

Affiliate President's Conference Call  
November 2, 2011 7-8 PM

On the call: Peggy Mangold, Rowan; Anthony Pugh, Randolph; Art Springer, Alamance Caswell Rockingham; Roy Moritz, Albemarle; Nancy Bryan, Durham; Mary Mandell, Moore; David Bullins, Cabarrus, Jack Glenn, Guilford; Hannah Carroll, Cumberland; David Spann, Charlotte; Bill Kinschner, Western Carolina

Staff: Deby Dihoff and guest Susan King Cope

**Minutes-** approved as distributed

**Announcements:** MIAW, conference (most sessions posted if you missed out! Check out the web)

**Membership Drive** – Susan made a presentation on membership – this is the year of getting LOTS of more members. Check powerpoint attachment for new recruitment ideas as well as retention ideas Please help! The membership drive is on right now.

Targets- create a goal for your affiliate. And try to get the updates turned in by Dec 15; you can obviously still turn them in after that but there may be a delay in their getting national's publications while the new system is down for a short period.

Common dues - stick with \$35 and \$3 Open door; bylaws change approved at conference

Looking ahead to new system in Jan/Feb- be on the lookout for info on webinars, etc. Sounds like it will be much improved, easy for affiliates to enter their own data- changing us out from being the middle man which we now are (we enter info for affiliates)

Go after non-renewed people – we lost 1800 people who didn't renew

Rule of thumb- go for a paper letter of renewal, then an email, and finally a phone call

Individually tailored benefit descriptions: National has some of these pre-made, they are very good. Jack asked if we could tailor them to local and state benefits (like Monday Messages). Susan said she had passed that along, but no answer. Deby will try to do the same.

### **Advocacy Issues**

GHEST – group home training. Advocate with your group homes and LME to receive this excellent training. Typo in agenda on Selden's phone number. Correction is:

Selden Holt [holts@med.uc.edu](mailto:holts@med.uc.edu) Call or write her with your interest- great advocacy opportunity to improve recovery orientation in our group homes across the state.

Training in Chapel Hill.

SOAR – SSI/SA Outreach Access Recovery – this is a program where people (often social workers) are trained to help people one by one complete an application for disability payments. The outcome is terrific- it moves from a 35% approval for first timers (really 15% for severe disabilities) to 80%. Phenomenal. The idea is to recruit a few family members or consumers from across the state, keep a list, get them trained, and then as helpline calls identify the need, make referrals where they will help people

complete and get their disability. Everyone was enthused. Ideas for moving this forward:

- We should advocate for training for CABHA intake people, and clubhouses, ACTT staff, LMES with Path (homeless interventions) staff. Mary Mandell said psychiatrists could use tips as well to enhance what they write – maybe an article in the Psychiatric Association newsletter
- Deby will do a targeted mailing to affiliate presidents with more details, asking their help in recruitment
- We'll post on the web, include in Monday Messages
- Goal: have 10-20 people identified, go to the training, and help with this. Presidents: think of people who might be good at pretty detailed work, and refer them, - talk to them! Recruit them.

Active committees: Dual eligibles (medicare/Medicaid) and Health Benefit Exchanges – will probably have a focused Heard in the Halls on this topic

State and Federal Medicaid Cuts – this is a big challenge right now; focus your advocacy efforts here. Our state's budget is out of alignment due to budgeted cuts not being realized, presenting another threat to our citizens.

Med Assist Point of Entry- tell your helpline people and leadership to refer people in need of help paying for their meds to these locations, that are around the state, and that are underutilized. Will post this on the web.

Allies in Recovery- powerpoint program for a family member and a consumer to present at local and state hospitals – see Gloria if interested. Should end up making relationships better

Standards of Excellence – Deby mentioned the tracking sheet emphasizing certain details like 501 c 3, bank account, officers, EIN number, PO box-please review, correct, return to Brenda. Suggestions:

1. Complete a self assessment of your affiliate by Dec 31 (using checklists)
2. Make a plan to improve 2-3 of the things identified as needing improvement, over the course of the year (say by July 1)

Topics suggested for next time: Peer Support Specialists – status, our support, etc.

Submitted by,

Deby Dihoff, MA  
Executive Director