

CFAC Meeting Minutes

March 15, 2007

Present: Ellen, Edward, Rhonda, Gwyn, Megan, Shira, Dan, Bradley, Ken, Vincente, Marcus, Steve, Heather, Virginia, Leslie and Michael

Guest: Andy Sachs, Orange County Dispute Settlement Center
Vanessa Neustrom, OPC Community Planner

(Note: Vanessa Neustrom was present before the actual meeting began in order to respond to any CFAC members' questions regarding OPC's intent to apply for a Division grant to fund a Housing Support Team, which would provide case management-type services to help people move into permanent, stable housing and help them to maintain it. A Housing Support Team would work in conjunction with a consumer's existing service providers)

Introductions: Members went around the table and introduced themselves.

Minutes: A motion was made, seconded, and carried to approve the minutes as written.

REPORTS

There were no regular reports this evening, due to the specific agenda item of working on the Relational Agreement.

New Business:

I. Andy reviewed ground rules designed to help CFAC members stay on task and work together well as a group. These ground rules or guidelines included:

- One speaker at a time
- Stick to one task or topic
- Listen to others attentively
- Speak up and share with others
- Remember that it is okay to disagree respectfully

CFAC members agreed to abide by these ground rules.

II. Michael provided a summary review of HB2077, focusing on what it says about CFACs and the required elements of a relational agreement.

According to HB2077, local CFACs are supposed to:

- Review, comment on and monitor implementation of the Local Business Plan
- Identify service gaps
- Make recommendations regarding the service array and development of new services
- Review and comment on the LME Budget
- Participate in Quality Improvement measures
- Make recommendations to the State CFAC on improvements to services

According to HB2077, LMEs are supposed to:

- Provide sufficient staff to help CFAC carry out its duties
- Provide data so that CFAC can identify service gaps
- Provide training for CFAC's review of the LBP and the budget
- Facilitate CFAC participation in quality monitoring
- Provide technical advice on rules, procedures, and laws

According to HB2077, Relational Agreements are supposed to include:

- The roles & responsibilities of the CFAC and the LME (which includes the Area Board)
- How the two parties will communicate with each other

- How the two parties will resolve disputes when they arise

Michael reported that once the new Relational Agreement is completed, it must be signed by the CFAC Chair, the Area Director, and the chair of OPC's Area Board. HB2077 does not require that the Relational Agreement be signed every year.

Before the discussion began, the question was raised "How do we proceed in a discussion about the Relational Agreement without OPC management staff and Board members?" It was suggested that there needs to be more LME representation than Michael alone. The suggestion was made that after tonight's CFAC meeting, Virginia, Leslie, and Michael could meet with Judy Truitt and other OPC staff to engage in dialogue about the Relational Agreement.

III. Andy facilitated a brainstorming session that took most of the remainder of the meeting time. The question members responded to during the brainstorming was "what does CFAC want?" Input from CFAC members follows:

- We want everything from the addendum in the current Relational Agreement.
- Periodic meetings with Judy Truitt have been very helpful in the past.
- Perhaps it would be useful to look at what CFAC is already doing, such as: meeting regularly; scheduling guest speakers to educate and inform CFAC members about various topics; going to conferences to learn about services and issues with the service system; serving on OPC committees; the PSI workshops; and getting information from the Division Liaison to this CFAC.
- Use an outside source like Dispute Settlement Center to resolve disputes.
- Gather anecdotal information from people we know/interact with in the community (and share our personal stories) so that we can present this information to OPC
- CFAC needs a seat on the OPC Board. This gives us access to decision makers.
- CFAC needs to maintain an apolitical stance.
- Invite politicians (including county commissioners) to meet with CFAC.
- We need a significant amount of time to get and absorb information before we are asked to make decisions about it.
- Need to get regular reports from OPC & outside experts so we have the information we need to do our job.

Lines of Communication

- What are the lines of communication we need? What do we have? Currently CFAC has Michael; Virginia's attendance at Area Board meetings; Judy Truitt and other staff come to CFAC meetings on occasion. What do we want? A voting membership on the OPC Board and CFAC representation on all Board Committees.
- CFAC used to have someone from each department at OPC come to present at meetings. Can we do this regularly (3 or 4 times a year)?
- CFAC needs to know what services are available so we can analyze and address gaps in the system.
- UNC is exempt from monitoring by OPC because other authorities provide this oversight. But it's a problem that OPC doesn't provide this monitoring. Who is responsible, and can OPC help CFAC advocate for changes?
- How does OPC deal with problems with other types of providers who they do not monitor?
- When CFAC hears about problems they can bring these to Board Committees, and also bring back information to CFAC from the Board Committee meetings.
- What are our rules of engagement? How do we move a concern through the hierarchy at OPC?

Conflict resolution

- Do we really want to go to the Division with disputes? Who would be our contact there? Perhaps Denise Baker, who works with appeals and may have some expertise in this area.
- Is it possible to use the Division liaison for this purpose?
- If we engage with the state in conflict resolution, we need to be careful that we do not feel into the Division's biases or the biases of OPC. We would want to do this in a manner consistent with CFAC's goal of supporting OPC.
- What would the whole process look like? Possibly:
 - Work with Michael and individual colleagues at OPC when a concern arises
 - CFAC Executive Committee would work with Judy Truitt next
 - CFAC would then go to the Board (perhaps using the CFAC member who sits on the Board?)
 - Next the state liaison could intercede
 - If all these steps fail, turn to an outside mediator like DSC.

Final Comments

- We should have relational agreements with providers so that they cannot "raid" from staff across disability groups, which has happened in some DD programs.
- We need to be as specific as possible about our roles... what are the tasks we need to accomplish?
- We have giant things to do and there's too much information to process. For example, we can't monitor every provider or oversee the entire budget. So we should set specific goals for the year. Maybe the Relational Agreement should say that there will be an attempt to identify annual goals for CFAC & OPC.
- The goal of fighting stigma might have been too ambitious so a checklist of tasks is a good idea.
- We may need to get the state to relax term limits if we are struggling to achieve balance among disability groups. This could be a real issue for DD.
- Maybe it would be helpful to structure and formalize the monthly agenda in a way that ensures we focus on some of the tasks we're supposed to be doing.
- Could we have a member of Management Team at our meetings? When Judy Batten was here it seems like some things got done faster or questions got answered right away. Maybe Management Team members could rotate through our meetings?
- Perhaps with all we have to do we should have 2 meetings each month. Or maybe schedule an extra meeting if the entire agenda will be taken up by one topic (like tonight's meeting, for example).
- We need to be careful of the language we use and labeling people during meetings. We need to see each other as people, not labels.

IV. Next steps

Virginia and Leslie (with Michael) will meet with Judy and whomever she determines would be appropriate to have a discussion about what CFAC has discussed this evening and get OPC's input into the Relational Agreement.

The goal is to have a draft of the Relational Agreement ready for discussion at the May meeting of CFAC.

Old Business

CFAC agreed in January to meet on the 3rd Thursday of February and March only, and then see whether that schedule works for members. CFAC members agreed tonight to make the change to the 3rd Thursday of each month a permanent meeting time.

Proposed Agenda for April Meeting:

Report on the meeting with Judy Truitt & OPC Management staff; continue discussion of Relational Agreement.