

Minutes

Committee Name:	Consumer Family Advocacy Committee
Date:	January 12, 2010
Time:	6-6:50 P.M
Meeting Place:	Morganton Community House
Members Present:	Laurie B., Chip J., Maria B., Hazel P., Sharon W., Shirley S., Lisa A., Linda M., Donna H.
Members/Others Absent:	
Others in Attendance:	Guests: Monica, Josephine B. Judy D., Vanessa A., Beth L.
Welcome:	Chip J. opened the meeting with a welcome.
Minutes:	
<i>Action:</i>	The minutes of November 10, 2010 were presented for action. Maria B. made a motion to accept the minutes as presented and Hazel P. seconded the motion.
<i>Decision:</i>	The minutes were approved as presented.
CARF:	
<i>Presenter:</i>	Beth L.
<i>Information Presented:</i>	<p>Beth expressed appreciation for and gave thanks to the CFAC and Human Rights Committee members who participated in the CARF survey. She explained that the site visit, to MHP, was held November 4-6, 2009. There was preparation for the survey by reviewing MHP compliance with CARF standards and reviewing policies. This process included staff, consumers, family and providers. MHP received a 3 year accreditation with 6 recommendations to which MHP will respond. The recommendations included issues on data and outcomes, employee involvement in performance evaluation and annual discussion of client rights between providers and consumers.</p> <p>Beth also presented an overview of statewide service transitions taking place. These involve CABHA, community support and residential services. She provided a handout summarizing the changes.</p> <p>Beth concluded her presentation with an update on critical measures and the community needs assessment. Handouts for both updates were presented.</p>
<i>Decision:</i>	Information was accepted as presented.
MHP Quarterly Complaints Report:	
<i>Presenter:</i>	Vanessa A
<i>Information Presented:</i>	Vanessa presented the quarterly complaints report for July-September. There were 27 complaints during the quarter. The majority of complaints were from or on behalf of mental health consumers. Most complaints involved access to service issues, targeted case management and residential services. The customer service department also had 22 other

<i>Decision:</i>	calls that mainly involved individuals seeking information. The complaints report and graphs were distributed as handouts. Information was accepted as presented.
Public Comments:	
<i>Presenter:</i>	Chip J.
<i>Information Presented:</i>	Chip discussed the functions of Catawba Valley Medical Center and Frye hospital. He explained how they document and process information. He pointed out that we don't want to see that healthcare is driven by cost only and stated there is a need to communicate more directly and feed into the public perception. The question was raised as to whether the general population knows services are available.
<i>Decision:</i>	Information was accepted as presented.
Next Meeting Agenda Items:	
<i>Presenter:</i>	Judy D.
<i>Information Presented:</i>	Judy led a discussion on agenda items for the next meeting. Items to go on the agenda include information from NC State CFAC and the NAMI Study on involuntary commitment. The anti-stigma subcommittee is to stay for a few minutes after this meeting to set a date for a meeting.
<i>Decision:</i>	The following information was distributed to committee members for information: NC CANSO Point in Time Count Peer Support Network
Adjournment:	Meeting was adjourned @ 6:50 P.M.
Next Meeting:	July 8, 2008 @ 6:00-8:00 P.M. Morganton Community House
Attachments:	NC Statewide Service Transitions, Critical Measures Report, Community Needs Assessment Update, MHP Quarterly Complaints Report and charts.
Respectfully Submitted By:	Vanessa Anderson