

**State Consumer & Family Advisory Committee**

**AGENDA\***

**September 11, 2019 | Time: 9:00 am – 3:00 pm**

**Location: Lineberger Building**

1205 Umstead Drive  
Raleigh, NC 27603

**CALL-IN #: 1-888-273-3658**

**ACCESS CODE: 2490768#**

Please press \*6 to mute your phone while on the call.

**Kate Barrow [Contact Person] (919) 621-1116**

9:00 - 9:05 am	Welcome <i>Benita Purcell and Mark Fuhrmann</i>
9:05 - 9:10 am	<i>Consent Agenda</i> Approval of Agenda and Minutes
9:10 - 9:20 am	Public Comment
9:20 - 10:20 am	Empathy Not Sympathy: Interacting Respectfully with People with Disabilities Jonathan Ellis, <i>ADA Trainer</i> <i>Sutton Advocate Consulting Services, LLC</i>
10:20 am - 12:05 pm	Committee Work & Strategic Planning <ul style="list-style-type: none"><li>- Charter updates: Purpose, Activities, Measurable Goals, Meetings and Membership Roster</li><li>- Committee Presentations to State CFAC</li></ul>
12:05 - 12:50 pm	Lunch
12:50 - 1:50 pm	Veterans Affairs Jeff Smith, <i>Military and Veterans Program Liaison</i> <i>Div. MH/DD/SAS, DHHS</i>
1:50 - 2:00 pm	Break
2:00 - 2:30 pm	QM: LME/MCOs Quality Improvement Projects Jennifer Bowman, <i>Quality Management Team Lead</i> <i>Div. MH/DD/SAS, DHHS</i>
2:30 - 3:00 pm	Division Updates Michelle Laws, PhD, MA, <i>Interim AD of Consumer and Community Engagement</i> <i>Div. MH/DD/SAS, DHHS</i>
3:00 pm	Adjournment

*\*Agenda subject to change without notice*