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# ANNUAL REPORT 2024

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***REGIONAL CONSUMER FAMILY ADVISORY COMMITTEES***

***Investing in the Health and Well-Being of the Communities We Serve***

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**CFAC**  
Consumer & Family Advisory Committee

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## CONSUMER AND FAMILY ADVISORY COMMITTEE MISSION

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### ***Mission***




***Our mission is to ensure that the development and delivery of services and supports remain responsive to the well-being of the people served.***

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The Consumer and Family Advisory Committee (CFAC) is an advisory group comprised of members from our local communities who are devoted to enhancing care for individuals with mental health, intellectual/developmental disabilities (I/DD), traumatic brain injury (TBI), and substance use disorders (SUD).

Each member is either an individual with a serious behavioral health diagnosis or a family member of a person who does. A person considering membership must attend at least one meeting and submit an application. The appropriate membership committee will then review application submissions.

### **CFACs are responsible for:**

-  Advising the Trillium Regional Advisory Board and Governing Board on planning and management of the local public behavioral health system.
-  Making recommendations on policy matters.
-  Working in partnership with Trillium in the best interest of those diagnosed with serious mental health, I/DD, TBI and SUD and their families.

## LOCAL CONSUMER AND FAMILY ADVISORY COMMITTEE (CFAC) STATUTORY RESPONSIBILITIES

### **According to Statute (N.C.G.S. 122C-170):**

A local CFAC shall be a self-governing and self-directed organization that advises the area authority in its catchment area on the planning and management of the local public mental health, intellectual and developmental disabilities, substance use disorder and traumatic brain injury services system.

## WHO IS ON THE LOCAL CONSUMER AND FAMILY ADVISORY COMMITTEE

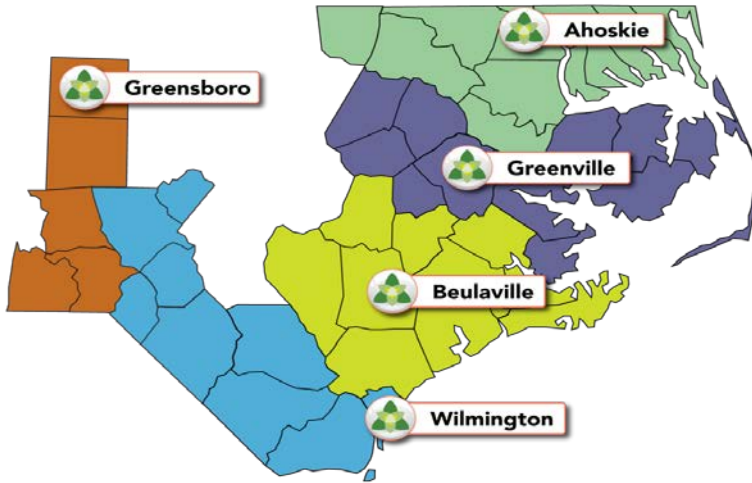
In keeping with the regional structure, Trillium has regional Consumer & Family Advisory Committees (CFAC). One (1) Consumer & Family Advisory Committee per region Northern, North Central, South Central, Southern and Mid-State. CFACs strive for representation from each county with equal representation among disability groups, including individuals with serious mental health, substance use, traumatic brain injury, and intellectual/developmental disabilities. CFACs should be self-governing and self-directed, in accordance with G.S. 122C-170.

## ROLES AND RESPONSIBILITIES OF LOCAL CFAC

### (c) The Local CFAC shall undertake all the following:

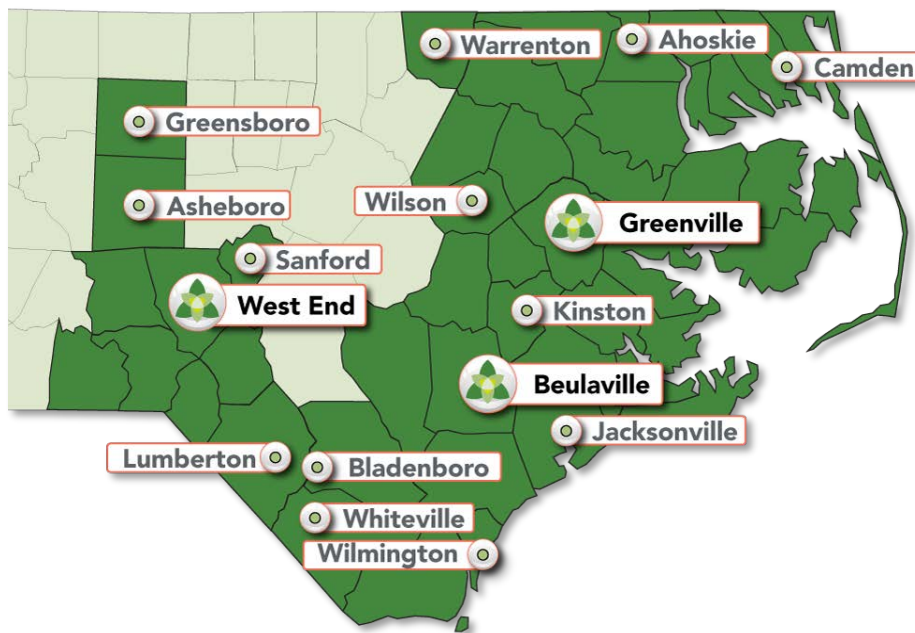
1. Review, comment on and monitor the implementation of the contract deliverables between area authorities and the Department of Health and Human Services.
2. Identify service gaps and underserved populations.
3. Make recommendations regarding the service array and monitor the development of additional services.
4. Review and comment on the area authority budget.
5. Develop a collaborative and working relationship with the area authorities' member advisory committees to obtain input related to service delivery and system change issues.
6. Submit to the State Consumer and Family Advisory Committee findings and recommendations regarding ways to improve the delivery of mental health, intellectual/developmental disabilities, substance use disorder, and traumatic brain injury services, including statewide issues.

## TRILLIUM CFAC REGIONS



Northern  
North Central  
South Central  
Mid-State  
Southern

## TRILLIUM CATCHMENT AREA



We cover the following counties: Anson, Beaufort, Bertie, Bladen, Brunswick, Camden, Carteret, Chowan, Columbus, Craven, Currituck, Dare, Duplin, Edgecombe, Gates, Greene, Guilford, Halifax, Hertford, Hoke, Hyde, Jones, Lee, Lenoir, Martin, Montgomery, Moore, Nash, New Hanover, Northampton, Onslow, Pamlico, Pasquotank, Pender, Perquimans, Pitt, Randolph, Richmond, Robeson, Sampson, Scotland, Tyrrell, Warren, Washington, Wayne and Wilson.

## **REGIONAL CFAC MEETINGS**

### **NORTHERN REGIONAL CFAC**

The Northern Regional CFAC meets on the first Tuesday of each month from 5:30 to 7 p.m. Meetings take place at Trillium's Ahoskie Office Boardroom located at 144 Community College Road. Members and participants can attend virtually or in person.

### **NORTH CENTRAL REGIONAL CFAC**

The North Central Regional CFAC meets on the third Wednesday of each month from 4:30 to 7 p.m. Meetings take place at Trillium's Greenville Office Training Room 123 at 201 West First Street. Members and participants can attend virtually or in person.

### **SOUTH CENTRAL REGIONAL CFAC**

The South Central Regional CFAC meets on the third Tuesday of each month from 5 to 6:30 p.m. Members and participants attend virtually.

### **SOUTHERN REGIONAL CFAC**

The Southern Regional CFAC meets on the second Tuesday of each month from 5 to 6:30 p.m. Meetings take place at Trillium's Lumberton Office at 450 Country Club Road. Members and participants can attend virtually or in person.

### **MID-STATE REGIONAL CFAC**

The Mid-State Regional CFAC meets on the third Tuesday of each month at 6 p.m. Meetings take place at Trillium's Asheboro Office at 938 New Century Drive. Members and participants can attend virtually or in person.

## **CFAC MEMBER LEADERSHIP & REPRESENTATION**

### **CFAC SUB-COMMITTEES**

#### **Executive Committee**

Discuss progress and encourage collaboration. It consists of the officers of each regional CFAC. Quarterly CFAC Leadership meetings include all Chairs and Vice-Chairs.

## Gaps and Needs Committee

Identifies and analyzes areas where current practices or services fall short of desired outcomes. The committee pinpoints "gaps" and then determines the specific needs required to bridge those gaps and achieve the desired level of performance. They gather data and feedback from stakeholders to inform strategic planning and improvement initiatives.

## Membership & Recruitment Committee









Develop policies regarding CFAC membership. They work to recruit new members and review all CFAC membership applications to ascertain eligibility. This includes arranging interview meetings with new applicants, recommending new members to the CFAC, orienting new members and reviewing continuing eligibility of CFAC members.

## Policies & Procedures Committee

Review the By-Laws, Relational Agreement, Membership Application, CFAC Trillium brochure and any documentation requested by CFAC.

## Other Committee & Council Representation

Trillium CFAC members serve on and/or attend Trillium committees and councils to ensure members and family voices are represented and considered in decision-making processes. These groups include:

- |   |   |
|---|---|
|  Regional Advisory Boards        |  Quality Improvement Committee |
|  Community Crisis Collaboratives |  NC Innovations Stakeholder    |
|  Health Equity Council           |  Provider Advisory Council     |
|  Human Rights Committee          |  Governing Board Meetings      |



## STATE CFAC ENGAGEMENT

The State Consumer and Family Advisory Committee (State CFAC) advises the Department of Health and Human Services and the General Assembly on the planning and management of the State's public mental health, intellectual/developmental disabilities, substance use disorder, and traumatic brain injury services system.

Several Trillium CFAC members serve as members of the State CFAC. Trillium Regional CFACs engage with State CFAC regularly. Regional CFACs submit local recommendations and considerations to the group through our membership representation.



## STATE CFAC MEETING

### Hybrid Meeting

*Meets every second Wednesday from 9 a.m. - 3 p.m. virtually and in person.*

## LOOKING AHEAD

### CFAC-TRILLIUM OPERATIONS PARTNERSHIP

Our Chief Operations Officer (COO), Cindy Ehlers, and the Trillium Operations team meets with our regional CFACs quarterly. The Operations team includes our COO and the Department heads of Utilization Management (UM), Member Services, Tailored Care Management, Care Coordination, Network, Department of Social Services (DSS) and Department Juvenile Justice Engagement, Health Equity, Policy section and Innovative Development and several other areas. The team has developed pathways for the CFACs to provide more input into our work through our quarterly work sessions and email correspondence.

**Current standing agenda items include:**

1. Identification of Service Gaps in Care (what is needed).
2. North Carolina Department of Health and Human Services (NCDHHS) policy issues, changes, input and concerns (TBI Waiver progress, Long Term Services and Supports, Primary Care, Targeted Case Management, I-option, Innovations Waiver waiting list, Competitive Integrated employment and in lieu of service definitions among others.)
3. Updates on Trillium Innovative Development projects approved by the NCDHHS using the in lieu of service process in Medicaid and/or the status of the projects that the department funds like the expansion of upcoming crisis services.
4. Member-related dashboards (Innovations Waiver waiting list, progress to fill slots, members getting 1915I-option services, members getting state-funded services among others, members in various primary care categories and utilization rate).

**GAPS & NEEDS/ADVISING FORM DEVELOPMENT**

Utilizing gaps and needs forms is a critical step in advising our organization on its processes, procedures and service delivery. This tool will enable a structured and comprehensive assessment of the current state of operations. It will highlight areas where resources, workflows or services may fall short of meeting organizational objectives or stakeholder expectations.

The form will serve several essential purposes:

1. **Accountability-Driven Insights:** Capturing detailed and specific information, the form will facilitate accountability-driven abilities. It provides a clear snapshot of the gap or recommendation, ensuring that it gets to the appropriate department or council.
2. **Alignment with Goals:** Identifying gaps will ensure that strategies and interventions are aligned with the organization's mission, vision and long-term goals.
3. **Efficient Resource Allocation:** A thorough understanding of needs will help prioritize actions and allocate resources effectively, ensuring that critical issues are addressed first.

4. **Stakeholder Engagement:** Engaging staff, members and other stakeholders in the process will foster a sense of inclusion. It ensures the assessment reflects diverse perspectives and realities.
5. **Enhanced Service Delivery:** Addressing identified gaps will lead to improved processes, streamlined procedures and better service outcomes, fostering trust and satisfaction among members and Trillium Health Resources.

By systematically evaluating gaps and needs, Trillium positions itself to not only address present challenges but build resilience and adaptability for future growth. This proactive approach is a cornerstone of effective management and sustained partnership between the local CFAC and Trillium Health Resources.

## CFAC MEMBER RECRUITMENT STRATEGY

### 1. Objective

- a. **Purpose:** To recruit diverse members for the CFAC to ensure consumer and family experiences within our organization. Representation from each county with equal representation from among the disability groups (Mental Health; Substance Use; Intellectual/Developmental Disabilities; traumatic brain injury).
- b. **Goals:** Gather insights, improve services and foster a culture of collaboration.

### 2. Target Audience

- a. Consumers and families with experience in our services, including current members, caregivers and family members.

### 3. Key Messaging

- a. **Value Proposition:** "The Consumer and Family Advisory Committee is an advisory group for our communities devoted to enhancing care for individuals with mental health, intellectual/developmental disabilities, traumatic brain injury, and substance use disorders."
- b. **Commitment:** "Commit to a monthly public meeting and occasional events. Flexible options available for participation through virtual and in-person opportunities."
  - i. We are currently working to add this commitment into bylaws.

#### 4. Outreach Channels

- a. **Community Partnerships:** Collaborate with local health organizations, schools and community centers to build awareness.
- b. **Social media:** Utilize platforms like Facebook, to share engaging posts about the committee's impact.
- c. **Newsletters:** Include a dedicated section in organizational newsletters highlighting the CFAC and how to get involved.

#### 5. Engaging Materials

- a. **Brochures and Flyers:** Distribution of CFAC print materials at community events.
- b. **Testimonials:** Share quotes and stories from existing members on social media and printed materials.

#### 6. Recruitment Events

- a. **Information Sessions:** Schedule quarterly information sessions and workshops focusing on topics relevant to families and consumers. Sessions will introduce and encourage participation in the CFAC, both in person and virtually, and share its importance.
  - i. Sessions will possibly be incorporated into upcoming town halls
- b. **Community Collaboratives/System of Care:** Adding CFAC to collaborative agendas to introduce CFAC and encourage participation.
- c. Recruitment Fair.

#### 7. Application Process

- a. **Simple Application:** Develop an easy-to-complete online application.
- b. **Informal Conversations:** Current CFAC members conduct casual conversations with applicants.

#### 8. Follow-Up and Engagement

- a. **Onboarding Process:** Create an onboarding guide for new members, including:
  - i. Overview of CFAC

- ii. Upcoming meetings
- iii. Expectations and resources
- b. **Regular Updates:** Send monthly newsletters to all applicants and members, sharing updates and upcoming opportunities.

## 9. Evaluation and Feedback

- a. **Assess Recruitment Success:** After the recruitment period, analyze:
  - i. The number of applications received.
  - ii. Diversity of applicants.
  - iii. Engagement level during recruitment events.
- b. **Feedback Mechanism:** Implement a brief survey for new members after onboarding to gather insights into the recruitment experience.

## 10. Fostering a Supportive Environment

- a. **Training Sessions:** Provide training for new members on effective advocacy and collaboration.
- b. **Recognition Program:** Develop a recognition program to celebrate member contributions, such as highlighting their work in newsletters or on social media.

## CFAC PARTICIPATION IN 2024

Members represented their CFACs and Trillium at the following events in 2024:

-  State CFAC meetings
-  Crisis Intervention Trainings
-  NC 46th Annual Legislative Breakfast on Mental Health
-  Med Assist Mobile free pharmacy events
-  i2i Conferences (Spring & Winter)
-  NC TIDE Conference
-  NC Disability Rights Conference
-  NC One Community in Recovery Conference
-  Trillium Re-entry Simulations

- 🌱 Human Trafficking Awareness & Prevention Symposium
- 🌱 Supporting Children Early Simulation
- 🌱 Celebrate Recovery



## REGIONAL OPERATIONS STAFF SUPPORTING CFAC

### REGIONAL VICE-PRESIDENTS

Responsible for engagement with external stakeholders including state and county leadership. Empower Trillium's members through groups such as the Consumer and Family Advisory Committee.

- 🌱 Northern Regional Vice President - Bobbie Lowe
- 🌱 North Central Regional Vice President - Dave Peterson
- 🌱 South Central Regional Vice President - Victoria Jackson
- 🌱 Mid-State Regional Vice President - Anthony Ward
- 🌱 Southern Regional Vice President - Cecelia Peers

## **DIRECTORS OF COMMUNITY ENGAGEMENT & EMPOWERMENT**

*Responsible for engagement with external stakeholders including state and county leadership. Empower Trillium’s members through groups such as the Consumer and Family Advisory Committee.*

 J. Terrell Alston

 Anne Kimball

## **COMMUNITY LIAISON COORDINATORS**

Trillium’s Community Liaison Coordinators build strong relationships with local agencies. Trillium works with county departments, nonprofits and community-based organizations. These local connections help share valuable information to inform Trillium about unique needs in each area.

Community Liaison Coordinators also report out on local and regional activities and initiatives at each CFAC meeting and assist with recruitment.