

Mecklenburg Consumer & Family Advisory Committee Meeting Minutes
November 17, 2016 5:30-7:30pm
Anuvia Prevention & Recovery Center, 100 Billingsley Rd, Charlotte, NC 28211

Committee Members	Voting Member Present = P Absent = A
Beverly Corpening , CFAC Chair	P
Bonnie Foster	A
Gloria Tiller	P
Jocie Cremisi	P
John V. Corrigan	A
Laura Berryhill	P
Randy Sperling	P
Ruth Reynolds, CFAC Co-Chair	P
Shari Phillips	P
Zachary Adamson	A
LME/MCO and State Staff	Non- Voting
Agency: Cardinal Innovations Healthcare Title: Member Engagement Manager Name: Brandy Stephens	Present
Agency: Cardinal Innovations Healthcare Title: Member Engagement Director Name: Jane G. Clark	Present
Agency: Division of Mental Health, Developmental Disabilities and Substance Abuse Services NC Department of Health and Human Services, Community Engagement & Empowerment Team Title: Mental Health Program Coordinator Name: Eric Fox	
Guests	Non-Voting
Sarah Kaitlin Moye, Student (Teen Advisory Board member)	Present
Talia, Student (Teen Advisory Board member)	Present
Amber Jones, Teen Advisory Board Coordinator	Present
Rhett Liles, Community Outreach for Teen Health Connection	Present

I. Call to Order & Introductions

Beverly Corpening

Chairperson called the meeting to order at 5:40pm.

Guests from Teen Health Connection were present to thank Meck CFAC for sponsoring a student to attend the Youth Leadership Conference during July 2016. The conference was at Queens University and had 150 students in 8th -12th grade. Sarah and Talia were able to participate as Youth Staff and led some of the workshops. The conference was very family oriented and inclusive. They shared that the conference made an impact knowing how many youth want to be drug free and to lead good lives. It also helped them understand how hard it is for teens. They took their experiences and more students joined the Teen Advisory Board (TAB) to twice month meetings. Teens are inspired to make changes for themselves and with their peers. The Leadership Conference next year will be July 16th – 21st 2017 next year with \$425 per registration. Rhett shared that they want to see even more youth attend from the area, as students across the southeast can attend. She also shared that they will need alot of volunteers to help with the week conference next summer, and CFAC is invited to support this effort.

- II. Agenda and Minutes Approval** **Beverly Corpening**
 September minutes and November agenda were approved, after Ruth made the first motion and Shari made the second motion, with all members approving minutes.
- III. Old Business** **Beverly Corpening**
Brandy Stephens
- Business Plans
 Brandy distributed copies of the Local Business Plan (LBP), along with a Memo from Anna Yon. The memo was created to guide for CFAC members to use in reviewing the LBP. It was noted that this is a “living” document which is updated on a regular basis. Also of note is that reviewing the local business plan is one of the 6 statutory tasks of CFAC. Corporate CFAC is the one committee that officially provides feedback and approves the LBP. Any feedback from members can be provided to their representatives who serve on the Corporate CFAC to be included in their overall recommendations. Some information, such as the addition of the Triad office and Triad CFAC will need to be updated in the LBP.
- Bylaws **Eric Fox & Jane Clark**
 There was discussion about the bylaws. Beverly directed Eric and Jane to send out the current by-laws with the draft version of the by-laws to all CFAC members, not just Meck CFAC members. Comments regarding the Draft version should be sent to Beverly, and copy Eric and Jane by 12/9/16.
- IV. Guest Speaker** **Dana Frakes**
 Quality Management Update
 Mecklenburg County Dashboard
- Dana reviewed the July 2015 – June 2016 Quality Management Dashboard. She gave highlights and noted trends in the data. There was discussion around the member incidents reported in the child mental health category, and that this seems to be present during each QM dashboard. Discussion ensued about how this might fit with System of Care and possible System of Care training. There was also discussion about how to increase the rates for follow-up within 7 days after hospitalization. Jane shared that we have a new team led by Julie Peterson at Cardinal Innovations that is focusing on this. This outcome is expected to improve going forward.
- IV. NC DHHS Updates** **Eric Fox**
 Eric shared that
- V. State CFAC Update** **Bonnie Foster**
 Bonnie was absent from the meeting.
- VI. Cardinal Innovations Health Updates** **Jane Goble Clark & Brandy Stephens**
- VII. New Business** **Beverly Corpening**
- Meeting Compliance
 Beverly shared the importance of members coming to meetings regularly, attending the State CFAC calls, etc.
 - Quality Improvement Program
 Brandy gave a handout on the Quality Improvement Plan (Executive Summary 2016-2017). This plan was discussed by the Corporate CFAC with Jill Queen. Jill developed these talking points for so that CFAC members on the Corporate CFAC can take this information back to the local CFAC meetings to discuss. One of the 6 statutory requirements for CFACs is to participate in all quality improvement measures and performance indicators.
- VIII. Action Steps** **CFAC Members**

Handouts: CFAC Annual Checklist & Updates on 6 Statutory Tasks
Annual Action Plan

These handouts are revised and were distributed at the meeting. There was not any discussion on them due to time constraints.

IX. Recruitment and Membership Efforts

CFAC Members

There was no discussion on this issue due to time constraints, other than to note that recruitment efforts are underway.

X. Recommendations to the Board

CFAC Members

Handout: CFAC Comment Form

These forms were distributed with much discussion about how the local CFAC, the Mecklenburg Community Board, the Corporate CFAC, State CFAC and the Cardinal Corporate Board of Directors fit together, so that their voice is heard. Eric and Brandy gave information about how these all fit together, noting that Laura is the representative that attends the Mecklenburg Community Board and represents the Mecklenburg CFAC. Beverly is also on the Mecklenburg Community Board. Brandy will reach out to Laurie Whitson and invite her to the January 2017 CFAC meeting to share her role as the Senior Community Executive. Eric raised the question about why there are five Community Board members for Mecklenburg County, which has a large number of Medicaid covered lives, and other Community Boards have more members. Brandy was asked to get clarification on this, as well as the function of the groups aforementioned. Also requested was a calendar of meetings such as GCQI, Clients Rights Meetings, State CFAC Meetings, etc that they should be attending.

Jocie asked about the new Waiver changes now that the Waiver went into effect November 1st. Brandy will send out documents about the Waiver changes for CFAC to review. Allan spoke at the September 2016 CFAC meeting about many of these changes. Members were asked to review the documents and to let Brandy know if there are specific questions that they have. Allan would be glad to return to CFAC and provide more clarity for specific questions, at a future meeting if requested.

XI. Public Comments & Adjourn

CFAC Members

No one from the public was present, so there were no public comments noted.
Beverly adjourned the meeting.

Next Meeting January 19, 2017 5:30-7:30pm