting be reserved for an update from QM. This would stay in line with the goals developed by CFAC with the help of Wilma Townsend. CFAC will need to determine what reports are needed and request them from QM.

III. PERSON CENTERED PLANNING CONFERENCE

Beverly reported the conference was very successful. This happened due to great teamwork. 400 people were registered with 354 attending. 109 people stayed overnight. Beverly gave a special thank you to Cathy Kocian for handling all the registration table details. The next

conference will be planned for the spring of 2010. Andrea Stevens agreed to be the Chair of the planning committee for six months. There will be subcommittees and all CFAC members will be expected to participate. Planning a conference is a huge task and all help is needed.

#### IV. REVIEW OF PROGRESS OF STRATEGIC PLAN

Bart, David and Stephen gave a CFAC presentation at the Stanly PSR. 19 people were in attendance. Two of those in attendance have mailed in their applications requesting to become CFAC members. Questions received from those attending the presentation included; what does CFAC do, who are the current CFAC members, WRAP questions, questions regarding the conference and could the CFAC meetings float among the counties in order for some people to be able to attend the meetings. Some complaints received from the attendees included staff turn over and double booking appointments with the Nurse Practitioners. David has another presentation planned for the Cabarrus NAMI.

Other presentations being planned include:

- John and Dora at the PSR in Davidson County
- Sarah and Major at the PSR in Rowan County. The Carter House also put information regarding CFAC in their newsletter which is distributed at Daymark.
- Mary at the Traumatic Brain Injury meeting in Rowan

#### V. STRATEGIC PLAN REVIEW AND REVISION

Wilma reminded the members when they do CFAC presentations the first portion should be the presentation with the other portion asking for and listening to feedback. Questions to ask include:

- What are services that are working well to meet the needs of consumers in the community
- What are problem areas
- Recommended priorities for the following year

Wilma gave a PowerPoint presentation, with a corresponding handout, on CFAC and the LME Reporting Procedure. What do you need to accomplish CFAC requirements?

- LME staff assistance – to hear what is said
- Appropriate service data – QM
- Training
  - Interpreting data
  - Budget review
  - Business plan review
  - Understanding rules and applicable laws

Wilma suggested CFAC members on other PBH committees ask those committees to put them on their agendas for December and/or January for ½ hour. Feedback given during these presentations and the presentations in the communities need to be presented at the January CFAC meeting. CFAC should invite those PBH committees to attend the February CFAC meeting to tell them what information is needed in reference to reports. This meeting may need to be longer. The reports should then be brought back to CFAC in March. When reports are given to CFAC it needs to be written in lay language and reviewed to determine that CFAC information is there. CFAC should compare their collected data and information with information and data

contained in materials being reviewed. When clarification is needed, CFAC members should develop written questions for submission to staff designated to develop related reports.

Reports should have an Executive Summary at the end. This summary will have the “meat” of the information. PBH is planning their annual Community Needs Assessment Steering Committee update meetings beginning in January. There will be CFAC representation at these meetings who will report back to and ask CFAC the same questions asked at the CNA meetings. When the Community Advisory Councils give their feedback to the CNA Steering Committee they need to ensure that CFAC findings from their work with local consumers and families is included in collected data or note whether CFAC data is consistent with or different from other collected data and feedback.

For the Annual Executive Report in June of each year, the questions CFAC and LME’s should ask are:

- How has CFAC contributed to the data comprising reports
- What feedback collected from consumer and family members has CFAC determined to need the most attention
- How does CFAC prior knowledge and understanding of issues fit into the review and report
- How has prior CFAC findings and recommendations been addressed in current review and/or reports

Wilma then showed the members several different charts and diagrams used in the PBH Community Needs Assessment report for 2008. The easiest chart to read is simply listing the items in columns. Pie charts are good to use for percentages as well as bar graphs, as long as too much information is not being placed on the bar graphs. According to the bar graph Wilma showed, CFAC needs to focus on re-admissions and what supports do consumers need to prevent re-admissions. Line graphs can be hard to read for some, especially when more than one line is used for comparisons.

Wilma encouraged CFAC members to review this report to make sure CFAC is in there and if not, ask why. Negotiate to get CFAC information put into the reports or to get other issues taken out or reduced. When PBH committees or departments need a report approved by CFAC they should not bring it in wanting it approved the same day. It should be brought with enough time for CFAC to review and discuss before considering approval.

In light of the suggestions made by Wilma, David brought the December meeting back to the floor. There was discussion as to what to have on the agenda and how much time to allot for those items. The final suggestion presented for approval was to report on the community visits and other topics according to Wilma’s presentation tonight. The meeting will start at 6:00pm with the hors d’oeuvres and social time starting at 7. Bart made the motion to approve this suggestion. Linda seconded. The suggestion was approved by all.

## VI. OTHER BUSINESS

Shelby brought it to the attention of the CFAC members a handout in their packets sent by Pam Shipman. As promised, Pam found out how the tier selections are determined for the State Waiver that went into effect November 1.

Andrea was concerned regarding being told that PBH is saying they will require monthly face to face case management contact for PDS consumers. Andrea's main concern is with the new budget cuts, if a consumer is doing well why they would still be required to have this costly service. Steve will find an answer to this and email it to the CFAC members.

John reported he and Dora attended the Davidson ACM that morning. Holly Clark gave a presentation on substance abuse prevention.

The committee wants a written report in December from David and Mary on the National CIT Conference they attended earlier this month.

VII. ADJOURNMENT

Rick made a motion to adjourn the meeting. Vernon seconded. David adjourned the meeting at 8:18pm.

Respectfully Submitted,

Shelby Marlow  
Administrative Assistant  
Community Relations

**Next Meeting is Tuesday, December 16, 2008**

## January, February and March Advisory Council Meetings Schedule

Cabarrus	Jan 6	300 Copperfield Blvd
	Feb. 3	
	March 3	
Davidson	Jan 20	Health Dept. – Health Education Room
	Feb 17	
	March 17	
Rowan	Jan 22	Chamber of Commerce - upstairs
	Feb 26	
	March 26	
Stanly	Jan 13	Stanly DSS
	Feb 10	
	March 10	
Union	Jan 1	cancelled due to holiday
	Feb 5	
	March 5	