

Triad Region Consumer & Family Advisory Committee
Meeting Minutes
July 13, 2020

Meeting Highlights:

- Triad CFAC added a new member from Davidson County; welcome Abbi Jackson!!!!
- Great attendance and robust discussions – the various updates spoke to the work that goes on during the month and informed everyone about the impacts we are making across the Triad region, among Cardinal’s 20 county service area, and in the larger efforts underway at the state
- Launched meetings on the Zoom platform with little if any technology issues; some people had a bit of a problem coming off being muted but everyone seemed generally able to see and hear the discussions better which is a big success over recent meetings with technology limitations

	Committee Members	Voting Member Present = P Absent = A
1	Matt Potter, Co-Chair – Meetings Lead	P
2	Ricky Graves, Co-Chair – Policies & Procedures Lead	P
3	Tim Gallagher, Co-Chair – Advocacy Lead	P
4	Sarah Potter	P
5	Julie Whittaker	P
6	Dennis Lynch	P
7	Pam Goodine	P
8	Abbi Jackson	P
9	Terry Cox	P
10	Glenda Smith	P
11	Kelly Owens	P
12	Lakisha Henderson	P
13	Mary Miller	P
14	Mary Anneckelli	P
15	Gladys Christian	P
16	Sam Gavaine	A
	Staff - Cardinal Innovations Healthcare	Non- Voting
A	King Jones, Director of Community Health and Wellness	
B	Reid Thornburg, Senior Community Executive - Triad	
C	Bob Scofield, Member Engagement Specialist	
D	Stacey Inman, Member Engagement Regional Manager	
	Guests	Non-Voting
i.	Stacey Harward, Community Engagement Specialist; Community Engagement & Empowerment Team at the Division of Mental Health, Developmental Disabilities, and Substance Abuse Services; NCDHHS	

ii.	Matthew James, Provider Council & Director of Clinical Operations at Horizons Residential Care Center	
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Triad CFAC – Minutes following Agenda Items

i.	Call to Order Moment of Silence	Matt	Centering
ii.	Housekeeping Issues: Use of the Zoom Platform and features available such as Chat, Raise Your Hand, and Documenting Your Attendance via recording	Tim	Informational
1	Public Comments Question was asked about adding Abbi as a Davidson County rep Concerns and questions were raised about ‘being able to reach Cardinal’ by telephone and/or email	Matt Mary M. Kelly	Requested On agenda King responded
2	Consent agenda and approval of previous minutes New Business <ul style="list-style-type: none"> - Membership / Quorum: Abbi Jackson was unanimously added as a member; Mary M. (1st) and Sarah (2nd); no abstentions noted; quorum noted. - Steering Committee: Relational Agreement: an update from the Steering Committee was provided; Triad is the only region who has yet to sign due to a known issue around having the chance to review local budgets <p>Previous context was provided about why this issue is seen as important; discussion ensued; the other regions also favored the ability to review local budgets; Cardinal voiced their willingness to ‘make a good faith effort’ and shared the dilemma that county managers/county reporting is voluntary to them as well. There is no language that reflects this in the Relational agreement. Triad CFAC does not see itself making timely requests of county budget officers each year.</p> <p>Consent to move on; some <i>A subcommittee was formed to create a document explaining Triad CFAC’s reasoning and proposal to amend the section of the RA including the statutory responsibilities to reflect the wording of the</i></p>	Matt Matt Ricky, Pam & Tim Mary Miller Cardinal staff CFAC members Ricky Guest: Matthew James	Matt Vote Update Update Discussion Offline efforts required Presentation

	<p><i>statute. Volunteers: Mary Miller, Sarah Potter and Julie Whittaker; issue remains unresolved.</i></p> <ul style="list-style-type: none"> - GUEST PRESENTER: Matthew James of the Provider Council <ol style="list-style-type: none"> (1) Developing the provider council; where it is vs. where it is going (2) Hiccups resulting COVID are being experienced but they're working through them (3) DSP Crisis was acknowledged; he and Matt are both working on a grant through the WS Foundation to build training programs at community colleges the goal of which is to speed the recruitment process for agencies looking to place qualified staff as they will avoid spending time and resources on training a pool of qualified candidates; internships are being discussed as a requirement for DSP certification(s) in the future; Mount Eagle College & University is helping build the content; PTRC Workforce programs are lining up the sustainability elements; first class is planned for January although that is considered slightly ambitious (4) Technical Assistance training for NCCARE360 is planned for September (5) Value Based Purchasing seems 'sidelined' for now <ol style="list-style-type: none"> (a) Quality of Life measures are still at the forefront (b) Personal Outcome scales are also valued - Bonnie Schell: new committee appointments sought; Abbi Jackson stepped forward to volunteer (yay!); her service on the BS Committee was formally accepted [Pam (1st) and Ricky (2nd)] and some discussion followed about Sam G. potentially serving as well. He'll be asked at the next meeting. Until October when the new committee is constituted, King suggested that the various CFAC chairs will continue to review the applications in order to ensure there are not delays. Tim offered to serve as Triad CFAC's point person for application review. A "shout out" and huge wave of gratitude was given to Pam for all of her prior efforts on this committee. Pam's energy in this area is unmatched and Triad CFAC is proud to have her as a member. 	<p>Matt Potter is also working on the grant</p> <p>Matt & Pam</p> <p>Tim & Ricky</p> <p>King</p> <p>All</p> <p>Matt</p> <p>Matt</p>	<p>Update</p> <p>Vote</p> <p>Recognition</p> <p>Update</p> <p>Discussion</p> <p>Update</p>
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	<ul style="list-style-type: none"> - CFAC Annual Report: the due date details and format discussion from the Steering Committee was provided; Ricky shared how the template came into effect last year – it was a summary more than anything; King committed to getting us a copy of the report that was given last year and searching for info about the suggested template; a request was made to see all of the other CFAC reports in the native format and discussion went back to the Cardinal CFAC meeting that was never held in November 2019 where the different CFACs would be given a chance to present their reports to one another; a goal of presenting our reports in person to the board was discussed and agreed upon by members - SWOT Analysis: the scores determined in 6 specific areas during the last Steering Committee were reviewed with Triad CFAC for consensus <p>A re-occurring question was raised as to whether or not a CFAC member can serve on the Quality Improvement Committee. This would allow for some natural integration between CFAC and QI efforts. Triad CFAC is tremendously interested in QI and already asks for presentations routinely. <u>Question:</u> is it a statutory requirement to have a consumer or family member on the QI Committee and can they also serve on CFAC?</p>	Stacey H. investigating	Inquiry
3	<p>Gaps in Service</p> <ul style="list-style-type: none"> - Cardinal provides 82% of authorized hours per Mary Hamilton’s recent finance presentation; Triad CFAC respectfully <u>requests</u> how this number compares to the other LME/MCOs around the state - How does QI report on the 82%? Triad CFAC respectfully requests an update on provider maturity model and some context from QI on how their metrics ladder up to the finance metric. A table was designed quickly and shared with King illustrating the specific details that are being requested. Improved consumer choice being the goal. 	Tim Tim	Update & Request Request
4	Old Business / Other Reports		

	<ul style="list-style-type: none"> - State CFAC: an overview of what was heard on the last state to local CFAC call was provided - Medicaid Transformation (SB808 signed 7/2/2020) indicates that the PHP enrollment engine will be brought online again. Standard Plans are expected to enroll 7/1/2021; Tailored Plans are expected to enroll 7/1/2022 	Sarah Sarah & Tim	Update Update
5	Open Discussion of Members	All	Informative
6	Adjourn	Matt	Excused

Table of Outstanding Items to Carry Over from Meeting to Meeting

#	Item	Responsible Party	Due Date
1	Steering Committee – suggested path forward	Ricky Graves	Next Steering Committee meeting (October 2020)
2	Annual Report: template, other reports, and Board presentation	King Jones	Provide updates as available
3	Request for other LME/MCOs % of authorized services	King Jones and/or SCFAC	Pathway yet unclear
4	Request for QI presentation in format of table provided	King Jones	Q3 2020
5	Clarification requested regarding CFAC member serving on QIC for Cardinal	Stacey Harward	Next meeting (8/20)

Submitted by Tim Gallagher