

## Mission

The Consumer and Family Advisory Committee is an advisory group for our communities devoted to enhancing care for individuals with serious mental health, intellectual/developmental disabilities, traumatic brain injury, and substance use disorders.

Our mission is to ensure that the development and delivery of services and supports remain responsive to the wellbeing of the people served. CFAC is the representative voice for individuals and their families who utilize serious mental health, intellectual/developmental disability, traumatic brain injury, and substance use disorder services throughout each of our regions.



## Contact Us

### Trillium Health Resources

201 West First Street  
Greenville, NC 27858

**1-866-998-2597**

If you are interested in becoming a CFAC member, please call Trillium at the number above and ask to speak with the CFAC representative. You may also send an email to [Info@TrilliumNC.org](mailto:Info@TrilliumNC.org)

### Trillium Health Resources Corporate Headquarters

201 West First St. Greenville, NC 27858

**Member & Recipient Services**  
**1-877-685-2415**

**Behavioral Health Crisis Line**  
**1-888-302-0738**

**Nurse Line**  
**1-877-685-2415**

[TrilliumHealthResources.org](http://TrilliumHealthResources.org)

**Trillium Health Resources** oversees serious behavioral health, traumatic brain injury, and intellectual/developmental disability services in North Carolina. Trillium helps individuals with Medicaid or state funding for their care through the Trillium Tailored Plan and NC Medicaid Direct. For those on the Trillium Tailored Plan, we cover physical health care and pharmacy services as well. Trillium complies with applicable federal civil rights laws and does not discriminate, exclude or treat people different based on race, color, national origin, age, disability, creed, religious affiliation, ancestry, sex, gender identity or expression, or sexual orientation.

You can get free materials in large print and other auxiliary aids and services. Call **1-877-685-2415** (TTY/TDD 711). If English is not your first language, free interpreter services are available. Call **1-877-685-2415** (TTY/ TDD 711).

Español (Spanish): Puede obtener materiales gratuitos en letra grande y otras ayudas y servicios auxiliares. Llame al **1-877-685-2415** (TTY/TDD 711). Si el inglés no es su primer idioma, servicios de interpretación gratuita están disponibles. Llame al **1-877-685-2415** (TTY/TDD 711).

中国人 (Chinese): 您可以申请免费的辅助工具和服务, 包括本资料和其他计划信息的大字版。请致电 **1-877-685-2415** (TTY/TDD 711)。如果英语不是您的首选语言, 我们能提供帮助。请致电 **1-877-685-2415** (TTY/TDD 711)。我们可以通过口头或书面形式, 用您使用的语言免费为您提供本资料中的信息, 为您提供翻译服务, 并且用您使用的语言帮助回答您的问题。



Revised: July 2024

TP-T2407-B042-X9999

# CFAC

Consumer & Family Advisory Committee

## CONSUMER & FAMILY ADVISORY COMMITTEE



 **Trillium**  
HEALTH RESOURCES

Transforming Lives. Building Community Well-Being.

# Our Mission: That the development and delivery of services remains responsive to the well-being of the people served.

## CFAC Purpose

CFAC is a self-governing, self-directed volunteer advisory group to Trillium Health Resources, the health plan covering those with mental health, intellectual/developmental disabilities, traumatic brain injury, and substance use disorders (MH/IDD/TBI/SUD).

CFAC committees are responsible for:

- **Advising the Trillium Area Board** on planning and management of the local public MH/IDD/TBI/SUD system.
- **Making recommendations** on policy matters.
- **Working in partnership** with Trillium in the best interest of those diagnosed with MH/IDD/TBI/SUD and their families.

## Our Guiding Principles

### Full Participation

Everyone who wants to provide input is given the opportunity. Everyone's opinion is valuable.

### Mutual Understanding

All members commit to careful consideration of others' perspectives at all times.

### Inclusive Solutions

Results should address the needs of everyone they could potentially affect, as well as come from the collective wisdom of the entire committee.

## CFAC Responsibilities

According to North Carolina General Statute 122C-170, CFAC responsibilities include (but are not limited to):

- **Reviewing** the Trillium local business plan;
- **Identifying** service gaps and under served populations;
- **Proposing changes** to the service array;
- **Monitoring** development of new services;
- **Commenting** on the Trillium program budget;
- **Participating** in quality improvement measures;
- **Submitting findings and recommendations** to the State Consumer and Family Advisory Committee for service delivery improvements.

## CFAC Service Area

There are 5 regional CFACs that cover all the counties that Trillium covers. Members represent our counties in North Carolina with equal representation among the disability groups (MH/IDD/TBI/SUD).

### Northern Region

Bertie	Gates	Northampton
Camden	Halifax	Pasquotank
Chowan	Hertford	Perquimans
Currituck	Martin	Warren

### North Central Region

Beaufort	Hyde	Tyrrell
Dare	Nash	Washington
Edgecombe	Pamlico	Wilson
Greene	Pitt	

### Central Region

Anson	Montgomery	Richmond
Guilford	Randolph	

### South Central Region

Carteret	Jones	Pender
Craven	Lenoir	Sampson
Duplin	Onslow	Wayne

### Southern Region

Bladen	Hoke	New Hanover
Brunswick	Lee	Robeson
Columbus	Moore	Scotland

