

Southern Region Consumer & Family Advisory Committee Meeting Minutes January 19, 2021

Committee Members	Voting Member Present = P Absent = A
Beverly M. Morrow, Chair	P
Terri Clark, Vice-Chair	P
Jean Andersen	P
Crista Aldridge	P
Michelle Joshua	P
Toni Partlow	P
Hezekiah Anderson	P
Mary Sechler	A
LaRhonda Watkins	P
Jeff Phillips	P
Jessica Aguilar	P
Maria Shannon	P
Marilyn Sierra	P
Dr. Iris Sanders	P
Staff	Non- Voting
King Jones, Director, Community Health & Wellness	P
LaKeisha McCormick, Community Operations Manager- Southern Region	P
Laura Wilkicki, Community Operations Business Administrator, notetaker	P
Rose Le, Director of Learning and Development	P
Karen Bentley, VP Community Outreach and Engagement	P
Guests	Non-Voting
Stacey Harward-DHHS, DHHS	P

1. Call to Order/Welcome/Introductions

Beverly Morrow called the meeting to order at 6:02 p.m.

2. Public Comment

No public comments at this time.

3. Approval of Minutes for December 15, 2020 Meeting

A) Suggested changes to the December 15, 2020 meeting minutes:

1. Under New Business, Latino Sub-committee report: where it says “not just our Latino members” should say “not just our Latino subcommittee members”.

2. Under New Business, Southern CFAC Conference: “Wellness Together” is the conference, and add that it is “to inform and educate the Southern Region on MH/IDD/SU/TBI”

Beverly Morrow requested a motion to approve the December 15, 2020 meeting minutes with suggested changes.

Terri Clark motioned to approve the December 15, 2020 meeting minutes with edits. Hezekiah Anderson seconded the motion. A roll call vote is taken. All in favor. Motion carried.

- B) Beverly Morrow requested a motion to approve agenda (comment from King Jones that vote is not required).

LaRhonda Watkins motioned to approve the agenda. Michelle Joshua seconded the motion. All in favor. Motion carried.

4. Old Business

- Relational Agreement changes in verbiage. King Jones gave a recap of what the change was being around the budget review. We need an approval for the change from the southern region; all other regions have approved.

King Jones requested a motion to vote to either approve the Triad proposed changes of Relational Agreement - OR - leave it as is because it will need to be changed when the 122c is changed.

LaRhonda Watkins motioned the vote. Jeff Philips seconded the motion.

A roll call vote is taken. Majority in favor to not make the suggested changes. Motion is carried to not make the suggested changes and leave as is.

- B3 Services Member findings from calling providers: Some of the providers don't have the B3 services listed on their website; members questioned why Cardinal lists them as such. In last month's meeting, King Jones had promised a filtered provider list by Cardinal's network department on Cardinal's B3 providers and this could be used to start the initiative with. We would need the five counties listed for southern; Jeff said he would put the data together. King will ask network to cross check the list on who was billed and who is actually contracted to provide B3 services, and King will have the list to the members by February 1, 2021. Terri Clark and Dr. Sanders said they would make calls to random providers ask if they provide B3 services. We want to know what providers are listing B3 services according to Cardinal's website but are not actually providing those services. Terri and Dr. Sanders will present their information at next meeting.

- Solicitation of Mecklenburg and Rowan CFAC member: Toni is the only Mecklenburg representative and Mary Sechler is the only representative for Rowan County. King Jones and/or LaKeisha McCormick will research if we can post our search for a Mecklenburg Member at Daymark, and report how we can address our needs for Mecklenburg County.
- Toni says with COVID, it's difficult to take clients to places. Suggestions were made to take them to a park where they can practice social distancing.
- Update – 4th Cardinal Board Member Seat: All groups agreed on the general process, and next step will require a revision of the By-laws in which a subcommittee will do and then to be approved by all-CFAC meeting. So we can take this off the agenda.
- Statutory obligations: we start all over again, July 2020 through June 2021. We already started with the gaps in services by the Secret Santa calls; we have only met five of the six. King listed them all as:
 - (1) Review, comment on, and monitor the implementation of the local business plan.
 - (2) Identify service gaps and underserved populations.
 - (3) Make recommendations regarding the service array and monitor the development of additional services.
 - (4) Review and comment on the area authority or county program budget. (MAY)
 - (5) Participate in all quality improvement measures and performance indicators. (QM WILL COME IN MARCH)
 - (6) Submit to the State Consumer and Family Advisory Committee findings and recommendations regarding ways to improve the delivery of mental health, developmental disabilities, and substance abuse services.

5. New Business

- Gaps in services: already talked about Secret Santa initiative. Peer support has a limited time frame. There are not enough providers. 704-273-6275 is the number to contact. We will put this on next month's meeting agenda, and we need some input from the members if we should make this an initiative and then how to approach it.
- CFAC Facebook page update: Hezekiah Anderson gave an update. We have had this topic on the agenda with little progression since late last year. He called the Cardinal Director of Communications around December and is waiting to touch base on our next steps.
- Latino Sub-committee report: There is a request from the Latino subcommittee that the southern CFAC have their own email address (also needed for our FB page). Maria said we would love to have the FB in Spanish, or maybe include the Spanish information on Cardinal's webpage. King said in the there's a link at the top right corner of Cardinal's website if you wish to translate information to Spanish. The email address and FB would help us communicate announcements

and to provide information between all the CFAC members. King Jones reminded the members that there is a liability issue with the FB page, as we discussed in prior meetings.

- GCQI Committee Report. They meet every other month. There is a January 29th meeting, and will have an update at our next southern CFAC meeting.
 - Cultural Competence Committee report. January 26 is the next meeting and will have an update at our next southern CFAC meeting. Doesn't seem to be any consistent participation from a lot of the members.
 - State CFAC meeting: Jean gave an update of discussions: statutory requirements and the composition of structure for transitioning 122c (WIP); and a Vaya member presented a letter to the state about eligibility for the COVID vaccine and has responded, could also send a letter. King sent the letter to everyone during the meeting.
 - DHHS update: Stacey Harward gave updates
 - SCOOP presentation started tonight and will be every two weeks. You can go on to the UNC FB page to watch tonight's session.
 - The regional CFAC meeting will be January 26th from 6pm-7:30pm, will be with Alliance, Cardinal, Partners, and Vaya. King sent out the meeting invitation.
 - Offering trainings on the vaccination, let her know if you're interested in the training. Suzanne, Glenda, and Lisa are trained and can bring it to you, so let her know.
 - There is now a section for IDD dept and is providing updates.
 - COVID numbers continue to rise; if you need something, reach out to someone with others how they are; call the hotline or call Stacey or Suzanne if assistance is needed.
- Karen Gross, Chair of Boone (Vaya) has developed a FB you may want to inquire about for ideas; Stacey will send out that contact information.
- Updates- Cardinal Innovations: LaKeisha McCormick gave an update. Met with Cardinal Communications Department to discuss translating materials into Spanish; you can contact LaKeisha if you have any requests. County updates:
 - Stanly working with the local syringe exchange program and community shelter.
 - Union also providing monthly parent night presentations through Union County Schools Exceptional Children Program.
 - Rowan still working with Rowan Helping Ministries to provide virtual education for their residents. Jeff said he wasn't part of the group but can assist with questions about the group.

6. Action Plan

- Achieving Our Six Statutory Obligations
- New Member Solicitation
- Latino/Hispanic Community
- Transition to Community Living (TCL) Annual Report

7. Next meeting:

Beverly Morrow called the meeting to adjourn at 8:12 p.m.

Submitted By: Laura Wilkicki, Cardinal Community Operations Business Administrator