

EASTPOINTE
Consumer and Family Advisory Committee

Bylaws

Article I
Name

The name of this committee is Eastpointe Consumer and Family Advisory Committee, hereinafter referred to as “CFAC.” The principle office of the CFAC is 100 S. James St., Goldsboro, NC.

Article II
Purpose

The purpose of the CFAC is to ensure meaningful participation by consumers and families in enhancing the development and delivery of mental health, developmental disabilities and substance abuse services in the counties of Duplin, Sampson, Lenoir and Wayne.

Article III
Guidelines

- Governance – CFAC has the right of self-governance, but does not have authority to make decisions or speak on behalf of Eastpointe.
- Accountability – CFAC is accountable to Eastpointe Board of Directors, the community and the constituency it serves.
- Advocacy – CFAC has the responsibility for representing all disability groups as well as those of different ethnic/cultural backgrounds.
- Influence – CFAC is a “constructive partner” with Eastpointe in the implementation and management of public policy as adopted by the Eastpointe Board of Directors.
- Knowledge – CFAC has an obligation to inform, educate and support its membership, and the state-level of CFAC through its advocacy efforts.

Additional guidelines include:

1. accommodate disabilities with support, which may include transportation, information, training, and mentoring as needed to serve on the committee.
2. a budget to manage support for CFAC members, which will include reimbursement to attend meetings and conferences according to the policies of Eastpointe.
3. a legal Relational Agreement describing the elements of the arrangement between CFAC and Eastpointe. The agreement shall also be on file in the office of the Section of Advocacy and Customer Services at the Division of MH/DD/SAS.

Article IV

Mission

As defined in the State Plan, members of CFAC will be involved in the following tasks, although participation is not limited to these activities:

1. ensure consumer and family involvement in the development and implementation of MH/DD/SAS services in the Eastpointe catchment area;
2. direct involvement in ways that are durable, sustainable, and meaningful to the development of a comprehensive system of services and supports;
3. ensure that the unique needs of the communities comprising the Eastpointe catchment area are represented in the development and delivery of services;
4. assure that both the individual and family voice is reflected in the development of system of care policies and procedures;
5. ensure that individuals from all disability areas are represented and listened to;
6. establish a direct link to the State to ensure a comprehensive assessment of service delivery improvement efforts in the local community.

Article V

Role and Responsibilities

The Committee shall:

1. review, comment on, and monitor the implementation of the local business plan;
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 or county program budget;
5. participate in all quality improvement measures and performance indicators;
6. submit to the State Consumer and Family Advisory Committee findings and recommendations regarding ways to improve the delivery of mental health, developmental disabilities, and substance abuse services.

Article VI Membership

Appointment

Eastpointe CFAC is responsible for recommending its members. Recommendations for membership may come from local advocacy groups, county commissioners, self-nominations, Eastpointe employees, CFAC membership, or other interested citizens. Upon review and approval by the CFAC, recommendations will be submitted to the Eastpointe Board for consideration. An Eastpointe staff person will be assigned by the Area Director to serve as liaison and support.

Eligibility

Recommendations for membership shall be submitted by a formal CFAC application. Members of the CFAC shall be an adult consumer of mental health, developmental disabilities, or substance abuse services, or a family member of consumers of mental health, developmental disabilities, and substance abuse services. Eastpointe Board members may serve ex-officio a member if he/she is a consumer or has a consumer family member. Eastpointe Board members and service providers may attend CFAC meetings, but will not have a voting right.

Restrictions on Membership

No individual employed by Eastpointe or their family member shall serve as a member of the CFAC. Any person who is a mental health, developmental disability, or substance abuse services provider, or family member, as well as an employee of a service provider, or their family member may not be a member of CFAC.

Number of Members

The committee shall be composed of no more than 12 members. Composition of membership shall reflect equitable representation from each disability across the four counties in the Eastpointe catchment area. Membership shall represent the race and ethnicity of the community when possible.

Terms of Office

The CFAC year shall correspond to the Eastpointe LME calendar year (July 1 – June 30). Terms of the membership for the initial CFAC may range from one year to three years with the potential for re-election for an additional three-year term. However, no member may serve for more than six years total. Should it become necessary for vacancies in membership to be filled, the term of service will end according to the term of the member being replaced. CFAC members may resign in writing to the CFAC Chairperson. The resignation shall be effective upon delivery.

Duties of Members

1. Attending meetings;
2. Review all materials presented within specified timeframes;
3. Provide thoughtful input;
4. Work toward fulfilling the CFAC objectives;

5. Carry out individual assignments;
6. Focus on the best interests of the CFAC rather than on personal or constituent agendas;
7. Consult with consumers, providers and DMH staff to develop a better understanding of differing viewpoints, as well as the potential impact of service proposals on the greater community;
8. Deal with one another and the greater community in ways that respect the dignity and worth of all persons;
9. Encourage communication that clarifies intent and addresses conflict in an open, positive and productive manner.

Absenteeism and Dismissal of Members

1. It shall be the responsibility of each member to notify the CFAC Chair or liaison if he/she is not able to attend a meeting.
2. If any member fails to attend three consecutive regular meetings without a satisfactory excuse, he/she may be deemed to have resigned from the CFAC.
3. Any member may be removed for conduct detrimental to the mission and purpose of the CFAC, for lack of empathy with consumers/family members, or for refusal to render reasonable assistance in carrying out the CFAC's mission and purpose.
4. If any member is removed based upon failure to attend meetings and/or detrimental conduct, he/she will be notified by certified letter of the decision to be removed by the Eastpointe Board of Directors.

Article VII Officers

1. Officers of CFAC shall include a Chair and Vice-chair. These officers will comprise the Executive Committee.
2. In the event the Chair position becomes vacant, the Vice-Chair will assume the Chair position for the remainder of the term. If the Vice-Chair is not available to accept the position of Chair, the Eastpointe liaison or the Consumer Advocacy liaison will be directed to facilitate the meetings until CFAC can elect a replacement.
3. Any officer who does not perform assigned duties may be removed from office according to the procedure in Article VI Membership: Absenteeism and Removal of Members.

Article VIII Duties of Officers

1. The Chair shall:
 - a. be the official representative of the CFAC and shall promote the intentions and mission of the CFAC;
 - b. preside at all meetings of the CFAC and the Executive Committee and shall conduct the meetings according to the latest edition of ***Robert's Rules of Order***;
 - c. be ex-officio a member of all committees;
 - d. appoint all committee chairs and members in consultation with the membership;

- e. inform the Vice-Chair of his/her scheduled absence from an upcoming meeting or an emergency absence;
 - f. be authorized to sign all documents on behalf of the CFAC after the documents have been approved by resolution of the CFAC;
 - g. provide a status report at each monthly meeting to the Eastpointe Board of Directors;
 - h. coordinate duties with the staff liaison.
2. The Vice-Chair shall:
- a. assist the Chair in his/her duties;
 - b. perform the duties of the Chair in his/her absence.

Article IX Standing and Ad Hoc Committees

1. Each committee shall report on its deliberations/recommendations/findings in writing to the Committee Chair and to the membership at a regular meeting. The report shall become a permanent part of the committee minutes.
2. All committee decisions shall be made by a simple majority vote of the members present. After being received by the Committee Chair, recommendations shall be forwarded to the committee for final disposition.
3. Committee appointments are for a one-year term.
4. An Ad Hoc Nominating Committee will present a slate of officers for the coming year at the April meeting. Members may nominate from the floor in addition to the prepared ballot. Election of officers will be conducted at the June meeting. Officers will assume their respective duties on July 1.
5. In addition to the Executive Committee, there shall be at least the following standing committees: Finance and Strategic Planning.

Article X Grievance and Dispute Resolution Process

All grievances will be addressed by the Area Director. If resolution is not reached, the grievance may be appealed to the Eastpointe Board of Directors for final dissolution.

Article XI Governance

Notice of Meetings

CFAC will meet at least once a month except for extenuating circumstances (i.e. weather related conditions, lack of a quorum, etc.) in space provided by Eastpointe. Notice of any change of regular meetings or special meetings shall be made in accordance with G.S.

143-318.12, Meetings of Public Bodies. Special meetings may be called by the Chair, by at least two of the CFAC members, or by the staff liaison with the concurrence of Chair.

Regular meeting schedule of CFAC as well as any changes made to the schedule shall be made available to the public by being filed via notice on the Eastpointe web page, posted in the Eastpointe office, and filed with local newspapers.

Public Input

NC statute requires that the CFAC hold open meetings, i.e. the public is allowed to attend and observe but not participate except during the time allotted for guest comments or when recognized by the Chair.

Voting

Each appointed CFAC member is entitled to one vote on any matter presented to the membership for decision. The Area Director and/or Eastpointe liaison will not have voting rights, but they may serve on CFAC sub-committees. Proxy voting and/or absentee ballot voting is not allowed.

Quorum

The presence of fifty percent (50%) of the current membership, plus one, shall constitute a quorum for the transaction of business. A quorum established at any time during the meeting stands for the duration of the meeting, even if other voting members have left the meeting resulting in less than a quorum. Further, every decision made by 2/3 of the members present at a duly held meeting at which a quorum is present is considered an action of all the members. All votes will be recorded as well as a minority report if appropriate.

Article XII Amendments

The CFAC shall have power to make, alter, amend, and repeal the bylaws by the affirmative vote of two-thirds (2/3) of the elected members of the committee. The action shall be proposed at a regular or special meeting of the committee at which a quorum is present and adopted at a subsequent regular meeting at which a quorum is present. Alterations, amendments, and appeals must be approved by the Eastpointe Board of Directors.

Approved by:
Eastpointe Board of Directors
August 23, 2005
October 24, 2006
September 23, 2008
September 22, 2009