

Consumer Family Advisory Council (CFAC) Minutes

Meeting

- The CFAC met on November 3, 2015 at 6:00pm at Green Oaks' conference room in the Three Forest Plaza building at 12221 Merit Drive, Suite 400, Dallas, TX. Green Oaks Hospital provided dinner and the meeting was chaired by Mary Ann Niles.

Business – Topic meeting: NorthSTAR LSAP

- Teresa Scherrer gave a presentation of the LSAP (Local Service Area Plan) that NTBHA produces every two (2) years which helps establish NorthSTAR goals. Components discussed included
 - 2015 NorthSTAR Member Satisfaction Survey (ValueOptions)
 - 2015 Public Policy Platform Development Survey (NAMI Dallas)
 - 2015 NorthSTAR Town Hall Meetings held recently in various communities throughout the seven-county region (NTBHA, MHA, NAMI Dallas, NAMI Kaufman)
 - 2015 Needs Assessments (NTBHA):
 - Adult Consumers (conducted at SPN locations and SUD residential treatment facilities)
 - Child and Adolescent Consumers (completed by parents/guardians at SPN clinics)
 - NorthSTAR Providers (online survey)
 - Community Stakeholders (online survey for everyone else)
 - ASK Suicide Prevention training
 - Q&A

Next Meeting

- January 5, 2016