

Minutes

Committee Name:	Consumer and Family Advisory Committee Meeting
Date:	Tuesday, April 13, 2010
Time:	6:00 pm
Meeting Place:	Morganton Community House, Morganton, NC
Members Present:	Chip Jones, Donna Hollar, Shirley Stapleton, Laurie Bradshaw, Lisa Allison, Maria Benfield, Hazel Peterson, Linda McCrary, Sharon Williamson
Members/Others Absent:	Linda Pearson, Cynthia Houser, Stephanie Schwartz
Guests/Speaker/Others Present:	Cathy Kocian, Josephine Benfield, Judy Dahlstrom, Sherry Clanton, Vanessa Anderson
(Agenda Item #1)	Welcome & Introduction
<i>Presenter:</i>	Chip Jones
<i>Action:</i>	Chip welcomed everyone to the meeting.
(Agenda Item #2)Minutes:	Tuesday, November 10, 2009
<i>Action:</i>	Laurie Bradshaw
<i>Decision:</i>	Minutes were presented for approval. Maria made a motion and Hazel seconded to approve the minutes. The minutes were approved as read.
(Agenda Item # 3)	Complaint Report
<i>Presenter:</i>	Vanessa Anderson
<i>Information Presented:</i>	<p>We have had 23 complaints this quarter, with a total of 50 for the year. Most complaints are from consumers with mental health issues. Access usually has the most complaints and recently has even more due to the recent budget cuts. Catawba County has the more complaints than Burke County.</p> <p>A Mystery Shopper program has been implemented this year. Random phone calls are made to various providers. These are done to see if the information is helpful and if numbers to call for after hours emergencies are being offered. Results are scored and grades below 80 will result in recommendations being made to the provider.</p>
(Agenda Item #4)	Consumer Run Businesses
<i>Presenter:</i>	Judy Dahlstrom
<i>Information Presented:</i>	It is written in the statute that CFAC is to promote consumer run business. A committee is to be formed to implement this program. No one volunteered to work on a sub-committee. Therefore, it was tabled until year.
(Agenda Item # 5)	Nominating Committee

<i>Presenter:</i>	Judy Dahlstrom
<i>Information Presented:</i>	Four members will be rotating off this year. Judy will be checking to see if any are eligible to reapply to serve next year. A handout was given to all members explaining the procedure for nominating members.
(Agenda Item #6)	Relational Agreement
<i>Presenter:</i>	Judy Dahlstrom
<i>Information Presented:</i>	Judy presented the relational agreement to the committee for renewal. Sharon made a motion to accept the relational agreement, and Laurie seconded. The motion passed unanimously.
(Agenda Item #7)	Anti-Stigma Committee Report
<i>Presenter:</i>	Sharon Williamson
<i>Action:</i>	<p>The Anti-Stigma sub committee met prior to the CFAC meeting at 4:45 pm at the Morganton Community House. All members were present. Public Service Announcements were handed out to be used on public radio in May for Mental Health Month.</p> <p>Donna is checking with the activities Director Bo Glen at CVCC to ask about partnering with the CFAC in planning an Anti Stigma Day.</p> <p>NAMI is accepting applications to "IN OUR OWN VOICE" Presenter workshop and training will be May 14, 15, and 16 in Durham. Three CFAC members have volunteered to fill out applications to attend. They are Chip, Shirley, and Donna.</p> <p>CFAC is not planning to have the regular meeting in May instead we will have a public meeting. Sharon Williamson will be the speaker for the meeting. John Hardy will be invited. Judy will create flyers and have the event announced on the local radio stations.</p>
Adjournment:	The meeting was adjourned @ 6:40 pm
Next Meeting:	May 11, 2010
Respectfully Submitted By:	Donna Hollar, Secretary; <i>Sherry Clanton</i> Office Assistant III