

Consumer Family Advisory Committee (CFAC)

Minutes

January 4, 2010

CFAC Members, Disability Represented

Emmanuel Edwards
 James Henry
 Colleen Kilsheimer
 Joe Kilsheimer
 Debbie Kolesar
 Robyn Duff
 James Dan Shaw
 Samruddhi Thaker
 Sharon Youse
 Hermann Bennhausen (Resigned)

The Durham Center Liaison to CFAC
 Carla Alston (Director of Consumer Affairs)

The Durham Center Staff
 Vivian Harris (Compliance Officer)
 Lena Klumper (Director of QM)

NC DHHS MH/DD/SAS Representative
 Eric Fox (MH Program Coordinator, Advocacy & Customer Service Section)

Guests
 Greg Finn
 Betsy McMichael

NOTE: When a CFAC member or LME or State Representative is absent at the meeting, draw a line through his/her name.

Start Time 5:33

CFAC Agenda Item	CFAC Discussion, Conclusions, Recommendations	CFAC Action, Follow-up	Person Responsible
Introduction of Members	Herman B. has resigned from CFAC. He has served on the committee for a long time.		
	There is concern about the December minutes. Betsy M. was asked about how to write minutes for CFAC. The more the minutes reflect controversial stuff it needs to be reflected so if someone sees a topic of interest. James mentioned that the last meeting was mostly		CFAC

	<p>presentation. Samruddhi said the minutes do not capture meeting minutes. CFAC members can give it some thought and they can take notes and give feed back when minutes are sent out. A couple members need... The packets did not go out by mail and Samruddhi wants the material to go out by mail. They were large packets.</p>		
<p>Lena Klumper</p>	<p>Presentation on Quarterly updates on GAPS/Needs Assessment. Brief bio backgrounds from Lena.</p>		
	<p>Chronic illness and mental illness a lot of times need to be addressed. How many?? The gap analysis is done every 3 years, but we will be doing a strategic to look at the needs. Samruddhi asked about employment/needs that 50% of people who need services are done that are not getting services. Lena responded that there are services that being done that are not being billed such as Wellness City. And not to mention the natural support. All the data has not been provided. There are not enough certified providers to service the population. Paul Nagey provides training around SA which is just one side. Outreach is done to impact the negative side. Betsy—New survey to collect data across dis _____. Very short survey, 7 or 8 questions for consumers’ family members and providers. Betsy can email surveys to Samruddhi to share. David taught a family course last year at VA. What extent is there a sharing of information and is it shared between VA and LME? Tena responded that she has experience with VA. Budget planning, Feb. 17, 2010 (attentive) and up from each disability. The LME needs CFAC’s help to have a plan in place. Samruddhi wants to know if material is shared ahead of time or will it be given at the meeting to prevent past repeats of budget retreat. There will be a brain storming session that Tena will head up. Looked at the 1st quarter FY09-10 performance data. Eric—There were discussions at the division around DD Services. What we currently have is not working here in NC. It is single</p>		

	<p>stream funding and are all the elements being captured? There was information that Lena found and she would like for CFAC to be a part of the process so CFAC can participate. Look at CQI leadership team Reporting Structure Diagram on CQI layout and flow for input of information.</p> <p>--Needs improvement:</p> <ol style="list-style-type: none"> 1) Hospitalization 2) Engagement 3) Routine Care <p>Cultural Competency Committee – We want this to start maybe by the end of January and the hand out was given to CFAC.</p> <p>Samruddhi asked what are the things that will change based on this committee?</p> <p>David asked could this be sent out by email so that it can be shared?</p> <p>Samruddhi asked how would we know if the quality of services would become _____ competent. It will be focused on. There are 2 issues: 1) Turnover 2) Cultural Competency. We want to instill a curriculum that we have approved.</p> <p>Joe—The last GAP Analysis—Are you satisfied with services and there were groups who were fearful of answering.</p> <p>Lena—Confidentiality of surveys—There is a dilemma on what to do with information that identifies people.</p>		
	<p>LME Schedule of Committees so people will know who needs to attend (Lena has that)</p>		
<p>Division Updates</p>	<p>Eric—Update- Reread minute notes regarding CABHA-- 1) Letter of _____ Station 2) Letter of Intent There will be changes and updated to come. It will be coming later. Handout on Regional Area CFAC meeting in</p>		<p>Eric Fox</p>

	Fuquay-Varina. State CFAC meeting schedule was sent out. Durham/Wake/Cumberland Counties, Halifax (16 Counties total) They are all hoping to get representation from every CFAC. (Joe, Colleen, Jim, David, Carla)		
	Robin—CFAC Strategic Planning Committee—The brochure, mission statement: Durham will look at packets from Wake and there will be a meeting from about 4-8 and use the February meeting as the planning meeting. Samruddhi wants CFAC to move forward and have a meeting to get something done in a timely manner. Those who have not responded, please respond to Robin.		
Relational Agreement	Suggestions have been made and CFAC needs volunteers to work with Samruddhi on the agreement prior to the next joint meeting at the LME. (Sharon, Joe, Jim)		
CFAC Budget	How do we set the budget?		
CFAC Meeting Dates for 2010	July—Monday after the 4th September—Monday after Labor Day		

Next meeting is: February 1, 2010