



Serving Cabarrus, Davidson, Rowan, Stanly and Union Counties

CONSUMER/FAMILY ADVISORY COMMITTEE

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

April 15, 2008

MINUTES

Members Present: Bart Kean, Chair; David Bullins, Vice-Chair; Ann Medlin; Dawn Bierschbach; Beverly Morrow; Jeff Euto; John Hufton; Michael Kinlow; Sarah Boyd; Mary Sechler; Andrea Stevens; Lemar Underwood; Linda Mercado; Vernon Worrell; Major Sampson

Guests Present: Peter Euto; Robin Boyd; Benny Faulkner; Cathy Kocian; Mr. Mercado

Members Absent:

PBH Staff Present: Steve Tomlinson, Director of Community Relations; Dan Coughlin, CEO of PBH; Pam Shipman, Deputy Director of PBH; Shelby Marlow, Administrative Assistant with Community Relations; Bonnie Schell, Director of the Office of Consumer Affairs; Cyndy Brooks, Community Relations Communications Manager

A PCP Planning Committee meeting was held at 4:30pm at 457 Lake Concord Rd. prior to the CFAC meeting. Also the membership committee met at 3:30pm at 457 Lake Concord Rd. prior to the CFAC meeting.

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

I. WELCOME & INTRODUCTIONS:

Bart Kean called the meeting to order at 6:30 pm and welcomed all guests in attendance.

II. APPROVAL OF MINUTES AND REVIEW OF AGENDA

Bart asked the committee to review the minutes for March 18, 2008. David made a motion to approve the minutes. Lemar seconded the motion and it passed as presented.

III. PBH

Dan Coughlin, PBH CEO, joined the meeting this evening. He assured the members that he cares about CFAC and what they represent. He plans to attend the CFAC meetings quarterly. Dan does not want the CFAC to feel that PBH dominates them. He feels it is important to have CFAC keep PBH honest on what PBH commitments are. Dan spoke about the over expenditures of Community Supports across North Carolina. He informed the group that PBH is in relative good shape, but doesn't want to get sucked into the vortex.

The theme of the PBH Board Retreat is on how community boards can apply political pressure. He feels the rest of the state should be taking a lesson from PBH. We want to get big enough to be a force that won't go away, but not too big. Dan spoke about the presentation that PBH gave to the LOC on February 27. They were floored at what PBH has done. They were not aware of these things. PBH has been able to make their own future. They would like to enlarge geographically by asking other LME's to join them. A merger would be preferable. Two LME's are looking at PBH to see what may be in it for them. A CFAC to CFAC relationship could be influential. We need to wake up consumers not on CFAC to make them aware of what is happening. Dan suggested one on one conversation when CFAC members come in contact with other consumers. Consumers have to be a driving force.

PBH has been able to identify some strong allies in the state government; Senator Fletcher Hartsell, and Representative Jeff Barnhardt. PBH had requested 300 DD slots which were not approved. Dan suggested that DD consumers and their families go to Raleigh to advocate for these slots.

Bonnie informed the group there is a movement across North Carolina to get consumer voices in three work groups looking at the state reform. Consumers and families have not been invited to participate in these groups. A petition is currently circulating regarding this. We need to make sure a voice is being given to the consumers for they are a political force to be dealt with. Dan would like to get representatives involved in hearing consumers through CFAC. He wants the board to discuss how CFAC can do this and do it correctly.

Dan informed the group there will be a 30 minute Mercer report at the LOC meeting on April 16. He hopes to be able to get an idea of what is planned to happen.

IV. OLD BUSINESS

Membership Committee - the committee recommended Major Sampson for membership into the PBH CFAC. Vernon made a motion to receive Major. Mary seconded the motion and all were in favor. Welcome to CFAC, Major Sampson!

V. NEW BUSINESS

Nomination Committee – Ann agreed to be the chair of the vice-chair nominating committee. Those joining her on the committee will be Andrea, Beverly and Mary. Ann will report back their recommendation at the May 20 meeting and the CFAC will vote at the June 17 meeting.

PCP Conference Planning Update – Beverly stated they are continuing to get the agenda together. They have some great topics with suggestions of more topics. The committee is hoping to get commitments from some free presenters. She informed the group that Walgreen participates in supported employment with 60% with profound disabilities and paid the same salaries as others. There will be a workshop on supported employment. She reminded the group to invite people in their faith based communities to attend and/or give a presentation. The planning committee is still pursuing sponsorships. They are working on Wachovia, Bank of America, Wal-Mart, Stanly Hospital and Pfizer.

VI. REPORTS

State Report – Cathy Kocian informed the group the Mercer report is back. PBH did well, a Tier I over all. No other information has been released. The Western Regional CFAC Training is

scheduled for May 2nd. Jill Queen will give a presentation for Quality Management in the morning and Dr. Hummel and David Jones will present on the Crisis Service Plan in the afternoon. Those tentatively planning to attend from our CFAC are Bart, David, Lemar, Ann, and Andrea.

LME Committee Reports –

Ann reported she asked the Network Council for suggestions for the PCP Conference. They suggested workshops for providers. Ann will take this suggestion to the Provider Meeting on May 9th. The Network Council is working on the Gold Star Process (provider report cards). The disclaimer to be placed on the website was reviewed by Bonnie Schell after it was updated at the request of CFAC. Bonnie informed the group it now says what was requested of them to have it read. It was suggested CFAC accept Bonnie's opinion and approve the new disclaimer wording without the committee re-reviewing it. Mary made the motion to accept this. Dawn seconded. The motion was approved.

There was discussion regarding inviting PBH Board Members to CFAC meetings. It was suggested to have a picnic inviting all PBH CFAC members and Board members. Dan and Pam will take this idea to the Board at their next meeting.

David shared with the group that Stanly Health Department recently conducted an evaluation on Healthcare Services in Stanly. Stanly County has a higher mortality rate than the state. Drug abuse is the number one services issue; second is access to portable medical care and third is the employment rate. Efforts are underway to reduce teen pregnancy and STD's are up.

David also shared Scott Stokes, Chief Court Counselor for the Cabarrus JCPC spoke to the Cabarrus ACM this month. He was impressed with the number of community stakeholders in attendance. JCPC works to keep children at home to minimize jail time.

Sarah informed the group the Rowan ACM participated in the Community Needs Assessment feedback. Two of the things listed there that are working well are the ACM's and CFAC.

LME Board Report

Vernon reported the Board has granted start up money to the four CCP's in the PBH catchment area to help bring them up to speed, especially with psychiatric services. There are now at least two CCP's per county.

LME Update

Pam informed the group Family Services of Davidson is interested in providing psychiatric services to PBH consumers. The state is short \$20 million so they have cut PBH by \$3million. This is a contract breach for part of the PBH dollars taken. We are not sure what services will be cut. PBH has placed a freeze on taking anymore state funded providers. This cut will impact the ability to work on new programs, such as substance abuse. PBH plans to do something with these programs, just not as much as originally planned. PBH is attempting to solidify crisis services by adding a crisis facility in Davidson and Union counties. Pam will report at the next meeting on possibly locations. There are now 400 consumers on the Innovations wait list. PBH will have to get funds on their own for this.

Steve reported the CIT graduation was a wonderful collaboration with stakeholder. He gave a brief overview of how the psychosis exercise went. These exercises show the officers how hard it is to focus and concentrate on what people are trying to tell them when they are hearing voices in their heads at the same time. 27 officers graduated. The next CIT training is July 7-11 with another already scheduled for October 13-17. Mary and Joyce plan to meet with the smaller law enforcement departments in Rowan County to educate them of this training.

VII. OTHER BUSINESS

The committee asked Pam to gather data from the wait list of unmet needs. They requested this to be a monthly agenda item. They requested it be by county/area, Innovations, residential, DD.

It was brought to the attention of the group that Social Security numbers are being released on the Form B that PBH uses. Pam will check into this and see if the program will allow the social security number to be omitted.

Steve reported the Community Needs Assessment was completed and sent to the state on March 31st. He will present the info at the next meeting.

VIII. ADJOURNMENT

Mary made a motion that the committee adjourn. Major seconded. Bart adjourned the meeting at 8:30PM

Respectfully Submitted,

Shelby Marlow
Administrative Assistant
Community Relations

Next Meeting is Tuesday, May 20, 2008

May, June and July Advisory Council Meetings Schedule

Cabarrus	May 6	300 Copperfield Blvd
	June 3	
	July	cancelled due to holiday
Davidson	May 20	Health Dept. – Health Education Room
	June 17	
	July 15	
Rowan	May 22	Chamber of Commerce – upstairs
	June 26	
	July 24	
Stanly	May 13	Partnership for Children
	June 10	
	July 8	
Union	May 1	Judicial Center, Jury Assembly Room
	June 5	
	July 3	