

**Consumer Family Advisory Committee (CFAC)
Minutes
January 7, 2008**

Members Present:	Robin Duff	Members Absent:
Colleen Kilsheimer		Amelia Thorp
Herman Bennhausen	Sharon Youse	
Jim Henry		State Staff:
Joe Kilsheimer	LME	Suzanne Bellian
Barbra Smith	Carla Alston-Daye	
Jane Spanel	Vivian Harris	Guests:
Virginia Jones	Jim Kinnon	
Nancye Bryan	Monica Portugal	Terri Nida
Emmanuel Edwards	Michelle Zechman	Tracy Turner

Start Time: 5:45pm

CFAC Agenda Item	CFAC Discussion, Conclusions, Recommendations	CFAC Action, Follow-up	Person Responsible
Call to order Review CFAC Minutes	Introductions		CFAC
Mystery Caller	This project is to look at customer service when people call Screening Triage and Referral (STR). Tracy is coordinating project. She will collect and compile information. Want family member and consumers to participate. Training will be offered and forms will be used, the timeline is 3 months with 20 calls per month with a total of 60 calls. Want calls through the week and during non business hours. Role plays will be a part of the training. Need volunteers (Sharon, Nancye, Jim, Jane, Colleen, Joe and Hermann) Jane would like to get some feedback so CFAC will know about outcomes, results and TDC is planning a focus group to recap.		Monica Portugal
	The phone number is a concern but there are ways to call and not let the		

	number show and that will be covered in training.		
Needs Assessment and Gap Analysis	See power point/ Handouts		Jim Kinnon Michelle Zechman
LME Update	<p>Thursday Mercer review at the LME. To see how we carrying out the functions. There is information in packets and information on endorsement for providers. The providers have appealed to the state for the ones that endorsements were pulled.</p> <p>Budget information is in the packets (Board). Kelly can come quarterly if needed. Joe asked Ellen about how CFAC can follow single stream funding. Finance and staff will have a retreat and CFAC needs to attend. Three (3) people needs to participate one from each area Robin SA, Sharon MH, and Joe DD.</p> <p>The executive committee meeting is the 15 of January at 11:30 at Mutual.</p> <p>Need to have Jim K. come to the next CFAC in February. His topics will be 1. Gap analysis and 2. Quality Management</p>		
CFAC Training	February 29, to March 1, 2008 in Winston Salem at the Hawthorn Inn. Registration is due by the end of the month. CFAC needs to decide what 8 people will go. It will be 2 day training. There were surveys that were conducted and based on what people turned in there is 1 state and 9 regional training. Topics were picked out Cindy Hopkins, Mike Mosley will be speaking. Various LME's will be there to talk about budget, were we are in the reform, How to review data, Topics are on the flyer. Notify Carla if you want to go to the conference		Suzanne Bellain
RFP	Comprehensive wrap around services RFP		
Next meeting	Jim to present at CFAC meeting, Let Kelly be back-up if May Alexander can not come.		

Housing Report-

See minutes from the housing committee.

Quality Management Report –

Communications –