

CFAC is your voice.

Let us hear from you with comments, concerns, needs or questions.

Community Offices

Central Region CFAC

(Alamance, Caswell, Orange, Person, Chatham)
Phone: 336.513.4222

Northern Region CFAC

(Franklin, Granville, Halifax, Vance, Warren)
Phone: 252.430.1330

Southern Region CFAC

(Mecklenburg, Cabarrus, Rowan, Stanly, Union)
Phone: 704.939.7590

Triad Region CFAC

(Forsyth, Davie, Stokes, Rockingham, Davidson)
Phone: 336.714.9100

24-hour, toll-free Crisis and Referral Line

1.800.939.5911

Cardinal Innovations Healthcare Member Engagement Department

704.939.7700



CFAC:
Consumer and Family
Advisory Committee

CFAC: Consumer and Family Advisory Committee

Your voice in Mental Health,
Intellectual/Developmental Disabilities
and Substance Use services

What is CFAC?

The Consumer and Family Advisory Committee (CFAC) advises Cardinal Innovation Healthcare regarding community and member needs. The state of North Carolina created CFAC to give members and their families an active voice in their care. Members are volunteers who share their unique perspectives to help inform decisions and initiatives that improve the health and wellness of our members.

CFAC Functions

- Advise and comment on MH/IDD/SUD services at the local and state levels
- Make suggestions on how to educate members so they know what services are available and how to access them
- Provide advice about developing new services
- Take part in monitoring how services are developed and delivered
- Help identify people who are not receiving services
- Take part in the quality improvement process
- Encourage member and family participation

How can I join?

We need your help.

Your experience is valuable to our CFAC. Membership requirements include:

- Be 18 years or older
- Being a member or a family member of someone receiving MH/IDD/SUD services
- An investment of time of about four hours a month. (Mileage reimbursement and a stipend is available to cover costs)
- A desire and interest in planning an improved system of behavioral health services

If you are interested in CFAC or need more information:

Contact the CFAC Liaison at your local Cardinal Innovations office.