

**Triad Region Consumer & Family Advisory Committee  
Meeting Minutes | March 8, 2021 | Via Zoom**

	<b>Committee Members</b>	<b>Additional Context</b>	<b>Voting Member Present = P Absent = A</b>
	Tim Gallagher (Forsyth; IDD)	Chair Advocacy; Steering Committee Member, Forsyth CAC, local IDD Day Program Finance Committee; attends the all CFAC calls, State CFAC	P
	Matt Potter (Forsyth; IDD & MH)	Co-Chair Recipient of IDD/MH services independently	P
	Ricky Graves (Rockingham; MH)	Co-Chair Steering Committee Vice-Chair, Policies & Procedures Lead; RHC Chair	P
	Abbi Jackson (Davidson; MH/SU)		P
	Dennis Lynch (Forsyth; MH/SU)	Triad Advisory Committee MH/SUD Chair and IDD Member, Greentree Board	P
	Gladys Christian (Forsyth; MH)	Director of Horases Residential Care, Advisory Disability Rights of NC Member, Peer support.	P
	Glenda Smith (Davie; MH)	NAMI NW Piedmont, retired educator; Triad MH/SUD Advisory Member	P
	Jon Carroll (Forsyth; MH/SU/IDD)	Peer Support Councilor and ECPR as well as Greentree	A
	Julie Whittaker (Davie; MH/SU/IDD)	NAMI member, Davie CAC member, Advocacy	P
	Kelly Owens (Forsyth; MH/SU)	Advocacy	P
	LaKeesiah Henderson (Forsyth; MH/SU)	Advocacy	P
	Mary Miller (Forsyth; MH)	Advocacy	P
	Mary Anecelli (Forsyth; MH)	Triad MH/SUD Advisory Member	P
	Michael Thompson		A
	Obi Johnson (Forsyth; SU)	Immediate Past Chair, Triad Advisory Member MH/SUD	A
	Pam Goodine (Forsyth; SU/MH)	Peer Support Specialist & ECPR Educator, Triad Advisory MH/SUD Member, Greentree. Steering Committee Member	A
	Sam Gavurin (Forsyth; MH)		A
	Sarah Potter (Forsyth; IDD/MH)	Advocacy; IDD Triad Advisory Member	P

	Terry Cox (Forsyth; MH/SU)	Cardinal Board Member, Peer Support Specialist, Triad MH/SUD Advisory Member, Greentree Peer Center	P
<b>Staff:</b> Cardinal Innovations Healthcare			<b>Non- Voting</b>
	Trey Sutton	CEO	P
	Amy Kazmierczak	Chief of People	P
	King Jones	Director of Member Engagement	P
	Michael Norton	QM Manager	P
	Deborah Hendren	Member Engagement Regional Manager	P
	Karen Bentley	VP Community Outreach and Engagement	P
	Bob Scofield	Member Engagement Specialist	P
	Laura Wilkicki	Business Administrator, Note taker	P
<b>Guests</b>			<b>Non-Voting</b>
	Stacey Harward	Community Engagement Specialist; Community Engagement & Empowerment Team at the Division of Mental Health, Developmental Disabilities, and Substance Abuse Services; NCDHHS <i>Lived Experience with TBI &amp; Depression</i>	P
	Janet Sowers		P
	Guynette Hartman	Advocacy	P

**I. Call to Order/Introduction**

Matt Potter called the meeting to order at 5:50 p.m.

**a. Moment of Silence/housekeeping**

**b. Opening remarks**

There is no formal agenda distributed for this meeting. Members were concerned they hadn't heard from Obi, even after some attempts to reach him.

**II. Public Comments**

There are no public comments at this time.

**III. Trey Suttin**

Trey Suttin joined the meeting to be available to members to address the Forsyth disengagement activities for possible discussion and answer questions. Members shared their thoughts and views in discussion. This is a setback for us, but we are committed and will continue with our efforts for improvements.

- Cardinal appreciates the members' voices at the commissioners meeting and stressed that everyone's voice is important.
- The services members received were unsatisfactory, and it was difficult to find someone to share that. Their concern was they didn't know who in Cardinal to go to for matters of concern.
- There was a suggestion that we reach out to the providers for their voices; some were upset, and we'd like to hear about the good experiences. Everyone needs to give input now.
- Trey Suttan and George Ingram were at the providers meeting. Trey took notes and George said he would write down everyone's concern and work on it. This was impressive.
- What are the county objective measures on how the disengagement activities will continue or derail. Trey was uncertain about any county efforts, but did mention a couple of steps Cardinal is doing and what else to improve.
- When CenterPoint was signed with Cardinal, it was perceived that things at CenterPoint was and to date is better than what is at Cardinal. It is believed that a lot of the problem at Cardinal is the system is getting too large, but more importantly the real point of issue is a lot of the flows in the system that you see originates at the state and federal legislatures and not that Cardinal is not perfect. Cardinal has a lot to work on, but there isn't any MCO that does anything that they do perfectly either. So is the blame being put righteously, or is disengagement from one to another MCO really going to solve the problem.
- For the next 60 days the county is going to accept public comments; are those comments public? Can those comments come from any county? Trey said he believes they are reviewed first. Does this give the commissioners the opportunity to say that they have reevaluated their decision and rethink the disengagement, or will they forward it to Secretary Cohen for a final decision. Trey said of course they could stop the process any time, but the public comments could be influential, and those comments can come from any county.
- All but three CFAC members are Forsyth County and is the core of our meeting initiatives.
- Your voices need to be heard not just to the county commissioners, we should write Secretary Cohen as well.
- With all the recent changes and COVID, is the state secretary's office sensitive to all this and how do they view things in our communications with them? Trey said Cardinal does think these factors play into the timing of the decision, if not the finality of the decision. Perhaps it can cause a delay in the decision of disengagement.

- It was said that foster care is a state-wide issue, all MCO's will have the same challenge.
- Foster care and transformation activities will present the county's option to eliminate MCO's if not wanted.
- There was a question about what Cardinal is doing about ED re-admissions, and why is Cardinal not monitoring providers. What has changed for the better since November for Forsyth county? Trey will come back with a full presentation about this and offered some comments. The department is no longer collecting this information on the website because the reports were inconsistent. For anything related to health and quality, we continue to do that. Around fulfillment rates and increasing the amount of monitoring or accountability and looking at units delivered. We haven't had the impact we wanted but looking for ways to do this and will share this information with his report. In the last quarters, we paid over \$12M in incentives to providers for better care and redoing some of the contracts. Trey will work with King on getting this promised information out before the next meeting.
- The problem isn't just foster care, it's also emergency room admissions. The Highland Wellness Center was supposed to help alleviate the ER problems. But that building was not being used for what it was intended. Trey commented that our Highland Forsyth Wellness Center is all care now and have no offices there. We are also working on eliminating our Nascar location in Charlotte. Real estate is not congruent with the nature of our work. Things changed since COVID and we're trying to use this to the advantage of changing our culture. We have a lot of work to do, and Trey promised it would be done.
- It was stated that the change to another LME/MCO is a change that they don't want to go through as new members to another LME/MCO, and how does our voices get heard about this.
- Guynette Hartman moved here recently and thought her daughter's Medicaid services would transfer smoothly and isn't getting comparable services. She can't find quality or a staff of providers in this area. She also has two other children who could benefit from services and are on the waitlist, but are not receiving anything. They do not have Medicaid and more children would be served if B3 were a waiver. Amanda Smith has been working with her who has been very helpful. **Trey said he would follow up with Amanda Smith to get more information.**
- There was a story about a homeless person that was helped, naming some Cardinal staff, and others came together and connected to help to put him in a better place. That's when the system works. But there are times that it doesn't work, and it was suggested that when Cardinal is not able to deliver something needed by a member or is delayed, please explain to the people in detail what the problem is. This isn't done so well now.

- Bob Scofield has the link to the public opinion site for the Forsyth disengagement and will send it out to the members.
- We are happy to have Trey joining some of our future meetings.

Comments in the chat:

- There have also been issues with MH and SU too. And I hate to disagree, but contacting Secretary Cohen does make a difference. They need to be aware of your experiences and opinion. Some of the GA members have never wanted a dual private/public system and have never stopped pushing for a totally private system. It is a real and present threat.
- I recognize the issues with mental health, ER and SUD services, even all the issues with IDD services/supports; but were these issues examples given by the FDHHS to the commissioners for consideration? I know they have been expressed by CFAC, the Forsyth Community Collaborative and the Advisories. But none of the groups have had the influence that the county commissioners have with the ability to initiate disengagement.

#### **IV. Approval of February 8, 2021 Minutes**

Because the minutes were sent out during the meeting, Matt Potter moved the approval to next month's meeting to give the members time to read through and comment. There were no objections to this action by the members.

#### **V. Michael Norton, QM Report**

Michael Norton shared on the screen the Quality Management Dashboard for the Triad Community Office, July through December 2020, which displayed counts of grievances by difference groups, types of Grievances, top services with Grievances, and provider monitoring reviews, scores, and outcomes.

Tim Gallagher commented there is a discrepancy of the data for the grievance issues. His family's grievances reported exceed what's on the QM report. Michael is to investigate and report back to the committee.

#### **VI. Closing Comments**

1. Guynette Hartman has attended three meetings officially and would like to make her an official member next meeting. She needs an application and asked if Cardinal could send her one.
2. King Jones said everyone should have received the Community Needs Assessment link, please fill it out by the end of this month.

#### **VII. Adjournment**

Matt Potter requested a motion to adjourn the meeting.

Meeting adjourned 8:05 p.m.

Submitted by:

***Laura A. Wilkicki, Community Operations Business Administrator***