

Community Offices

Alamance-Caswell
Phone: 336.513.4222

Five County
(Franklin, Granville, Halifax, Vance, Warren)
Phone: 252.430.1330

Mecklenburg
Phone: 980.938.4200

OPC
(Orange, Person, Chatham)
Phone: 919.913.4000

Piedmont
(Cabarrus, Davidson, Rowan, Stanly, Union)
Phone: 704.939.7590

Triad
(Forsyth, Davie, Stokes, Rockingham)
Phone: 336.714.9100

CFAC is your voice.

Let us hear from you with comments,
concerns, needs or questions.

24-Hour
Access/Crisis Line
1.800.939.5911

Cardinal Innovations
Healthcare Member
Engagement Department
704.939.7700



Consumer and Family Advisory Committee

Your voice in Mental Health,
Intellectual/Developmental Disabilities
and Substance Use services

4855 Milestone Ave. | Kannapolis, NC 28081
www.cardinalinnovations.org | 704.939.7700

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What is CFAC?

The Consumer and Family Advisory Committee (CFAC) consists of adult volunteers age 18 or older who receive services for mental health, intellectual or developmental disabilities or substance use disorder (MH/IDD/SUD) or are family members of those receiving services.

CFAC offers advice and guidance on improving services to Cardinal Innovations Healthcare. CFACs were created by the state to provide active participation by members and family members.

Recognizing the unique perspective and abilities that members and their families bring, the system is dedicated to providing them with the opportunity to have a voice and choice in the services they receive.

CFAC Functions

- Advise and comment on MH/IDD/SUD services at the local and state levels
- Make recommendations on how to educate members so they know what services are available and how to access them
- Provide advice and consultation regarding development of additional services by exploring new ideas and practices proven to work best
- Participate in monitoring how services are developed and delivered
- Help identify people who are not receiving services
- Participate in the quality improvement process to make sure necessary changes are made
- Encourage member and family participation

How can I join?

We need your help.

As a member or family member, your experience is valuable to our Consumer and Family Advisory Committee. Membership requirements include:

- An investment of time (about 4 hours a month). Mileage reimbursement and stipend available to defray costs.
- A desire and interest to be a part of planning an improved system of mental health services.
- You must be a member of mental health services or a family member of someone receiving mental health, substance use disorder or intellectual/developmental disability services.

If you are interested or need more information, contact:

**Cardinal Innovations
Member Engagement Staff
704.939.7700**