**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

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| 9:00 - 9:05 am | Welcome  
*Benita Purcell and Mark Fuhrmann* |
| 9:05 - 9:10 am | Consent Agenda  
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, *ADA Trainer*  
*Sutton Advocate Consulting Services, LLC* |
| 10:20 am - 12:05 pm | Committee Work & Strategic Planning  
- Charter updates: Purpose, Activities, Measurable Goals, Meetings and Membership Roster  
- Committee Presentations to State CFAC |
| 12:05 - 12:50 pm | Lunch |
| 12:50 - 1:50 pm | Veterans Affairs  
Jeff Smith, *Military and Veterans Program Liaison*  
Div. MH/DD/SAS, DHHS |
| 1:50 - 2:00 pm | Break |
| 2:00 - 2:30 pm | QM: LME/MCOs Quality Improvement Projects  
Jennifer Bowman, *Quality Management Team Lead*  
Div. MH/DD/SAS, DHHS |
| 2:30 - 3:00 pm | Division Updates  
Michelle Laws, PhD, MA, *Interim AD of Consumer and Community Engagement*  
Div. MH/DD/SAS, DHHS |
| 3:00 pm | Adjournment |

*Agenda subject to change without notice*