





NC Department of Health and Human Services

State CFAC Roles and Responsibilities

For Perspective New Members

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This webinar is recorded with ASL Interpretation provided.

Your voice is so important that it is written into law.

North Carolina Statute

According to Statute (N.C.G.S. 122C-171):

The State CFAC shall be shall be a self-governing and self-directed organization that advises the Department and the General Assembly on the planning and management of the State's public mental health, developmental disabilities, and substance abuse services system.

Source: https://www.ncleg.gov/EnactedLegislation/Statutes/PDF/BySection/Chapter_122C/GS_122C-171.pdf

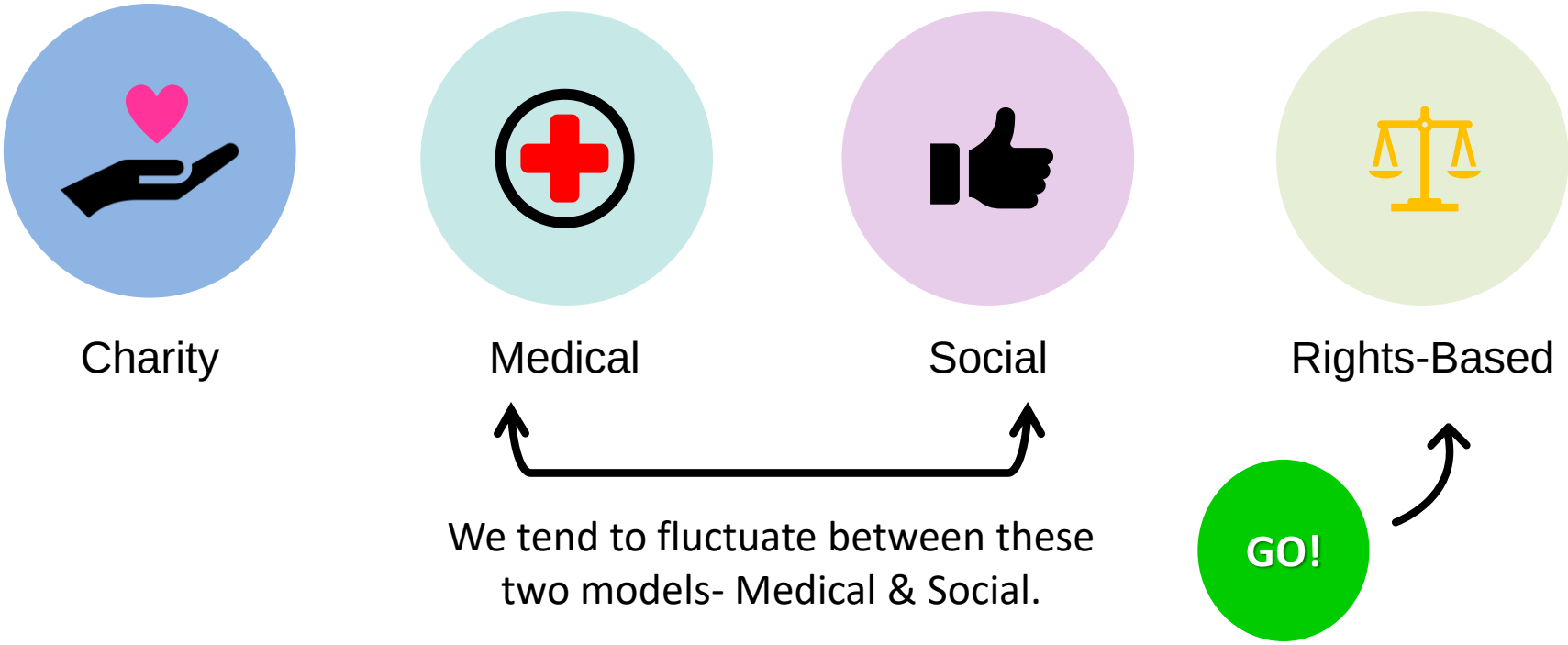
Key Take-Aways



The State Consumer and Family Advisory Committee Perspective

The 4 Models of Disability

For the purposes of this presentation, let's apply the four models of disability to mental health and substance use disorders.



Source: https://www.disabled-world.com/definitions/disability-models.php

Changing the Course



When we move to a **Rights-Based** model for people with MH/DD/SUD, we begin to see and include people as the **Subject Matter Experts** of their own lives.

The State CFAC Perspective



- People with the lived experience are the Subject Matter Experts of their own Lives
- State CFAC is an **advisory** committee to NCDHHS and the General Assembly
- SCFAC assists the NCDHHS and the GA in identifying when something is…
  - Not working right and can provide suggestions
  - Working well and can be built on

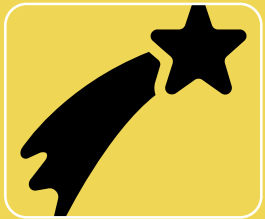
Achieving A Unified Voice

- Engage in Teambuilding
- Lead by Motivating Others
- Suggest Thinking Creatively



Teambuilding

The ability to work in a team, collaborating with others, the ability to understand one's own feelings, interests and circumstances and balance them with those of others; ability to treat people with respect, concern and support despite differences.



Motivating Others

The ability to cause others to do or stop doing something, to express their feelings, interests and circumstances; to internalize a goal or standard; to support or oppose an action, idea, or point of view.



Thinking Creatively

The ability to generate and accept new, creative, unanticipated, previously untried, or unconventional ideas or approaches

State CFAC Members Do A Lot of Work!

Question the way things currently are



Live what you believe

Celebrate values and victories

Help to unify the voice of the group

Encourage creative ideas and value everyone's input

State CFAC Members are…



Change Champions!

Consumers and Family Members

Generally, members of CFAC are dedicated people who are willing and committed to

- Systems Advocacy 
- Improving the Service Delivery System 
- Ensuring Quality Services 
- Cultivating Community Engagement

You have a role in Systems Advocacy

Jar-Gone: The Service Delivery System



Services by LME/MCO

- Behavioral Healthcare
- Intellectual/Developmental Disabilities

All services that are included in Medicaid

- Direct Support Professional
- Healthcare
- Physical, Speech, Occupational (limited)
- Vision & Hearing

Services that are not included

- Dental

Systems Advocacy

CFACs are statutorily charged and should focus on **advising** the LME/MCO Governing Board and State CFAC

- A person who gives a recommendation about what should be done
- To talk with someone in order to decide what should be done
- Focus on recommendations based on data, personal stories, and input from community engagement opportunities
    - Example: #CareforNC



Definitions are taken from the Merriam Webster

Systems advocacy relies on a group of people who share the common goal of transforming (changing) the system to better meet the needs of the community.

That's you!

You have a role in

Improving the Service Delivery System

Improving the Service Delivery System

- Identify service gaps and underserved populations.
  - Examples: Transportation; Housing
- Make recommendations to improve services and monitor the development of additional/new services.
- Be involved in the development of the process for gathering information of the service gaps and needs and community conversations
- Explore your gaps analysis

How Do You Give Feedback as State CFAC?

- Point out areas that are not working as well and need improved outcomes
- Point out areas that are working and getting good outcomes
- Present data (qualitative- used to ask the question “why” and quantitative- the numbers)
- Provide feedback on Performance Improvement initiatives
- State recommendations

Amplify Your Message



- Develop positive working relationships with DHHS, DMH/DD/SAS, and Local CFACs
- Present the problem identified and a possible solution
- Illustrate with your experiences that describes the issues at hand
- State your recommendations
- Participate and collaborate with subcommittees and Local CFACs

Amplify Your Message

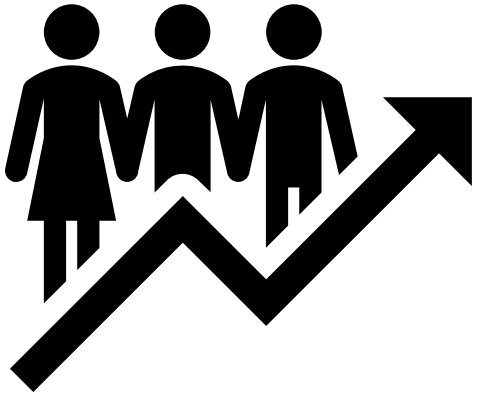


It’s your responsibility to work as team and speak with one voice

You have a role in Ensuring Quality Services

Quality Services

- Would the people receiving services report that their life is better as a result of the services?
- SCFAC members have a voice in quality improvement measures and performance indicators.



Providing Quality Feedback

When SCFAC is providing feedback, doing so in writing so there is a record helps maintain credibility, a reference piece for addressing something that has been identified, and combining that information for a statewide report



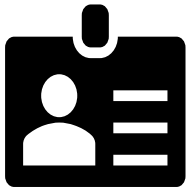
You have a role in Cultivating Community Engagement & Empowerment

SCFAC and Community Engagement

Community Engagement

A way to make connections with people who are committed to making the community a good place to live for all people.

- Develop relationships between individuals with a shared interest, common goal to improve the community they live in
- Promotes livable communities: a place where ALL people, of ALL abilities can live, work, play and fully participate in all aspect of life


Community Empowerment

What is it, exactly?

Community empowerment refers to the process of enabling communities to increase control over their lives

- "Communities" are groups of people
- "Empowerment" refers to the process by which people gain control over the factors and decisions that shape their lives
- "Enabling" implies that people cannot be empowered by others; assumes that people are their own asset



Source: World Health Organization- Health Promotion: Community Empowerment
https://www.who.int/healthpromotion/conferences/7gchp/track1/en/

Effective Community Empowerment

When people with similar experiences and beliefs are empowered to work together to create change they are part of:

- The Civil Rights Movement
- The Disability Rights Movement
- The Americans with Disabilities Act (ADA)
- The Independent Living Movement
- The Mental Health Recovery Movement
- Peer Support Services as a paid service category (NC)

Cultivating Community Engagement

Encourage community building by inviting local government officials and potential community partners

- Build relationships in the community
- Gather information from a wider audience
- Active Dialogue (on-going conversation)







Expanding on Engagement

Start the Conversation…

- State CFAC Communication
  - Gather feedback from Local CFACs through meetings and State to Local Conference Call
  - Provide Comment to DHHS
  - Letters to the General Assembly, County Commissioners, Legislative Event, and others
- Community Partnerships/Collaborations
  - Community Collaboratives for Children, Youth and Families

Application Process



State CFAC has 4 Appointing Authorities

- NC DHHS Secretary (9 appointments reflecting each of the service categories)
- President Pro Tempore of the Senate Speaker of the House of Representatives
- An organization designated by the NC Legislature (formally the Council on Community Programs/i2i Center for Integrative Health)
- North Carolina Association of County Commissioners

NCDHHS Secretary Appointment

- Vacancies are announced via email and posted on the State CFAC website: https://www.ncdhhs.gov/divisions/mhddsas/councils-commissions/state-consumer-and-family-advisory-committee
  - Announcement includes who to contact at DMH/DD/SAS
  - Deadline to submit application included in the vacancy announcement
- Membership Nomination Guide posted to the SCFAC website
- Confirmation Emails
- Appointment letters

Onboarding Paperwork

- SCFAC Liaison provides the on-boarding paperwork
  - Temporary Solutions
  - Controller's Office
    - Direct Deposit Form
    - W4
    - Form I-9
  - Accommodations Form
    - So staff can ensure members have the supports and reasonable accommodations they need to participate in the meetings
    - In accordance with the ADA
- Reimbursement Process

SCFAC Liaison Role

To provide sufficient staff to assist the SCFAC in implementing its duties, assistance shall include:

- Data for the identification of service gaps and underserved populations
- Training to review and comment on the State Plan
- Training to review and comment on the departmental budget
- Procedures to allow participation in quality monitoring
- Technical assistance on rules of procedure and applicable laws

Compensation (NCGS 138-5)

- SCFAC members will receive per diem in the amount of $15 per meeting
  - Members can waive the per diem if they choose to
- SCFAC members will be reimbursed $.25 per mile to travel to and from the meeting
- Hotel provided for those traveling 100 miles or more
- Dinner reimbursed for those spending the night before the meeting in the hotel
- Lunch provided at the meeting*



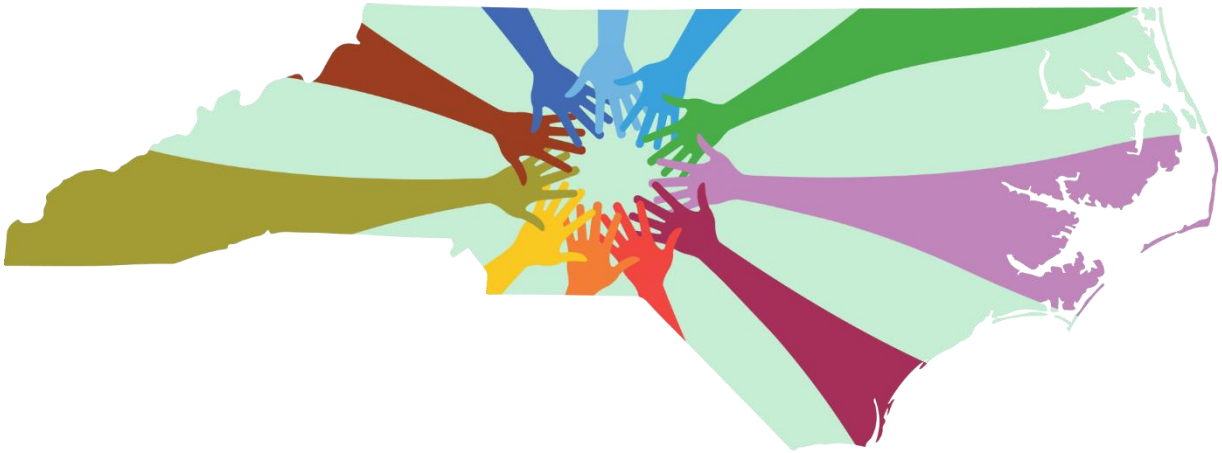
Attendance: Section 4 of By-Laws

SCFAC members shall attend:

- 9 meetings each fiscal year if 12 meetings are held
- 8 meetings each fiscal year if 11 meetings are held
- Meetings are currently held by webinar due to the COVID-19 pandemic
- Miss 3 meetings in 1 fiscal year (July 1-June 30), process begins with chair and vice chair

State CFAC: Nothing About Us Without Us

- Work in partnership with the DHHS, Local CFACs, and community groups
- Work across *all* service categories to create a unified voice
- Members understand the importance of systems advocacy and providing advisory products
- Participate in community engagement to help achieve a place where ALL people can live, work, play and participate





QUESTIONS



COMMUNITY
ENGAGEMENT & EMPOWERMENT TEAM

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https://www.ncdhhs.gov/assistance/mental-health-substance-abuse/community-empowerment-and-engagement