



Serving Cabarrus, Davidson, Rowan, Stanly and Union Counties

CONSUMER/FAMILY ADVISORY COMMITTEE

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

August 19, 2008

MINUTES

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

Guests Present: Wilma Townsend; Peter Euto; Robin Boyd; Cathy Kocian; Stephen Brannan; Dora Hufton; Benny Faulkner

Members Absent: Vernon Worrell

PBH Staff Present: Steve Tomlinson, Director of Community Relations; Shelby Marlow, Administrative Assistant with Community Relations;

The CFAC assembled at 5:00pm for a buffet dinner.

I. WELCOME & INTRODUCTIONS:

David Bullins called the meeting to order at 5:30 pm and welcomed all guests in attendance.

II. APPROVAL OF MINUTES AND REVIEW OF AGENDA

David asked the committee to review the minutes for July 15, 2008. Rick made a motion to approve the minutes. Mary seconded the motion. The minutes were approved as presented.

III. Wilma Townsend joined us again this month to assist in completing the CFAC Strategic Plan for the upcoming year. Everyone received her printout of Goals 1 and 2 that were established at the July meeting. She gave each member an index card and asked them to write down what they believe to be their best personal strength and then the strength of the person sitting next to them. This exercise was to serve two points; determine the strengths within the CFAC body and to find out how much the members know each other. The following are the results of what was written on the cards:

John (self) – expertise as a consumer

(other) – knowledge of clubhouses and state reform

Bart (self) – verbal communication skills

(other) – expertise as a consumer

Dawn (self) – understand needs of families/expertise as a family

(other) – expertise and recovery as a consumer and leadership skills

Sarah (self) – organization skills

(other) – stability to the group

Ann (self) – expertise on DD (40 yr experience)
(other) – expertise on MH
Major (self) – knowing he has MH issues, he can help others
(other) – social skills, encourages others
Andrea (self) – aware of laws to advocate effectively
(other) – youth, awareness, insight
Linda (self) – avid listener, kind, 20 yr of experience
(other) – been there, doesn't take no for an answer
Rick (self) – work with groups, committees; works with consumers
(other) – knowledge of MH issues
Michael (self) – helping people out
(other) – good grooming skills, endurance
David (self) – ability to teach; knowledge of advocacy
(other) – friendliness
Mary (self) – advocacy for elderly/all disabilities
(other) – vast knowledge, empathy toward others
Beverly (self) – written/verbal communication skills; advocacy
(other) – willingness to serve
Lemar (self) – DD expertise, over 20 yr experience
(other) – expertise in MH

From this it was determined there is a lot of expertise in MH and DD disabilities among the members. There is a need for both verbal and written communication skills.

A statement was made regarding the use of the term “Substance Abuse” vs “Addiction Disorder”, “Substance Use” or “Substance Addiction”. There was much discussion on the pros and cons of each term. A motion was made and seconded for PBH CFAC to use “Addiction Disorder”. The motion passed with 11 for and 3 against.

Wilma complimented Ann on her written statement of who and what PBH CFAC is. She made a couple of suggestions of additions to the statement. Ann will make these additions and resubmit them to the committee.

Goal 1

Wilma suggested the members add other objectives for Goal 1.

- Set up vendor table at PCP Conference – Andrea and Linda volunteered to do this. They will determine what materials to display on the table and have everything ready by October 1.
- Introduction of CFAC and their mission at PCP Conference – Beverly will give this intro during the opening remarks at the conference. Bart and Jeff will assist her in writing this intro and have it ready by October 7. A table(s) will be reserved at the front for the CFAC members during the opening remarks.
- Co-sponsor of PCP Conference – the PCP Conference sub committee will review the after conference evaluations completed by those in attendance. The target date for this is November 1.
- CFAC members willing to be interviewed and tell of their accomplishments. This will be done as a marketing tool. Bart, Linda and Rick volunteered to be interviewed. Cyndy

Brooks of Community Relations will be asked to be the interviewer and handle getting these placed in local newspapers and the Community Connections Newsletter.

- Brochure circulation to different agencies/functions and local newspapers – include short insert survey in brochure that can be mailed back. That would help determine whether the brochures are being passed on to consumers/family members. Community Relations Managers will place brochures in the county libraries and have them available at the Advisory Council Meetings. People Driven Supports (PDS) case managers can make them available to the consumers/families on their case loads; Network Provider Managers can make them available to CCP providers for their consumers/families; ask providers to include them in their mast mailings and Law Enforcement Agencies can have them for informational purposes. The following CFAC members agreed to distribute them in their counties:
 - Sarah – Rowan clubhouse and Rowan NAMI
 - John – Davidson clubhouse
 - Bart – Stanly clubhouse
 - David – Cabarrus clubhouse and Cabarrus NAMI
 - Lemar – Arc of Union
 - Mary – Arc of Rowan and Brain Injury Support Group

For presentations CFAC should know where and what to present in each county by November 1.

Goal 2

Goal 2 will require the participation of all members. Each member should have a copy of the Community Needs Assessment that was presented by Steve Tomlinson at the May meeting. If anyone needs a copy contact Shelby Marlow. By the September 16th meeting everyone needs to have reviewed this assessment and any questions you have ready to be asked. Priorities should be determined by February or March '09 and also determine the level of improvement desired. CFAC should meet with Quality Management (QM) April or May '09 to negotiate CFAC priorities and QM priorities.

Goal 3

- Training, educating/developing leadership skills among CFAC members – task is to research the types of trainings available
- Mentor each other
- Develop new member packets to include information on services of all disabilities; overview of PBH system; flowchart of PBH and list of providers and their services
- New member orientation
- Budget for CFAC/ PBH/State – learning to read and understand them

Wilma informed David that he will need to include reviewing all goals on each monthly agenda from now on. It was agreed to have Wilma join CFAC again at the November 18th meeting.

The CFAC brochure was reviewed. It was suggested to add a phrase to encourage consumers/family members to contact CFAC. The suggested phrase was *We are your voice. Let us hear from you with comments, concerns, needs and questions.* This will be placed on the back

panel above the CFAC email address. The paragraph starting with *PBH takes your privacy very seriously!*, will be omitted. Mary made a motion to approve these changes. Dawn seconded. The motion was passed.

Wilma discussed the need for members to be rewarded when a task has been completed. David suggested they be recognized during the CFAC meetings and John suggested a certificate of some type be presented. A final decision of what type of reward was not reached.

Beverly gave an update on the PCP Conference Committee. The agenda is in place and ready to be printed. It is time to start marketing the conference. People may begin registering on September 2. Shelby will be taking care of this with Mary assisting wherever needed. Wachovia has pledged a \$250 donation and Food Lion has pledged \$500. Beverly asked the members for donations for door prizes. Ann has been able to solicit a few Food Lion gift cards. Members were requested to ask their local Food Lion stores for gift cards also. Ann is trying to locate small table top American flags for the voter registration table she will be setting up. If anyone has any or knows where she can locate some, please contact Ann. Beverly reminded the members the conference is free to all who attend. Rooms for overnight stay on that Thursday night are available for consumers and their families. Rooms for CFAC members are available that Wednesday night in order for them to be there early the next day for registration. The next conference meeting will be a conference call meeting on August 21st at 10am.

IV. ADJOURNMENT

David adjourned the meeting at 8:40PM.

Respectfully Submitted,

Shelby Marlow
Administrative Assistant
Community Relations

Next Meeting is Tuesday, September 16, 2008

September, October and November Advisory Council Meetings Schedule

Cabarrus	Sept 2	300 Copperfield Blvd
	Oct 7	
	Nov 4	
Davidson	Sept 16	Health Dept. – Health Education Room
	Oct 21	
	Nov 18	
Rowan	Sept 25	Rowan Public Library – Stanback Room Chamber of Commerce - upstairs
	Oct 23	
	Nov 20	
Stanly	Sept 9	Partnership for Children
	Oct 14	
	Nov 11	
Union	Sept 4	To Be Announced
	Oct 2	Judicial Center, Jury Assembly Room
	Nov 6	Partnership for Children