

Southern Region Consumer & Family Advisory Committee Meeting Minutes
August 18, 2020 6:00 P.M. - 8:00 P.M. Via WebEx

Committee Members	Voting Member Present = P Absent = A
CFAC Chair-Beverly M. Morrow	P
Crista Aldridge	P
Jean Anderson	P
Terri Clark, Vice-Chair	A
Michelle Joshua	A
Toni Partlow	P
Hezekiah Anderson	p
Mary Sechler	A
LaRhonda Watkins	P
Jeff Phillips	P
Jessica Aguilar	P
Maria Shannon	P
Marilyn Sierra	A
Staff	Non- Voting
King Jones-Director, Community Health & Wellness	P
LaKeisha McCormick-Community Operations Manager- Southern Region	P
Guests	Non-Voting
Stacey Harward-DHHS, DHHS	P

Call to Order

Beverly Morrow, Chair, called the meeting to order at 6:05 p.m.

Public Comment

No public comments were made.

Agenda Approval

Beverly Morrow requested the agenda be approved. Terri Clark motioned to approve the agenda. Jeff Phillips seconded the motion.

All in Favor. Motion carried.

Minutes Discussion/Approval

Some clarity on items needed to be addressed in the July 21, 2020 minutes.

Beverly Morrow requested to approve the minutes with the stated corrections. Terri Clark motioned to approve the meeting minutes for July 21, 2020. Jeff Phillips seconded the motion.

All in favor. Motion carried.

Old Business

- a. CFAC Facebook Page: Hezekiah will lead the committee, and volunteers Jessica, Christa, and Michelle.
- b. Six Statutory Requirements for the new fiscal year. One budget for all CFAC, \$18,000 for each region (five) for stipends, food, etc. CFAC budget doesn't roll over if there's any left over from the previous year. All were good with the presentation from Cardinal on the budget as presented last year.
- c. Business Plan will be as is until it is reviewed by the state and King will start the activities with the established committee at that time.
- d. B3Services concerns brought up at the last meeting that the providers are listed as providing B3 services say they don't when individuals connect with them. There was some secret shopping going on previously, but we did not make a formal complaint about it. Is this one of the initiatives we want to take on new or renewed initiatives for the new fiscal year.

New Business

- a. From the Chair Beverly M Morrow
 - Member Resignation: David Fleck resigned. We really need to work on strong representation from Mecklenburg and get more members.
 - Information on Community Happenings: It was requested that Cardinal assist with community happenings. Cardinal's community newsletter comes out weekly and usually has some updates. Cardinal distributes community updates and members can be added to the email distribution list per residential county. LaKeisha McCormick noted which members wanted to be added to which county distribution.
 - Need updated Member Contact List. LaKeisha will send out a list for members to update for email and phone number (southern CFAC members).
 - Maria Shannon will be replacing David as representative for Provider Council, pays a \$25 stipend and gas mileage (currently meeting virtually).
- b. Initiatives for New Fiscal Year Beverly M Morrow/Members.
 - Latino committee will continue as our number one initiative.
 - B3 service providers/secret shopping as an initiative to continue. Jeff feels the topic is a conflict of interest for him being on the provider side and won't vote but can partake in discussion; we'll make this as one of our initiatives.
 - TCL – we will be asking the state to present the annual report; keep on action plan but won't be an initiative which we agreed upon at our last meeting. We can find out when the report comes out to review and address.
 - Children in IDD aren't getting what they need particularly during COVID, like for an example, speech therapy. Waiver services are not allowed to be provided during virtually tutoring at home. Help is needed for kids to get on their computers and do their classes and without funding, the parents are not going to have someone to help them. Jeff can send the letter that stipulates the services. Respite is the only service that can be used, and that's if the child is ill. This issue will be ongoing during the pandemic, so we can see if we want to take on this initiative and if Cardinal can help.

c. Annual Report Jeff Phillips

Jeff presented a draft report, summarizing what we did this year from past meetings. He made a general comment that there are some members that just haven't been as active in these meetings. He still needs the budget to put into this report and work on activities from April on. King mentioned to focus on successes for the Board meeting in which each meeting will have five minutes to speak. Other comments were made on detail to work out for a final report. And were added to the draft report presented on the screen as spoken. Send Jeff your thoughts on email if you would like to contribute to any of the detail. Jeff and LaRhonda will decide who will be at the Board meeting to present and will let King know. Mary expressed her concerns about community issues causing stress and drama, but unless it has to do with our areas of behavioral health, there's nothing we can really address at CFAC.

d. Latino Sub-Committee Report Maria Shannon

Discussions during last week's subcommittee meeting arose an idea for an initiative. Educate the Latino and Hispanic community on CFAC and Cardinal services and how we can support them. Maria sent out a presentation last Thursday to the Members and presented some ideas on what needs to be done and what supplies and trainings would be needed that Cardinal could perhaps help with and Members be involved. Maria will work with King. State CFAC offers technical assistance we could inquire about, and DHHS has their community engagement department we could request some assistance or information. Marilyn would like to get more involved with the Latino group in helping.

e. GCQI Committee Report Michelle Joshua

Had a report, but needed to leave the meeting since the meeting is now into overtime.

f. Cultural Competence Committee Jeff Phillips

Two brand names were considered and being voted on. Also, trying to finalize a meeting date.

g. Cardinal Board Meeting Jean Andersen

- lack of services during COVID, increased presence and information sharing with the community
- standard/tailored plan Medicaid transformation changes that are going to be coming and looking for more information on where DHHS stands.
- BOD discussed the state of the financials and things are going well and in good balance and employees are happy.
- TCLI and where we stand with that program.
- CEO and executive officers are involved in meeting with DHHS and other LME/MCO's to share information and working more together.

h. State CFAC Meeting Stacey Harward

- 8/19 is suicide awareness virtual town hall 3pm to 4pm.
- 8/24 is the next consumer COVID-19 update call
- September is recovery and suicide prevention month, share information with her to post by Wednesday of next week
- 9/29 regional listening sessions 6pm to 7:30pm for CFACs, watch for flyer
- Town hall meetings coming up, livestream on FB and Twitter, ours is October 15.
- CME update - local CFAC section is a poll for training dates/times, please fill it out so she and Wess can understand which days will be good for trainings.

- Hope 4 NC line and Hope 4 Healers, now accepting teachers
 - State to local call on the fourth Wednesday of the month.
- i. Latino Conference Beverly M Morrow
Have not met with subcommittee, needs to know who will help planning. Maria, Marilyn, and Jessica volunteered. This may include all the populations, please think about it and let Beverly know.
 - j. Updates – Cardinal Innovations, LaKeisha McCormick
No additional updates for the members at this time.

Action Plan

- a. Achieving Our Six Statutory Obligations
- b. New Member Solicitation
- c. Latino/Hispanic Community
- d. Transition to Community Living (TCL), Annual Report

Adjournment

Closing remarks: Beverly said in the future, we need to stick to the agenda to keep the meeting running on time.

Beverly requested a motion to adjourn the meeting. LaRhonda Watkins motioned to adjourn. Maria Shannon seconded the motion.

All in Favor. Motion carried.

The meeting adjourned at 8:24 p.m.

Submitted by:

Laura Wilkicki

July 21, 2020