



# Consumer and Family Advisory Council (CFAC)

**Presented by** Brenetta Henry and Yvonne Jones  
CFAC Leadership



## **Consumer and Family Advisory Council**

The Consumer & Family Advisory Council (CFAC) is a Connecticut Medicaid consumer and family driven committee that is culturally competent and diverse. CFAC acts as advisor to the State Departments and Beacon Health Options (Beacon) to improve on best practices for behavioral health services (mental health and addiction services) for Connecticut Medicaid HUSKY Health members.

**The Vision** of CFAC is a true partnership between consumers, families, and service providers as it relates to the service delivery of mental health and addiction services that will result in a more positive and meaningful outcome for individuals and families living with behavioral health matters.



## **Consumer and Family Advisory Council**

- The Consumer & Family Advisory Council established in 2006 with under 10 families, and Beacon, CT (Peers and System Managers)
- At one of the first meetings that year, families expressed the need to continue this platform to “Bring back hope, so that change can happen! Learn to navigate the system; and for education and systems change. To bring specific member concerns to CT BHP.”
- Families also expressed the needs of the system. “Educate the schools – personnel and students re: mental health. More advocates for PPT meetings. Systems need to think outside the box!
- In 2011, the BHP expanded to include the adult SAGA population
  - CFAC began to recruit adult consumers and veterans
  - Inclusion of the adult system and opportunities to make change!

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**Advisory Council**

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## **Consumer and Family Advisory Council**

### **CFAC Workgroups**

- ❖ Youth/Young Adults
- ❖ Recruitment/Orientation
- ❖ iCAN Conference
- ❖ Legislation
- ❖ Health Equity/Spanish Speaking Individuals and Families

## Youth/Young Adults

### ➤ **Accomplishments:**

- Developed CFAC Logo
- Participated in CT BHP Community Meetings
- Partnered with CONNECT in promoting Youth focused activities
- Quarterly updates to CFAC membership

### ➤ **Future Goals:**

- Continue to build a strong statewide youth/young adult network by partnering with youth related organization and agencies



## Recruitment and Orientation

### ➤ **Accomplishments:**

- Developed a recruitment and orientation workgroup

### ➤ **Future Goals:**

- Enlist new members to include family members, caregivers, youth/young adults, providers, grassroots representatives, school personnel, persons in recovery, and other community representatives

## iCAN Conference

### ➤ **Accomplishments:**

- iCAN Conference proposal was initiated and written by members of CFAC
- iCAN platform utilized to highlight workgroup objectives and activities
- Prepared CFAC members in addressing various audiences by utilizing training resources and leadership tools
- Connect with statewide resources and programs in partnering as presenters and panelists for iCAN Conference
- Spanish Speaking breakout session that is translated to English
- American sign language interpretation for hearing impaired consumers and families

### ➤ **Future Goals:**

- CFAC take on more responsibilities in the planning and implementation of the iCAN Conference
- Transition the iCAN Conference to a National platform

## Legislation

### ➤ **Accomplishments:**

- Prepared CFAC member for 2018 legislation
- “Getting back to the basics” – Fundamentals of the legislation process
  - How to use your voice effectively
  - More power in numbers!
- Held a two part legislation training at the Legislative Office Building with guest speakers and including state lawmakers

### ➤ **Future Goals:**

- Develop a solid proposal addressing the overall goal of the legislative process; and to include enacting legislation impacting consumers, families and community to move HUSKY Health/Medicaid forward
- Partner with other legislative advocacy groups and initiatives



## Health Equity/Spanish Speaking Individuals and Families

### ➤ **Accomplishments:**

- Identify and developed Spanish speaking workgroup
- Elicit information from Spanish speaking consumers and families relative to their needs for behavioral health and wellness; and where the system is lacking in the ability to provide effective treatment/outcomes
- Partner with Access Mental Health to collaborate on family outreach and development
- Incorporate the 13 CLAS standards in the work that we develop and to educate/influence the system of care in practicing these standards throughout the state of Connecticut
- Expand focus questions to all CFAC members to include other cultures

### ➤ **Future Goals:**

- Lead two (2) CFAC meetings within a rolling year; and this will involve the meeting being conducted in the Spanish language and translated into English (English speaking members to wear headsets)

## Consumer and Family Advisory Council

### ➤ CFAC/BHPOC Joint Workgroup established in 2016

- **Joint Workgroup Mission:** *To create and maintain effective and open communication between the Consumer and Family Advisory Council and the Behavioral Health Partnership Oversight Council to the benefit of Connecticut's consumers of Medicaid behavioral health services."*

### ➤ Ongoing monthly workgroup meetings to ensure flow of communication/information

#### **Goals and Accomplishments:**

- Legislation training at LOB
- Living our Joint mission as part of our values
- Synergy – Working collaboratively as partners to encourage system of care progress
- Review of subcommittees and include opportunities to bring awareness to adult focused issues





## **Consumer and Family Advisory Council**

### ➤ **CFAC/BHPOC Joint Workgroup Goals and Accomplishments Continued**

- Initiated Joint Liaison process (CFAC members participating at BHPOC and Subcommittees)
- State partners present at CFAC table
- State partners and Beacon collaboration on Transitioning Youth presentation

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## Advisory Council

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## CFAC Leadership

Brenetta Henry: **Co-Chair (Parent)**

Marshall Demorest: **Co-Chair (Youth/Young Adult)**

Kenneth Cayones: **Co-Chair (Beacon, CT)**

Yvonne Jones: **Advisor (Beacon, CT)**

## Workgroup Leads and Support

Michelle Chase: **Legislation**

Maria Feliciano: **Health Equity/Spanish Speaking**

Marshall Demorest, George McDonald: **Youth/Young Adults**

Daisy Olivo: **Recruitment and Orientation**

Brenetta Henry, Yvonne Jones: **iCAN Conference**



# Thank you!

# Questions?

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