

Consumer & Family Advisory Committee Meeting Minutes
May 13, 2019
Forsyth Wellness Center
650 N. Highland Ave. Suite 130, Winston Salem, NC 27101
(Located in the Highland Avenue Center)

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

Terry Cox	P
Tim Gallagher	P
Staff	Non-Voting
Lindsay Locklear-Member Engagement Specialist, CFAC Liaison-Cardinal	P
Brittany Manuel-Project Support Specialist, CFAC Clerk- Cardinal	P
Emily Bridge	P
Deborah Hendren	P
Guests	Non-Voting
Stacey Harward	P
Gloria Grayson	P
Joan Lynch	P

Call to Order/Introduction

Obie Johnson

Obie Johnson called meeting to order at 5:45 p. m. followed by a moment of silence and introductions

Agenda and Minutes Approval

Obie Johnson

A motion was called to approve the minutes for April. A motion was called to change the May agenda and add NC TIDE conference synopsis as number 6 under old business. It was moved and properly seconded. All were in favor to approve the minutes and change the agenda.

Public comments

Community Members

Comment was made by member that the state audit was in the paper and it was suggested that since Sarah was so successful in getting a Maximus rep that we approach the state auditor to give a briefing. The comment was put under new business.

Cardinal Innovations Report

Lindsay Locklear

Lindsay gave an overview of Cardinal Innovation Healthcare Local Business Plan quarterly report updates. Hard copies of the Plan was given in the CFAC members packets. Lindsay highlighted that there were 5 Supported Employment providers and Obie Johnson would like to know who those providers are so Lindsay will get that information and bring back to him. Lindsay also highlighted that ACTT with supportive employment has grown by 1%. There was concern about this increase so Emily stated that this report was looking at the population getting ACTT and supportive employment not just ACTT but Emily will clarify that information. Glenda Smith asked if Emily can bring back data of the number, not percentages, of ACTT members per county specific to the Triad region. From the quarterly report it was said that Engagement services have increased more than 10% since the introduction of engagement services. Mary Miller wanted feedback as to why there was an increase. Was it due to more outreach or more advertisement? Emily stated that this plan was specific to engaging at the hospital so they won't go back in. She stated this is being done at Alamance Regional and she will get more information on what other specific hospitals are following this same plan. Obie would like to know how many hospital returns were there, was there monitoring, follow up visits and did these individuals show any symptom improvement in respect to if they are getting engagement in the community and consistently going to their appointments. Terry Cox would like to know of

the 115 members of the engagement service increase how many went back into the hospital and how many times did they go back into the hospital. Emily stated she will take it back and ask for the outcomes. Tim Gallagher would like Emily to go back and get the data collected of what was the spending per member 12 months prior to hospitalization that triggered this service and 12 months post. It was asked by Joan Lynch what the time frame for all the providers to engage and follow up with the member. Emily stated that she can get more information but the member should be engaged by a provider the day they are leaving the hospital. Mary Anecelli would like follow up/tracking of members with missed appointments. Mary Miller and Tim Gallagher and any other CFAC members that can meet would like a separate meeting specifically for the Local Business Plan to read the plan thoroughly and gather questions and then put on the June Agenda to use 45 minutes of the meeting to talk specifically about the Local Business Plan and what was discussed in the separate meeting. Mary Miller made a motion and it was properly seconded, all were in favor.

DHHS Report

Stacey Harward

Stacey Harward gave everyone the Community Engagement and Empowerment update. She highlighted the information stating that Wednesday, May 15th is the State to Local CFAC conference call and Thursday May 16th is the CFAC Legislative Advocacy day. She also stated that the meeting dates for State CFAC are on the update and the meeting agenda and that you can call in to listen to that meeting.

Old Business

Obie Johnson/ Mary Miller

1) Update on By-Laws and Relational Agreement

Matt Potter

Relational agreement was in the CFAC members packets. He stated that the By-Laws are 98% passed.

2) Update on Medicaid Transformation- Meeting with Maximus

Tim Gallagher/ Sarah Potter

Sarah reported that there will be one big meeting in Kannapolis, date to be determined. There will hopefully be teleconnect, so you can go to the Highland Avenue Wellness Center to see it live and maybe have someone from Cardinal facilitate the meeting. They

were unable to get Maximus to come directly to Winston Salem due to the contract and that Maximus only had a certain number of presentations that they were to give so for CFAC to request someone to come locally Maximus requires the state to go back and re-bid because that wasn't a part of the original contract. There will be 7 enrollment brokers placed throughout the state not one per county but one per region. They are going to rotate throughout that one region and other than that you are on a phone call. Per Emily mileage will be paid to go to Kannapolis.

3) Clients Rights Committee and RFPs

Mary Miller

Mary Miller stated that they went to the Board of Directors with 2 requests. The requests were, why were CFAC members excluded from being on the Clients Rights Committee and why were they no longer involved in RFP's (Request For Proposal). She stated it was the most positive experience they have ever had. They sent the requests to meet to Brian Thompson (the Chair), the secretary of the Board, to the 3 CFAC representatives on the Board and the Clients Rights Committee. In regards to the first request Nina Poe with CRC said that the CRC will meet the next time in June and they will discuss the concerns that Mary had. The second request was with the RFP's and this was taken to Ashley Conger and she stated that Cardinal rarely does any RFP's anymore but if they do then she will get in touch with Emily and Emily will get in touch with CFAC. In regards to the way the requests were made to the Board Emily stated that the Board wanted her to remind CFAC that in the By-laws it reads that any requests to the board must first go through Executive CFAC instead of the Board directly. Mary requested that Emily respond to the Board that the reason the request was done this way was because repeatedly in the past the proper way was followed but there was no response from the Board or Executive CFAC. Emily stated that when they look at the Relational Agreement that the communication flow will need to be looked at in regards to the requests being made to the Board. Matt Potter

stated that the meeting to approve the Relational Agreement is on May 30th.

4) New Governance Structure-Health Council/ Community Board **Sarah Potter**

Sarah reported to continue to look at and study on how it is being proposed on consumer and family voices. Dr. Lynch asked if the MH/SUD and IDD Advisories would be effected with the new governance structure. He stated that he heard that Cardinal suggested that the Advisories become part of CFAC. Sarah reported since Cardinal only supports those meetings then the advisories wouldn't be effected and that is was suggested that Advisories become a sub-committee of CFAC but the decision was up to the advisory members. Glenda Smith suggested with all the new acronyms being used that we have a laminated sheet at the table each meeting or in each of the folders have a laminated sheet to refer to each meeting.

5) State CFAC Survey **Sarah Potter**

Sarah Potter reported the final draft of the report was complete and asked if there were any comments/changes to be made prior to the report being sent to State CFAC. Pamela Goodine asked if the comments that were made through email had been added. Sarah stated yes. Mary Miller made a motion to approve the final draft and send to State CFAC. It was moved and properly seconded, all were in favor.

6) NC Tide Conference Synopsis **Pamela Goodine**

Pamela Goodine reported her synopsis of the NC TIDE conference which she attended with Gladys Christian and Ricky Graves (Pamela's report is attached to these minutes). She reviewed her report stating that the conference was clean and well maintained. She reported the speaker's stories of each of the workshops that stood out to her the most. Obie Johnson suggested that when money is given for trainings or special projects that they need to return to the next CFAC meeting and give a report on how the project or training went. Sarah Potter asked if members of the

community can come to CFAC and get scholarships to attend trainings. Pamela Goodine suggested it be added to June agenda to get more clarification on who all can request to use CFAC money for trainings/projects and whether this was a CFAC vote for only CFAC to use the money or was it a Cardinal decision. Emily reported that members of the community can use Bonnie Schell funds for trainings. Emily can take it back and ask if Triad CFAC can use Triad CFAC budget for non-Triad CFAC community members for training in the community. Terry cox reported that previously there was enough money in CFAC budget under CenterPoint to approve for members in the community to use CFAC budget for trainings but once Cardinal took over the \$5,000 budget that was given was not enough to support that need and CFAC made the decision to only approve CFAC members to go to trainings.

Reports from MH/SUD//DD Advisories

Dennis/Pamela/Sarah

- **MH/SUD-** Dr. Lynch reported that they have presented to the county commissioner a new grant called the Challenges Grant.
- **//DD-** Sarah reported that it was discussed about grants that were given. She said there is a report that is given after the grant was approved of how the money is valuable and that it can't be used on anything else and how it serves people in the IDD community and gives them an opportunity that they wouldn't have had with book club, social dances, and recreational and socialization once a month.
- **Mental Health Collaborative-** Dr. Lynch reported that they are trying to get a presentation on the details of the standard plan/tailored plan definitions implementations that may be pushed to June agenda. The meeting is the third Wednesday of each month at the downtown Mental Health Center on Martin Luther King Drive.

ECFAC, State CFAC, Community board, Corporate Board Updates

Obie/Sarah/Matt/Terry/Gladys

- **ECFAC-** Matt Potter stated the update was given earlier in the meeting
- **State CFAC-** Sarah Potter reported about the presentation during this meeting held on May 9, 2019 about SUD Waiver Implementation (PowerPoint Presentation Attached to Minutes). The speaker was *DeDe Severino, MA*
Section Chief
Addictions and Management Operations
Division of Mental Health, Developmental Disabilities and Substance Use
North Carolina Department of Health and Human Services
- **Community Board-** Matt Potter no update to report.
- **Corporate Board-** Terry Cox reported was not at the last board meeting so no current updates. He reported though the board is very involved in developing a presentation and also provide the information to CFAC on standard plans and tailored plans and how it is going to work.
- **Provider Council Report-** Gladys Christian reported that this meeting is the first Thursday of each month at the Highland Ave. Wellness Center. They are continuing to work on the work plan and they want to be more strategic and how they can increase participation with providers. A data sheet was provided for Behavioral Health Urgent Care 23 hour Unit (Data sheet attached to minutes). Gladys reported that Michael (provider) that attends the meeting reported about 8 domains that they keep data on for how people are progressing holistically. The 8 domains were personal development, self-determination, interpersonal relations, social inclusions, rights, physical well-being, emotional well-being, and material wellbeing.

State to Local CFAC Phone Call

Pamela Goodine

Pamela Goodine reported that they spoke about the legislative day that is in June. Pamela asked if they could rotate the call between the CFAC

members. She reported that she gave a Triad CFAC update during the call from March but did not give an April update. Pamela also reported that she asked for the minutes from the call so she could come back and report to Triad CFAC but was not sent any minutes. Stacey Harward will check on the minutes and send them to Lindsay Locklear who will in turn get them to Pamela Goodine.

New Business & Action Steps

Obie Johnson/ Sarah Potter

1) State CFAC Legislative Day

Sarah Potter/ Mary Miller

Obie Johnson reported that it is Thursday May 16, 2019.

2) Nominating Committee

Mary Miller stated that Sarah Potter has taken over for her for Co-Chair and that it is time to have an election and if you want to have a nominating committee then Mary Miller offered to chair the committee. Samuel Gavurin proposed that anyone interested in being in office for CFAC could send an email to Obie Johnson and Sarah Potter with what position you are interested in and what your qualifications are. Obie and Sarah then can bring back to the CFAC members the top 3 candidates and everyone can vote. Obie Johnson stated that he believes in rotating leadership including chair. Mary Anecelli made a motion that Mary Miller is officially stepping down from co-chair and Sarah Potter will become the new co-chair until July 1, 2019. It was moved and properly seconded, all were in favor.

3) Hard Copies of Applications for Conference Applications

Sarah Potter

Sarah stated that it used to be that CFAC would see hard copies of applications when people were going to conferences and trainings and then members are often asked to vote on something that they don't have details on. Obie stated there is a standard application form that needs to be filled out, then attach to that form the flyer of the conference or training, and it needs to be sent in 30 days prior to the conference or training. Glenda Smith stated that there is a place in Asheville called Cooper Riis that she would like to visit for educational purposes, date to be determined, and she would like to be reimbursed for mileage. The

motion was made and properly seconded, all were in favor. Gladys Christian requested to attend Cooper Riis and be reimbursed for food once she returns. The motion was made and properly seconded, all were in favor.

4) NC Tide

Pamela Goodine

Pamela Goodine addressed this under Old Business “NC Tide Conference Synopsis”. Ricky Graves mentioned different highlighted workshops and speakers that stood out to him the most. He stated he will send his synopsis of the training to Lindsay Locklear to put with the minutes. Gladys mentioned she had a synopsis of the training that she will send to Lindsay to attach to the minutes.

5) i2i Conference-<https://i2icenter.org/events/spring>

Sarah Potter

Michael Thompson requested for payment for the i2i conference in Raleigh, June 14-15, 2019, registration and hotel stay at the Hilton. Dennis Lynch requested for payment for registration and hotel to attend the i2i conference. Motion was made and properly seconded, all were in favor. Joan Lynch requested for payment for registration and hotel to attend the i2i conference. Motion was made and properly seconded, all were in favor. Lakessiah Henderson requested for payment for registration and hotel to attend the i2i conference. Motion was made and properly seconded, all were in favor. Kelly Owens requested for payment for registration and hotel to attend the i2i conference. Motion was made and properly seconded, all were in favor.

6) Novant Health/MHA/Cardinal Mini Conference

Mary Miller

Mary Miller mentioned that Novant Health, Mental Health Association and Cardinal held a joint conference. Novant is starting a Consumer and Family Advisory for people who use their services. Steve Scoggins with Baptist Hospital was at the conference and it was decided that there should be one voice for mental health in Forsyth County and that one voice was decided that it would be the Mental Health Collaborative. Pamela Goodine mentioned that Susan Wheeler stated it was a challenge to get services if you only had Medicare. Steve Scoggins stated that he knows and they are working on that.

Statutes Addressed

Local Business Plan was addressed.

CFAC Members**Statutory Recommendations to the Board**

None

CFAC Members**Community Involvement Updates-Trainings/Conferences/Events****CFAC Members*****Trainings/Conferences-***

- **Homeless Conference:** May 21-22, 2019 from 9:00 am-5:00pm. Obie Johnson is attending. Samuel Gavurin is attending and United Way is paying for his hotel. Kelly Owens and LaKessiah Henderson are attending and staying at the Hilton hotel and it is being paid for through CFAC. Lakessiah Henderson and Kelly Owens were approved in April Agenda to attend the Homeless Conference but requested to stay an extra night on the 22nd. Motion was made and properly seconded, 2 members were not in favor. Motion carried due to majority vote.
- **Peer Support Specialist Training:** June 17, 2019 at Green Tree Center. Kelly Owens requested to attend the Peer Support Specialist training and the cost is \$250.00. Motion was made and properly seconded, all were in favor. Lakessiah Henderson requested to attend the Peer Support Specialist Training and the cost is \$250.00. Motion was made and properly seconded, all were in favor. Michael Thompson requested to attend the Peer Support Specialist Training at Goodwill on June 24th and the cost is \$250.00. Motion was made and properly seconded, all were in favor.

Comments & Adjournment

Obie Johnson

Obie motioned to adjourn the meeting at 8:38pm, all were in favor.

Next Meeting- June 10, 2019
Forsyth Wellness Center
650 N. Highland Ave. Winston Salem, NC 27101
(Located in Highland Center)

Submitted by: Brittany Manue / *Project Support Professional 5/20/19*

Name, Title, Date