



Serving Cabarrus, Davidson, Rowan, Stanly and Union Counties

CONSUMER/FAMILY ADVISORY COMMITTEE

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

July 15, 2008

MINUTES

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

Guests Present: Peter Euto; Robin Boyd; Mr. Mercado; Dora Hufton; Stephen Brannon; Benny Faulkner; Wilma Townsend

Members Absent: Vernon Worrell

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

Dinner was served 6:00pm – 6:30pm.

I. WELCOME & INTRODUCTIONS:

David Bullins called the meeting to order at 4:30 pm and welcomed all regular guests in attendance.

II. APPROVAL OF MINUTES AND REVIEW OF AGENDA

David asked the committee to review the minutes for June 17, 2008. Lemar made a motion to approve the minutes. Sarah seconded the motion. The minutes were approved as presented.

III. Strategic Planning for 2008-2009

Wilma Townsend joined the committee tonight to help develop a Strategic Plan for CFAC. She stated it is a nine part agenda consisting of:

- What is Strategic Planning and why
- Mission purpose statement
- Environmental scan
- Strengths, weaknesses, opportunities and threats (SWOT) faced by CFAC
- Developing the goals and prioritizing them
- Establish strategies
- Establish objectives
- ID activities/tasks, responsible person(s) and timeline
- Further maintenance/monitoring

Wilma asked why CFAC feels they need a Strategic Plan. The responses were:

- To ensure that consumers receive quality services
- To stay focused
- To have concrete tasks
- To accomplish short and long term tasks
- To get others involved
- Have a timeline for tasks
- For immediate and future goals
- Develop commitment
- Develop accountability

Wilma stated Strategic Planning works backward. A team needs to determine what results are wanted, then develop strategies to accomplish those goals. CFAC's mission statement should be their purpose. The PBH CFAC mission statement is *The Consumer/Family Advisory Committee represents and advocates for all consumers and families within the scope of PBH. Our mission is to ensure that the consumers receive quality services.* State legislation mandates that each CFAC review, comment on, and monitor the implementation of the PBH Local Business Plan; identify service gaps and underserved populations; make recommendations regarding the service array and monitor the development of additional services; review and comment on the Area Authority Program budget; participate in all quality improvement measures and performance indicators; and submit to the State CFAC findings and recommendations regarding ways to improve the delivery of MH/DD/SA services.

Wilma asked the committee to state things they feel is the purpose of CFAC.

- Quality services-every consumer get the best services they need to improve their life mentally, physically, etc. – services rendered to the consumers satisfaction, services that minimize the impact of their disability and maximize human potential
- No lapse in services or wait list
- Having a quality life
- Reintegration into full community life
- Consumers be the best they can be
- Person with dual diagnosis receive quality services for both disorders
- Safe, healthy and clean environment in which services are provided
- Services are delivered in a culturally competent way
- A voice for consumers to PBH

Wilma asked to list strengths, weaknesses and threats the CFAC believes they have.

STRENGTHS

- Relationship with PBH – supports from PBH
- Consumer/family expertise - direct understanding of disabilities
- Meet regularly
- Collaborate with stakeholders (i.e. county advisory meetings)
- Conduct conferences for consumers and their families
- Attend CFAC trainings
- Level of commitment in the group
- All get along
- Set competency and leadership for consumers

- Diversity of knowledge, skills, competencies, education
- Number of committed members who serve on different other committees
- Great advocacy skills

WEAKNESSES

- No relationship with PBH Board
- Time management – staying on task for the agenda; may not meet often enough to meet the tasks that need to get completed
- Unclear what is expected of members
- Participation on sub-committees and work products is low
- Ability to understand data, QM reports, budget and not clear what to do with them
- Not enough substance abuse representation on CFAC
- No relationship with county commissioners in any of the counties
- Lack of input with other consumers/family members
- Consumer lack of interest/understanding of CFAC
- Lack of a mechanism to communicate with others

THREATS

- A number of members leaving in 2010
- Bad economy will have affect on services
- That members can just listen
- Need to be aware that relationship with PBH could make group not be objective
- Accept that knowledge base is just with CFAC and not out to all consumers/families
- Demonstration project not be recognized or minimized by the state
- Only recognizing the knowledge of your own disability and not all three disabilities
- Not getting good information or lack of information
- Do not have a mechanism to get new people ready to sit on CFAC when old members leave
- Get so involved in your own life that you forget what you need to do between meetings
- Know of problems but will decide not to bring it up because of not knowing if systemic
- Money/funds
- Community Supports dilemma
- Bad press and politics (this is election year)

OPPORTUNITIES

- Give more education to consumers of CFAC
- Give information to and educate politicians and government
- Recognize “excellent” services that consumers/families identify
- Recognize service gaps where consumers aren’t receiving services
- Influence delivery system
- Combat stigma like in our Family to Family/Peer to Peer/In Our Own Voice programs, even in neighborhoods
- To be able to show leadership in consumer/family movement
- To train consumers/families on recognizing their potential
- Give feedback to PBH on services and make recommendations

Wilma handed out index cards and asked the members out of the items already listed what are their three priority items. Those listed were:

- Education of everyone (consumers, general public, government officials on all levels)
- Understanding better data and better understanding data
- Training CFAC to recognize their potential
- Community Support workers and other line staff turn over
- Service gaps
- Training, educating and developing leadership skills among CFAC members
- Understanding of PBH budget
- Improve communication/relations to larger community and PBH Board
- Recruitment of new members to CFAC
- Waiting list
- Understanding of CFAC budget

Wilma then asked the members to place dots next to these last items listed to signify their priority of them – red dot for #1; yellow dot for #2; blue dot for #3. The top three will be the goals for the first year plan. The results were:

- Service gaps
- Education of everyone (consumers, general public, government officials on all levels)
- Training, educating and developing leadership skills among CFAC members

The next five will be the goals for the second year plan. The results were:

- Employment of consumers
- Improving communication/relations to larger community and PBH Board
- Understanding CFAC budget
- Recruitment of CFAC members
- Wait list

Goal #1 – Educate consumers/families about the mission, role and function of CFAC

Strategy – media, mailings, solicit through providers, vendor tables, written material

Objectives – CFAC will give presentations to local consumers/families organizations and groups at least once a year to clubhouses, Arc, NAMI, Brain Injury Support Groups, etc.

Tasks –1) Write who you are and what you are about – Ann Medlin to do

2) Put together presentation – each county group to do by November meeting

3) Scheduling of presentation report out in August meeting on who this is

4) Conduct the presentations starting by January

5) Report back to CFAC on all presentations – all members to do

- How many people attended
- What questions they asked
- When can you come back
- What feedback they gave on what feedback should be doing (what services are not available to them)

Goal #2 – CFAC will identify those services that are gaps through either not being available at all or on a limited basis

Strategy – gather feedback from goal #1 and look at service gaps

Objectives – use the Community Needs Assessment as bench mark for service gaps and look for improvements over the next three years.

VII. OTHER BUSINESS

The Strategic Planning session will be continued at the next meeting. The meeting will begin at 5:30pm.

VIII. ADJOURNMENT

David adjourned the meeting at 8:30PM.

Respectfully Submitted,

Shelby Marlow
Administrative Assistant
Community Relations

Next Meeting is Tuesday, August 19, 2008

August, September and October Advisory Council Meetings Schedule

Cabarrus	Aug 5 Sept 2 Oct 7	300 Copperfield Blvd.
Davidson	Aug 19 Sept 16 Oct 21	Health Dept. – Health Education Room
Rowan	Aug 28 Sept 25 Oct 23	Chamber of Commerce - upstairs
Stanly	Aug 12 Sept 9 Oct 14	cancelled Partnership for Children
Union	Aug 7 Sept 4 Oct 2	Judicial Center, Jury Assembly Room