

# Find out more and get involved! Let your voice be heard – apply to become a CFAC member.

## PHONE

Call Smoky's Consumer Relations Team at 1-888-757-5724  
and ask for a CFAC/Human Rights Committee Liaison

## ONLINE

[www.smokymountaincenter.com/cfacmemberapp.asp](http://www.smokymountaincenter.com/cfacmemberapp.asp)

## EMAIL

[cfac@smokymountaincenter.com](mailto:cfac@smokymountaincenter.com)

## WEBSITE

[www.smokymountaincenter.com](http://www.smokymountaincenter.com)

Click Consumers and Families, then click CFAC

For access to services, call 1-800-849-6127

TTY calls: NC Relay 711

*24 hours a day, seven days a week, 365 days a year*

## SMOKY MOUNTAIN LME/MCO HEADQUARTERS

200 Ridgefield Court, Suite 206, Asheville, NC 28806

## REGIONAL OFFICES:

44 Bonnie Lane, Sylva, NC 28779

1207 East St., Waynesville, NC 28786

825 Wilkesboro Blvd. SE, Lenoir, NC 28645

895 State Farm Road, Suite 507, Boone, NC 28607

*Additional offices located across the region served*



## Consumer and Family Advisory Committee

*"Ensuring your voice is heard"*



The Consumer and Family Advisory Committee (CFAC) represents individuals with mental health, substance use and intellectual or developmental disability challenges in the North Carolina counties of Alexander, Alleghany, Ashe, Avery, Buncombe, Caldwell, Cherokee, Clay, Graham, Haywood, Henderson, Jackson, Macon, Madison, McDowell, Mitchell, Polk, Rutherford, Swain, Transylvania, Watauga, Wilkes and Yancey.





## The CFAC: a Powerful Voice

- **CFAC: Consumer and Family Advisory Committee**
- **LME/MCO: Local Management Entity/Managed Care Organization**
- **North Carolina CFAC Law: S.L. 2006-142 Section 5, Article 4 of Chapter 122C**

The Consumer and Family Advisory Committee (CFAC) is an influential voice in the community and advocates for the best interests of individuals and families who receive services through Smoky Mountain LME/MCO's network of providers. The CFAC is a volunteer committee of people and family members of people who have real-life experience with mental health, intellectual or developmental disabilities or substance use challenges. The CFAC makes every effort to maintain equal representation from each group served and from each county where Smoky operates.

The N.C. Division of Mental Health, Developmental Disabilities and Substance Abuse Services called for the creation of CFACs in 2002 as part of mental health system reform laws. In 2006, legislators changed state law to require CFACs for all LME/MCOs.

The CFAC is a self-governed, consumer- and family-based committee that partners with Smoky. The CFAC and Smoky work together to build a healthcare system that ensures people using services related to mental health, intellectual or developmental disabilities or substance use receive high-quality care.



## What does the CFAC do?

The CFAC works as a helpful partner with Smoky's administration and board of directors. The CFAC:

- Appoints three of its members to serve as voting members of Smoky's board of directors
- Reviews, comments on and monitors progress of the local business plan
- Helps identify service gaps and underserved groups
- Makes recommendations about available services and monitors plans for additional services
- Reviews and provides feedback about the Smoky budget
- Participates in Smoky committees, cross-functional teams, quality improvement efforts and performance measures
- Reports ideas on how to improve the delivery of services related to mental health, intellectual or developmental disability and substance use to the state CFAC



## Ensuring your voice is heard ...

The CFAC also supports individuals and families by:

- Talking with people about services, needed improvements and ease of access to care. CFAC members advocate for the community by sharing that information with Smoky.
- Sharing ideas with individuals and family members in other regions, and with state officials
- Informing people of Smoky's phone numbers for access to services and for reporting complaints