

Consumer and Family Advisory Council Meeting:

Data: CFAC Meeting was held at NTBHA on January 3rd

- Selection of a new meeting location:
 - Downtown Dallas preferred to centralize meetings for as many consumers as possible
 - Free meeting places to investigate
 - First United Methodist Church Dallas
 - Christopher Building on Ross Ave.
 - Crossroad Community Center at the City Walk Building
 - NAMI Dallas
 - MHA
 - Carriage Houses (Meadows Foundation)
 - Consumer friendly considerations about location choice
 - Free parking
 - Security
 - DART access
 - Disabled accessibility
 - Availability at chosen date and time
 - Rotating locations was discussed
 - Meetings hosted by SPNs (1x quarterly)
 - Rotate through all SPN locations
 - Introductory info about CFAC
 - Special guest speakers, educational presentations
 - Mid-day meetings to accommodate consumers of the host SPN
 - Centralized, stable location (TBD, 2x quarterly)
 - Focused on CFAC business, no guest speakers
 - Meeting time in the evenings so working consumers and family members can attend

CFAC Bylaws

- Teresa Handel will investigate the charter of the NTBHA board that defines CFAC's purpose and report back to Ashley.
- Ashley handed out a copy of the recently updated PAC bylaws, which may be used as a modifiable template to create CFAC bylaws.
- Comments favored design of broad bylaws (like PAC's model) that permit flexibility as opposed to very specific bylaws that may be too restrictive.
- Bylaws should define membership criteria
- Bylaws should define a quorum
- Bylaws should address the officer nomination and election process
- A subcommittee was formed to recommend changes to the template (PAC bylaws model). Ashley, Walter, Carla, and Cheryl will meet at NAMI Dallas before the next CFAC meeting, inviting Brandy Ruckdeschel of NTBHA to join their review. Ashley will email an electronic copy of the PAC bylaws to each subcommittee member. The proposed bylaws will be distributed at the February CFAC meeting for discussion and a vote.

CFAC community outreach and promotion to consumers and family members

- Better communication with SPNs
- Better SPN communication to their consumers about CFAC opportunities

- Request a peer representative from each SPN to attend CFAC meetings, to include delegates from each counties' SPNs
- Telecommunication via computer for remote conferencing to the meetings – Ashley to investigate
- CFAC delegates to attend monthly NTBHA meetings
- Social media to be used to inform all interested consumers about CFAC opportunities and NorthSTAR interests
- Revision of CFAC brochure
 - Use current stock first, which was redone just a few months ago, possibly adding a sticker with important changes
 - Don't reprint until bylaws, location, etc., have been fully established, but accumulate ideas about future brochure development. Discussed:
 - List CFACs chartered purpose
 - Change brochure to promote what CFAC offers, not what it doesn't offer (e.g., clothing, housing, legal services, etc.). Listing the NTBHA website link to resources is okay.
 - CFAC to be an avenue for consumer concerns/complaints to be represented to the NTBHA ombudsman? Discussed possible HIPAA issues.
 - Remove or change confusing language

Timeline

- February meeting at NTBHA – same time/location for consistency of existing workgroup
 - Review purpose as defined in the NTBHA board CFAC charter
 - Bylaws subcommittee will propose CFAC bylaws (vote)
- March meeting at NTBHA
 - Election of Officers
 - Consumer co-chair has already been selected – Randy Dobbs
 - Nominations to be made for other co-chair, preferably a family member
 - New meeting location announced
- April meeting at new centralized location (TBD)
 - Vote on co-chair position
 - Discuss how to educate and inform others about participation in CFAC

Announcements:

- Tina announced that NAMI Peer-to-Peer training, a 10-week course, will be held at the Custer Road United Methodist Church in Plano starting in February
- Jeanine is the coordinator of the Consumer Connections Program
- Walter Norris announced that SDC completed their 5th Fidelity Assessment, an audit-review that insures they are meeting the objectives of the research model.