

**Triad Region Consumer & Family Advisory Committee
Meeting Minutes
June 8, 2020 | Meeting via WebEx**

Committee Members	Voting Member Present = P Absent = A
CFAC Chair – Obie Johnson	A
Co-Chair- Sarah Potter	P
Dennis Lynch	P
Gladys Christian	P
Glenda Smith	P
Julie Whittaker	P
Kelly Owens	P
LaKessiah Henderson	P
Mary Anecelli	P
Mary Miller	P
Matt Potter	P
Michael Thompson	A
Pam Goodine	P
Ricky Graves	P
Samuel Gavurin	P
Terry Cox	P
Tim Gallagher	A

Staff	Non-Voting
Bob Scofield-Member Engagement Specialist, CFAC Liaison, Cardinal	P
Rhonda Blair-Project Support Specialist, CFAC Clerk, Cardinal	P
Reid Thornburg- Regional Director, Cardinal	P
King Jones-Director of Health and Wellness, Cardinal	P
Stacey Inman- Member Engagement Manager, Cardinal	P
Guests	Non-Voting
Stacey Harward, DHHS	P
Bob Crayton	P
Joan Lynch	P
Abbi Jackson	P

Call to Order/ Welcome/Introductions

Matthew Potter

Meeting began at 6:14pm due to technical difficulties. Matt Potter facilitated.

Agenda and Minutes Approval

CFAC Members

Agenda-Matt motioned to accept the agenda as is. The agenda was approved with no objections.

Minutes--Sarah motioned to approve the minutes as is, Julie seconded; All agreed. LaKessiah expressed concern that a summary was not added to the minutes for May. It was decided to add the summary to this month's meeting. Sarah suggested having members send in any changes or concerns regarding the minutes prior to the meeting so there isn't a lot of time spent on this topic, Julie agreed.

Public comments

Community Members

No Public comments

Old Business

Obie Johnson/Mary Miller

1) Nominating Committee

Julie Whittaker

Report submitted by Julie Whittaker on behalf of the Nominating Committee

Triad CFAC recognizes the advantages of having 3 members collaborating and allocating the varied duties and responsibilities of the leadership of the committee; especially regarding the following tasks:

- A. A primary meeting facilitator, able to direct the meeting and move through the agenda within suggested time frames.
- B. A primary author of the group's documents; letters, comment forms, info requests, reports, etc.

C. A facilitator of the group's annual task/statutory requirements/responsibilities calendar. Having received 10 votes cast in favor, and no official dissenting votes, The Nominating Committee is pleased to present the following persons for the 2020-22 Leadership Team. Congratulations and thank you for accepting the nominations for election:

Tim Gallagher-IDD-Forsyth County
Ricky Graves-SMI-Rockingham County
Matthew Potter-IDD-Forsyth County

We suggest that once the 3 officers elected have time to conference, they will determine among themselves, who will take primary responsibility for the major tasks to be managed by the team, which will use individual strengths to our best advantage. The team members can decide which will be titled Chair, or Co-Chair(s) or Vice Chair for use on any official documents. The Bylaws state terms of service for officers is 2 years. Service terms begin with the new Fiscal Year on July 1, 2020.

2) Relational Agreement

King Jones

King reported he sent an email last week addressing some of their issues. The one change specific to viewing Cardinal's budget. He acknowledged that the Statute did state CFAC was to "review and comment on the area authority or county program budget." He stated since Cardinal is an area authority, the language was modified to accurately reflect the state statute more appropriately. He mentioned it was recommended that other CFACs get the full presentation of the RA. He said Central Region CFAC did get the RA last week and approved it without any concerns. Northern will review it on June 9, 2020 and Southern will meet next week but Beverly Morrow did not have any concerns and did not feel it needed to be added to their agenda. Julie motioned to have CFAC not accept the RA as written. She stated they should suggest that it be re-worded to include the exact wording of the State statute. This way, they will be able to review the county budgets. Sarah seconded; there were no objections. Stacey Harward stated the information for the budgets is included in the Cardinal budget. Mary Miller said she feels it is important for CFAC to review the county budgets and they should have an hour presentation on Cardinal's overall budget. Stacey reiterated the county budgets are provided to Cardinal and they can still comment on that. Julie stated she attended the budget meeting call and the information for the county budget is not included. Sarah pointed out that number six on the RA states " CFAC shall review and comment on local service budgets and participate in all quality improvement activity." She stated under 2a it says " Cardinal shall distribute relevant reports and documentation." She said that is the only way they can effectively do their job. Stacey again encouraged CFAC to request the county budget from the County Commissioners and ask them to come and discuss their budget with CFAC. Matt stated they are not saying they do not want to view the budget from Cardinal but they should also be able to view the county budgets. He expressed that he does not think it should be CFAC's responsibility as volunteers to ask the commissioners for their budgets. King stated Cardinal can only share their budget but they are happy to share the MOE dollars the funds are designated for per county. Lakessiah asked what can be done or what action can be taken to try to resolve the issue and get the information that is needed. Matt reminded everyone there was a motion on the table from Julie and called a motion to accept Julie's suggestion to not accept the RA until it mirrors the Statutory Requirement. It

was properly seconded; all were in favor. Matt suggested moving this topic to next month's meeting for the sake of time.

3) Measurements of I-DD Supports and Network Adequacy

Tim Gallagher/Sarah Potter

Sarah stated there has been no movement regarding this topic.

Cardinal Innovations Report

Bob/King/Reid

1) County Budget Update

Reid Thornburg

Reid reported he sent the county budget update to CFAC Members. He stated the report included the funds for Stokes, Davidson and Davie County. He reminded them that the reports from Davie and Stokes are for MOE funding that is paid out by the County directly. He stated these funds does not pass through Cardinal for administrative pay out. Forsyth continues to reflect the 1/3 of the overall MOE budget that is sent to cardinal for administrative pay out directly to services. He stated he and Sarah made a request to Rochelle Robinson, the Assistant County Manager, for the remaining 2/3 of the budget but have not yet received the information.

2) Crisis Plan Update

King Jones

King reported, none of the 20 counties are completely done with their crisis plans. However; the five counties are the closest to being done, he is just waiting on signatures. He said he will send out a copy of the crisis plans to Triad CFAC for review. He informed them they are due on August 1, 2020. Sarah stated CFAC will follow up with King with any feedback they may have after they have read them.

3) LBP

King Jones

King reported the LBP is still on hold but CFAC will still be a part of the development. He stated once he has permission to continue, he will let them know. Sarah asked is the plan for CFAC Members that are on the LBP committee to come back to the other CFAC members and present what was discussed to give them opportunity for comment. King replied he would like for everyone to have the opportunity to comment and he believes it is reasonable for them to provide a summary, but they would prefer to give a formal presentation during the meeting... He will do his best to give a formal presentation at the meeting, at the very least he will do a communication via email.

4) Statutory Work Plan Calendar Update 2020-21

King Jones

King reported he is working on the calendar and will have it ready, hopefully by July but no later than August.

5) Corporate Budget

Reid/King

King reported they met last month, and minutes were sent out as well as a summary with the questions that were asked during the presentation. Mary stated she still

doesn't understand why people are dropping from Medicaid. Reid also mentioned, it is important to keep in mind that all individuals seeking the Medicaid benefit does not always go through DSS, some are assigned benefits through the Social Security Administration. He stated Cardinal receives a download from the state of individuals who are eligible for Medicaid within the twenty counties. They do not receive any further information beyond eligibility. He said DSS and the SSA should have a way to track why individuals no longer qualify since they are the ones who determines the eligibility based on an individual's qualifications. Ricky mentioned some people also may not transition on to Medicaid if they receive unemployment benefits. Dennis stated the shrinkage may also be due to members no longer qualifying. Mary suggested Cardinal give them a study guide with the budget. Matt asked king if that can be provided. King responded he will see if he can get someone from the Medical Economics Team to possibly do a presentation.

6) Communication process between RHC, CACs, CFAC

King Jones

King stated Tim Gallagher is on the Forsyth CAC and Julie is on Davie's. He mentioned Stacey Inman will relay communications between Triad CAC and Cardinal. Sarah asked will CFAC get copies of the minutes. King stated yes, they are public meetings. Mary Anecelli asked is Cardinal putting information regarding services on other platforms other than Facebook. King stated the community newsletter is a main avenue as well as the provider newsletter to share information with members as needed. Mary asked if Cardinal could put in the budget for some of the agencies to call members to follow up after appointments. Stacey Inman mentioned Cardinal is working on super measures to follow up with those Members who have missed appointments. Bob suggested tabling this discussion until the next meeting.

DHHS Report

Stacey Harward

Stacey reported the CE & E reports are now done in publisher and cannot be printed but they are working on an attachment so it can be printed. In the i2i report there was a discussion regarding Medicaid Transformation Necessity. She said it talked about paying for reimbursement for startup funds, they did not talk about doing an entire budget. Governor Cooper issued an executive order on June forth to address the racial disparity and the spread of COVID-19. She said the order notes, the Governor is establishing a social, economic, environmental and health equity Task force that will focus on establishing healthcare for underserved communities, enhanced patient engagement and healthcare studies. It will also focus on economic opportunities and business development as well as employment, environmental justice, inclusion and will create educational opportunities for communities of color. She said the suicide rates has been stable under the pandemic and the overdose rates were high in April, possibly due to the stay at home order. Stacey mentioned she was on a webinar from the Mental Health Association and it was an open discussion on mental health matters addressing systematic racism and trauma. She said she will email the webinar to CFAC members who would like to see it. She mentioned the Covid-19 calls will continue on Mondays for Consumers and Thursdays for Providers. She said there will be an open and safe discussion for anyone wants to discuss what is happening in our state and in our nation. DHHS will have future webinars and will send out flyers once it is finalized. She announced June 25th She and Wes will be doing a webinar on roles and

responsibilities for CFAC from 12:00 pm – 1:00 pm and again from 7:00 pm – 8:00 pm. On July 9th they will do 'Make the Connection' from 12:00 pm -1:00 pm and 7:00 pm -8:00 pm. and July 23rd will be another webinar from 12:00 pm – 1:00 pm and 7:00 pm – 8:00 pm. NC Tides is virtual, and It is only in the morning from 9:00 am until 12:00 pm or 1:00 pm. It has been extended for 4 days and Wes and Stacey will present on the 30th. Lakessiah asked can the webinar on systemic racism and trauma be emailed to all CFAC members. Stacey said she will send it to Bob for distribution. LaKessiah also asked if Stacey could tell them where to find the emails that were sent. Stacey stated she will email everything to Bob to distribute to CFAC.

Steering Committee Report, State CFAC, Regional Health Council, Corporate Board Updates, Provider Council

Tim/Pam/Ricky/Sarah/Matt/Terry/Gladys

Steering Committee- No Steering Committee report.

Bonnie Schell report submitted by Pamela Goodine

We had a discrepancy of \$1,175 between what was reported to CFAC Steering Committee and what was actually remaining in the fund. After looking back, we realized that what likely happened was that we inaccurately reported four scholarships (totaling \$1,175) that were awarded prior to July 1, 2019 to CFAC Steering Committee:

- J. Gilbert- \$275.00, Forsyth, Peer Support Specialist Training. Approved on February 4, 2019.
- R. Smith- \$275.00,Forsyth,Peer Support Specialist Training. Approved on February 11, 2019.
- C. Gaines- \$350.00,Union, Empowered Life: Recovery Support Peer Training Approved on February 12, 2019.
- L. Blackstock- \$275.00,Forsyth,Peer Support Specialist training Approved on June 10, 2019.

The good news is that we have more funds available for the remainder of this fiscal year than originally thought and we now have clearer accounting. The status of the Bonnie Schell Scholarship is \$2,700 through June 30, 2020. LaRhonda Watkins will not be attending NCTIDE due to its transformation to a virtual platform. We will restart with a new budget on July 1, 2020 with a \$5,000 budget unless we hear differently from King. Sarah asked King if the money from the previous fiscal year can be rolled over to the next. He said he sent that question in to Mary Hamilton, he is waiting for a response. Sarah informed Members that Bonnie Schell is very ill. She suggested sending a thank you letter to her to let her know how much her scholarship funds have meant to CFAC. She said if anyone has anything to add to email her. Sarah called a motion to write Bonnie Schell to let her know how much her funds has meant to CFAC, Mary Anneckelli seconded; all were in favor.

State CFAC-Report submitted by Sarah Potter

Looking for new SCFAC members. Need more self-advocates.
Have new slate of officers and will vote in June at next meeting.
Legislature listening to DSP shortage. Currently bill by Dobson and Lambeth (HB488) to increase salary for workers at ICFs to \$15/hr and to form a task force to study shortage and need for salary increase.

Also bill that doesn't use the words Medicaid Expansion but raises income level and adds work requirements.

Telehealth working well for some so many would like to see it continue after the COVID threat.

Michael Schwartz with DHHS did presentation on Prevalence and Penetration which is the % of population that has received service for a covered condition in a given time period. They use it to monitor access to care and to identify gaps and needs. They use Medicaid claims data. For uninsured, use info from the NC OMB.

- *State to Local CFAC call - 5-20-20*

Discussed Legislative Day. Continue to contact legislative members and follow up with talking points. Most people who called got voicemail, but Benita heard back from Lambeth in 10 minutes! Alliance did buddy checks on their CFAC members to make sure everyone was ok. Most of discussion was about DSP shortage crisis, particularly bad in rural areas. Letter went to GA. Need pay increase, career path, create curriculum with professional recognition. Back up staff a huge problem. Statewide issue so MCOs should work together in a unified effort to address. Statewide workgroup suggested.

SCFAC Report submitted by Ricky Graves

Listened in on the SCFAC conference call meeting.

They are requesting for more professional support - the curriculum was discussed for staff. Where to locate best support for them was discussed. There was a town hall in which data was collected and Kate will contact that team regarding the data. Sarah noted UVA had been contacted by a provider for their services on the curriculum. However, there are two colleges in NC that could possibly do it cheaper.

Next call is June 17th

Regional Health Council-Report submitted by Ricky Graves

RHC Met via Cisco Webex. Reid Thornburg, CIH oversaw the meeting.

Stokes County Commissioner, Rick Morris will be joining the T-RHC pending approval for the CIBOD. Reid reported Covid-19 is having an impact on providers and service as well as others who noted other feedback regarding providers. King Jones noted TRHC is to work on Regional Health Improvement Plans. He'll provide the team with three examples as a template to work from. Reid discussed offer positions. The following Officers were selected:

- Ricky Graves is chair
- Susan Stevens (was absent but was nominated, accepted and then approved) for Vice Chair
- Cynthia Rhodes, CHI Project Support Specialist as Secretary.

Next meeting planned for Aug 26 at Highland Ave.

CHI Budget Review Met via Cisco Webex. CIH Staff, Karen Bentley, VP Community Outreach and Engagement, reviewed the summarized budget. There were representatives from all CFAC regions. Southern had the most on the call followed by T-CFAC. After the budget review, there was a Q&A session. Three of us from T-CFAC asked questions. Any questions afterwards could be emailed for responses.

Corporate Board- No Update

Provider Council- Report submitted by Gladys Christian

Marianne- doing everything the same as now because Phase 1 doesn't seem to change how things are operating; same for DayMark; & Alberta Professionals; ARC Davidson- can now travel to a park for exercise- cannot congregate with other individuals- starting the 18th will roll out one-on-one services.

Matt- Question about staff working at multiple agencies; Jenny Gadd- no one gave any push back at her agency. Jenny stopped cross training between facilities. Jenny struggling to individualize safety precautions for consumer, and revising the goals to match the context.

Dana- using face masks and some learners are struggling to work with staff who have their faces covered, so they have ordered clear masks to reduce challenges for treatment. Regularly asking staff and families being served if they desire telehealth, dedicated staffing, or a staff who is serving multiple homes. Same questions for other staff. Implemented safety standards for families and staff to follow. Implementation is a bit of faith... Doing the best to ensure that standards are being met. The center was closed in March, but plan to reopen during Phase 2.

Eva- in residential Level III; the staff feel more comfortable with reducing visitors; hard to reduce boredom and keep the clients engaged. Some are struggling with not being able to go out. Eva is happy to hear that park access is available. Struggling with PPE supplies- masks & cleaning supplies. Eva will require that they wear a mask when going out to community settings.

Jenny- local health department has provided PPE if requested. Tell them they are a congregate care setting.

Ashley Gold- HD supply solutions.com can provide PPE and they are on-time.

Teresa received a donation of 2,500 cloth masks and will be useful to share with families and staff when not working with staff. Project-Mask Winston Salem- Love Out Loud; Dana also placed an order with them and days later it was done.

Dana is looking for hand sanitizer; reach out to Matt and will add to the google doc.

Jenny- DHHS got the message; the topic on the last couple of calls; the way the money flows and the flexibilities given to MCO's make the system work and then requiring uniformity can disrupt the system. Jenny felt that by the time retainer payments were being made that there was coordination among MCO partners; the retainer payment process is a bit burdensome- almost the whole day has been spent listening to each MCO's call and capturing the difference and similarities in supports made available.

Lynn- all the MCOs are on the same call with DHHS; each MCO may have different interpretations and processes that impact the role out. Outcry for standardization from the provider world is a historic trend. DHHS did mobilize and take the lead during this pandemic, as they are the responsibility for the disaster planning.

Dawn- Too much infrastructure to develop telehealth for it not to continue- may be some issues; good in some cases but need to monitor for fraud. Dawn is seeing more engagement with some clients than before. Not in the enhanced services so much going forward.

Dana feels that the telehealth will fill many of the gaps for service delivery (i.e., rural families outside of reach of most providers). Some tremendous benefits to maintain long-term. DHHS and Cardinal information has been clear and allowed us to connect with leadership to get answers. Provider huddles may have ended.- Lynn not seeing any listed for next week. Open to starting them back up but not getting too many additional new questions. InfoSource has worked well to send out information across the board and reach out to Lynn or network specialist for specific questions.

Ashley Conrad- would be helpful to bring the Huddles back when the rules begin changing again. Cardinal has Emergency Preparedness documents on file, but they are not for the council. They are reported to DHHS. The requirements are around business continuity of environmental disaster plan. DHHS is responsible for a state-wide plan and Cardinal responsible for enforcing it. Will take it back to see if those documents can be shared. (Lynn)

Gladys- does the recipient pay the same co-pay for telehealth as face to face? Right now co-pays are waived.

Following CDC guidelines, DHHS, and Local Health department- as far as emergency planning. What to post and share to remain in compliance? Following those guidance's.

Today's Info Source is full of useful information; DHHS Bulletins; access of PPE; FAQ from provider huddles; will continue to post Bulletins; request for disaster plan and forwarded new request; request for James Apler to attend our council to discuss Value-based contracting (will speak at the Regional and then dispersed to local by council leadership); special call for Providers Partners Council for 5-13 for Christine Beck to go over again the new system of guiding care.

Google docs cannot be accessed by Cardinal or DayMark. Eva can add the word document to the share file. Stored in both locations.

Jill- reiterate that provider monitoring is on hold; still following up on member health and safety concerns. After May or toward the end of May should phase back into monitoring. Any reviews that are due are being pushed back. Will need to reschedule the monitoring reviews. Tracking Appendix K waivers; some MCOs are waiting for it to go in writing and other MCOs are going off the verbal report. Dana waiting to hear about telehealth for Innovations waiver recipients; Special Bulletin 75 & 76 (innovations & B-3).

Teresa can appreciate the information overload; as a provider ready for the monitoring in April- ARC of Davidson was grateful that their review was rescheduled to focus on the members being supported. Same for Jenny Gadd.

Agreement to assign a lead person at some point. Might not be the ideal time. Will post-pone until after the Covid-19 pandemic has stabilized.

Gladys asked CFAC members how does other regions receive information regarding face mask and hand sanitizer giveaways, etc. Ricky stated the county gives a report regarding how many people have the virus. He said Eden Drug and Cone Health are testing sites in Rockingham. He also mentioned Cone Health provides a lot of the PPE. Julie stated Davie is experiencing a steady increase, they have reached 120 cases as of 5:00 pm June 7, 2020. She said they have some churches who distributes masks, but most people are informed via Facebook. She stated Baptist Urgent Care is designated as a test site.

Reports from SUD, MH, I-DD Advisories/ Registry Project Dennis/Mary/ Pam/ Potters

MH/SUD-Report submitted by Pamela Goodine

An email has been sent out to everyone that has attended the MHSUD advisory. We ask that you confirm if you want to be a member or not and if you would you like to continue to be on the email list.

I/DD-Report submitted by Sarah Potter

We gave 3 grants:

- 1) Horizons - for PPE and other COVID expenses because over budget
- 2) Mojo and More Coffee - for "touchless" bathroom fixtures, hope to do the work themselves
- 3) NC Waiver Action Team - put money in our Horizons account for working with Forsyth County Schools PTA about waiver, plan reception/rally in Greensboro/HP and Raleigh/Durham when possible for larger public gatherings

- Cleared out our budget for this fiscal year
- Enrichment Center and Moji are opening again but slowly and with new safe procedures. Will have plenty of PPE and training for new safety measures.
- Report by Family Support Network/Center for Exceptional Children. Help Latino families: EVT cards for food, help pay bills, new virtual groups (family gatherings, support group for Families of Medically Complex Children)
- Horizons wants to have bookclub for residents who use aug/com devices. Would be run by Jayne Koeslin from Genesis Kardia. Deb Woolard from Next Chapter Book Club is helping to try to set one up.

Registry Project-We still need families to do short video on their phones about life with and without a waiver slot. Cardinal has offered to help us edit. We would like to have personal stories on our FB page and website.

Families would like to know where their child is on the Registry of Unmet Needs, how many slots are available each year, how many slots were assigned per year - should be public information but extremely difficult to get any information.

New Business & Action Steps

1) Ad Hoc Committee Excel Work Spreadsheet

Obie Johnson

Lakessiah mentioned Julie emailed a spreadsheet that CFAC was supposed to review to see if they wanted to use the format she set up. Julie stated it was only sent as an example for consideration.

2) Annual Report

Sarah/Mary

Sarah

reported she asked the head of the steering committee if there will be a template for the annual report and they said it will be. She said while the steering committee is working on the template CFAC should be thinking about things they have accomplished this is year to report to the Corporate Board. She said she has been on a lot of calls where they said there will be no new budgets, there will be less money and more people who will need services. Feels it is important to have a more open and transparent conversation with Cardinal about the problems and shortages in the budgets they are going to experience so CFAC can help advocate to Legislature. She feels CFAC needs to be a more active partner and included in the discussions regarding the funds.

Advisory to Cardinal Innovations Board

Sarah Potter

None

Statutes Addressed

CFAC Members

Gaps in Services

Statutory Recommendations to the Board

CFAC Members

none

Community Involvement Updates-Trainings/Conferences/Events

CFAC Members

Community Involvement Updates

Trainings/Conferences-None

Events-None

Comments & Adjournment

Matthew Potter

Matt motioned to adjourn at 8:45 pm. It was moved and properly seconded; all were in favor.

Action Summary

- Add an action summary at the end of the minutes each month to reflect items that need to be addressed. (completed)
- Revisit RA discussion next month
- Revisit discussion regarding MH Members who are repeatedly returning to the ED.
- CFAC to follow up with Reid after they have read the Crisis Plan
- Follow up regarding excel spreadsheet to track action items

Next Meeting- July 13, 2020

WebEx until further notice

Submitted by:

Thonda M Blain | *Project Support Professional* 6/15/20

Name, Title, Date