

The Guilford Center Consumer and Family Advisory Committee (CFAC)

Annual Report for 2007-2008

The Guilford Center Consumer and Family Advisory Committee (CFAC), a subcommittee of the Area Board, met monthly during FY 2007-2008, except July and December. Officers were: Ann-Marie Dooley, Chair; Rick Hylton, Vice Chair; Carla Steiner, Finance Coordinator; Libby Jones, Membership Coordinator; Greta Platt, Education Coordinator. Doris Maryland chaired the Nominations Committee to elect officers for 2008-2009.

Highlights of FY 2007-2008:

- Participated in the Request for Proposal (RFP) processes for selection of new contract providers. This involved serving on the initial groups to develop criteria for services, reviewing and evaluating contract proposals, interviews with contractors and final selection of providers who received the contracts.
CFAC representatives participated on the following RFP processes:
 - Child DD Services
 - Adult DD Services
- Attended statewide training events including the Quality Management Conference, the CFAC Leadership Conference, and a CFAC Conference on Quality Management and Crisis Planning.
- Ensured Standing Rules were in compliance with S.L. 2006-142. Updated the Relational Agreement between CFAC and the Area Board.
- Participated in the Guilford Center's Annual Stakeholder Survey.
- Reviewed and gave feedback on the Guilford Center's Crisis Plan.
- Discussed housing needs with representatives of the Housing Support Team of Family Service of the Piedmont.
- Received a presentation on the post-payment review process and results.
- Provided input into the Provider Community Development Plan.
- Received a presentation on the Guilford Center's Corporate Compliance Program from the Center's Corporate Compliance Officer.
- Received regular updates on progress of the proposed Consortium between Guilford Center, Smoky Mountain Center, and Mecklenberg LME.

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- Discussed substance abuse issues with a graduate of the Guilford Academy of Substance Abuse Recovery Advocates.
- Gave input into development of a local Consumer Handbook.
- Attended, on a quarterly basis, Area Board meetings to present information on CFAC activities.
- Continued work with the Guilford Center's Public Information Specialist to update information on the Consumer Corner of the Center's Web site.
- A CFAC member from Guilford continued to serve on the State CFAC.
- A CFAC member from Guilford continued to serve on the CARF Board.
- Reviewed quarterly LME quality improvement reports.
- Reviewed reports on disbursement of State funds.
- Reviewed the budget proposal prepared by the Guilford Center to send to the Board of County Commissioners for their approval.
- Developed, with the Guilford Center's Business Manager, CFAC's budget for 2008-2009. This budget includes funds for dependent care, transportation, meals, training, staff support, supplies and other needs. As in the past, the County Budget Office will issue a separate CFAC cost code, which will allow the committee to track expenses more effectively. A CFAC member serves as the Finance Coordinator for the committee.
- Reviewed minutes from the State CFAC meetings.
- Submitted report(s) to State CFAC as required.
- Recruitment efforts to add CFAC members were ongoing throughout the year. A recruitment letter and membership application was sent to all 100+ Community Partners of the Guilford Center, and an announcement of the membership drive was made at a Community Partners meeting.

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- Established a Nominating Committee to develop a slate of officers for 2008-2009. Voted at the June meeting as follows: Pamela Moye, Chair; Doris Maryland, Vice-Chair.
- The former CFAC Chair served as Area Board Chair for 2007-2008.