

Consumer & Family Advisory Committee Meeting Minutes

Date and Time: November 21, 2017

Location: Cardinal Innovations 4855 Milestone Avenue, Kannapolis, NC 28081

Committee Members	Voting Member Present = P Absent = A
Beth Albrough - CFAC Chair	P
Jean Andersen	P
Jeff Euto	P
Rick Hibbett	A
Dora Hufton	A
Beverly M. Morrow	P
Brad Donahue	A
John Hifton	P
LME/MCO and State Staff	Non-Voting
Agency: Cardinal Innovations Healthcare Title: Member Engagement Manager Name: Yalanda Williams	P
Agency: Cardinal Innovations Healthcare Title: Project Support Professional-Clerk Name: Kilsy Silva-Disla	P
Agency: Division of Mental Health, Developmental Disabilities and Substance Abuse Services NC Department of Health and Human Services, Community Engagement & Empowerment Team Title: Mental Health Program Coordinator Name:	A
Guests	Non-Voting
Pete Euto	Present
Kelly Friedlander- Consultant	Present
Michelle Joshua	Present
John Giampaolo- Cardinal Innovations Community Engagement Specialist	Present
Arin Wilhelm- Cardinal Innovations Community Engagement Specialist	Present
	Present
	Present



- I. Call to Order/Introduction** **Beth Albrough-Chair**
Chairperson called the meeting to order at 6:30 p.m.
- II. Consent Agenda and Minutes Approval** **Beth Albrough**
Motioned an approval
- III. Old Business** **Beth Albrough**
- Brainstorming as to what population we want to reach out to.
 - Talked about reaching out to those who may not know what services that they (personally) have through Cardinal Innovations.
 - Decided that we want to bring more services for mental health
 - Beth still discussing options on how we can get the word out on who is Cardinal Innovations and how we could do that.
 - John Giampaolo and Arin Wilhelm Community Engagement Specialists with Cardinal Innovations provided the board with some insight on what efforts Cardinal Innovations has made in the past to get the word out to the community and providers of who they are and what they do. John also informed the board of all the good and positive that Cardinal Innovations is doing in the community. Cardinal Innovations will work with the board to see how they could support their efforts in getting the word out about Cardinal Innovations.
 - Representatives from NAMI did not show up at the meeting.
- IV. NC DHHS Updates** **List Name of Topic Lead here**
No updates provided at this time
- V. Cardinal Innovations Health Updates** **Yalanda Williams**
Jane Clark's memo
- VI. New Business** **Beth Albrough**
- Board members decided that for the next meeting and moving forward they will meet at the Concord Library downtown from 6pm-8pm.
 - Beverly planning a CFAC board retreat in Raleigh NC. She will have more updates on that at the next meeting.
 - More brain storming and working with Cardinal Innovations on creating promotional items that could be distributed to doctor's offices, schools, community, and individuals about Cardinal Innovations who they are and what they do.
 - Kelly Friedlander consultant came to report what efforts Cardinal Innovations is taking to support CFAC board. She asked board members questions and will be sending out a survey which they need to fill out so that she could report back to them what they need to do logistically so that they are more effective in their efforts.
- VII. Action Steps**
- How to reach those who have not heard of Cardinal or need to be more informed of what Cardinal can do for them
 - Voted on a strategic plan of trying to get the word out to mental health and IDD in our five counties and this is what we want to work on during this fiscal year. This is for people in general, those who are associated with cardinal and have no idea what Cardinal is
 - Kelly will return and report her findings from survey at the next meeting
- VIII. Recruitment and Membership Efforts**

- Need to put flyers at doctors' offices or therapy facilities. When those are taking children to their doctors their needs to be something to locate them to Cardinal Innovations. CFAC would like to bring this to the executive CFAC.
- Concerned about how this will be received by the public.

IX. Recommendations to the Board

- Integrate in the community more with flyers and or literature. This is a huge hole in the work Cardinal Innovations is doing and trying to do

X. Comments & Adjourn

- Next meeting will be held at the Concord Library downtown Concord.

Submitted by:

Kilsy Silva-Disla 12/1/2017

Name/Title and Date