Consumer & Family Advisory Committee Meeting Minutes  
February 11, 2019  
Forsyth Wellness Center  
650 N. Highland Avenue, Suite 130, Winston Salem, NC 27101  
(located in the Highland Avenue Center)

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<th>Committee Members</th>
<th>Voting Member</th>
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<td>CFAC Chair – Obie Johnson</td>
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<td>Co-Chair- Mary Miller</td>
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<td>Dennis Lynch</td>
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<td>Gladys Christian</td>
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<td>Glenda Smith</td>
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<td>LaKessiah Henderson</td>
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<td>Matt Potter</td>
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<td>Pam Goodine</td>
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<td>Ricky Graves</td>
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<td>Tim Gallagher</td>
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Call to Order/Introduction

CFAC Chair, Obie Johnson called the meeting to order at 5:45 pm followed by a moment of silence and introductions.

Agenda and Minutes Approval

A motion was made by Obie Johnson to approve the January Minutes and February agenda. All were in favor of approving the minutes with the following correction to the sentence under ECFAC that states 'She also mentioned that ECFAC is now a steering committee' to say 'She also mentioned there was a proposal for ECFAC to become a steering committee. This proposal has not yet been finalized'. The agenda was approved with the following agenda topic additions. Julie Whittaker requested agenda topic 'Gaps in Mental Health Services' to be added to the agenda. Obie suggested that it be added as agenda item number 4 under 'New Business'. Gladys Christian requested agenda topic 'Provider Council Report' to be added to the agenda. It was added under 'Old Business'.

Public comments

There were no public comments

Cardinal Innovations Report

Bob Scofield reminded members the final draft of the needs assessment will be distributed to the community February 22, 2019. Pamela Goodine inquired if there were any changes to the needs assessment that was given out at the last meeting since she has some she would like to submit. Although the final version has not been released yet Emily Bridge stated they will accept the draft version of the needs assessment if there has been no drastic changes or updates, otherwise they will have to be resubmitted. Bob also reminded them of the presentation he and Anna Marshall
will give on the new governance proposal at the upcoming Triad CFAC meeting on March 11, 2019. He asked that they be given approximately thirty minutes for the presentation and to allow time for questions and comments. Bob read and passed around a thank you card from Ronda Outlaw expressing her gratitude to the members of Triad CFAC regarding the retirement celebration they gave her at the January meeting. Bob mentioned he received an update from CE & E and will send details later. He announced the State CFAC will meet February 13, 2019 at the Ashby building in Raleigh. He will send out the number and code to everyone. The State to Local CFAC conference call will be held February 20th, from 7:00 pm - 8:30 pm, he will send information for this as well. Sara Potter mentioned Mary Miller spoke with Leslie Gerard at the Triad Community Board meeting regarding the possibility of using Forsyth as a pilot next year to come together with those who develop the needs assessment to provide input before it goes out for public comment. Emily indicated there has been some global conversations with other community partners to discuss if there is a way to have everyone share their data in order to produce one assessment. Tim Gallagher stated that Eastern Health Stewards, an accountable care community based out of Greenville, culminated their needs assessment. According to Tim, some of the hospitals and public health departments in their twenty-six county region were initially on different cycles where some had three year cycles and others had four year cycles. They received a grant from Duke Endowment that allowed everyone to be on the same cycle and combine their health assessments into one. Emily mentioned, the State still requires the hospital and health department system to send a separate assessment from the behavioral health system. Mr. Gallagher explained, that in Greenville they would come together to decide which system they wanted to target and have everyone discuss that topic. This group is facilitated by the local CCNC Chapter called Access East. He will obtain further information on this subject and send to Emily.

DHHS Report

Stacey Harward

Stacey Harward informed members that registration is open for the NC One in Recovery conference in Greensboro March 13, 2019 - March 15, 2019. April 1, 2019 is the Statewide Collaborative CFAC meeting that will be held in Greensboro.

Old Business

Obie Johnson/ Mary Miller

1) By- Laws
   Addressed under ECFAC
2) Membership
   Addressed under ECFAC

Reports from MH/SUD/I/DD Advisories

Dennis/Pamela/Sarah
MH/SUD-Dennis Lynch reported the advisory is looking at resources available in the Triad area. They will have Monarch review the services they provide in the Triad area to make everyone aware of what they are doing. They are looking at the concept of integrated verses integrative and explore what is on the horizon. Pamela Goodine reported Natasha Scott and Barbara Pinson from Monarch will be coming to the next meeting on Thursday, February 21, 2019 at the Green Tree Peer Center located at 930 Broad Street in Winston Salem from 11:30 am - 1:00 pm. to do a presentation. Christina Clark and Dr. Kimberly DeWindt will speak about integrative and integrated healthcare. Beth Beal from the Enrichment Center has also been added to the agenda. She will discuss the correlation between I/DD members and mental health issues. The agenda will be sent to Derek and Melissa to be sent out by Friday. Ms. Goodine reported the Legislature will be attending the luncheon at the event at the BB&T field that will be held in March. Pamela also announced the next peer support training will be April 1, 2019 - April 5, 2019 at the Mental Health Association at 1509 S. Hawthorne Rd in Winston Salem. Althea Dorch will be teaching the PSS training, Recovery Milestone that was developed by Cardinal Innovations. The fee is $275 for this training. You may reach Althea at 336.965.9137. Pamela mentioned she will be teaching a WRAP Training March 31, 2019 from 1:30 pm - 4:30 pm. WRAP classes will begin each Friday in the month of March at 1:30 pm.

I/DD-Sarah Potter did not attend the I/DD Advisory meeting this month because they attended ECFAC instead.

Provider Council Report
Gladys Christian asked if she could give a report on Provider Council, Obie Johnson agreed to add it to the agenda under reports, none opposed. Ms. Christian reported several new providers has joined the council and were struggling with engaging members to receive services. She suggested the idea of restarting the Provider Council Fair so people are aware of the services they provide, many were interested. Ms. Christian stated someone at the meeting mentioned the state requires providers to have QPs (Qualified Professional) and they are concerned that some do not have the funds to employ them. She said they would like to gain more knowledge on what to do regarding these financial barriers. Ms. Christian went on to say the Ballpark event that will be held March 30, 2019 at the BB&T Field in Winston Salem was also mentioned at the Provider Council meeting. Obie
suggested CFAC rent a table at this event to gain recognition. The cost will be $50 for non profit to rent a table for this event. Bob mentioned he can provide some CFAC brochures to assist with promotion. Ms. Christian said an email was sent to the providers on the list so they can participate. She stated once she receives the approved minutes from the Provider Council meeting, she will bring them to the CFAC meeting next month.

**ECFAC, State CFAC, Community board, Corporate Board Updates**

**Obie/Sarah/Matt/Terry**

- **ECFAC** - Matt Potter reported there was a special meeting called on Thursday where they went through the by-laws and developed a proposal for an amended clause to the membership section in the by-laws. They would like to change the section that requires CFAC to have fifteen members that includes three members from each county that represents each of the disabilities. Matt stated they proposed the following paragraph to Cardinal Innovations healthcare. "Regional CFAC shall consist of a maximum number of twenty-one members with a maximum of seven members representing each disability. Each of the three disability groups shall be equally represented on the sole Regional CFAC and the CFACs shall endeavor in good faith to reflect as closely as possible the racial, ethnic and geographical composition to respect the five county catchment area. Additionally no more than four members shall be seated from any given county if a vacancy can otherwise be filled by an underrepresented county." Obie asked how will it be determined who will roll off. Matt stated, the process would be the following. 1) ask for volunteers to resign from their seat as a voting member. 2) if no volunteers, CFAC will specifically review the areas with the most representation then ask again for a volunteer. 3) In the event no one volunteers, the person from the most overrepresented group whose term is the closest to ending will be required to step down as a voting member. It was ensured that although that person would no longer be a voting member, they could still remain on CFAC as a non-voting member and provide input. Glenda Smith suggested the last person voted on as a member should be asked to step down. Sara stated that under the standard plan, CFAC eligibility requirements regarding who can serve may change. Julie Whittaker agreed with Glenda that the newest member should step down as a voting member. She pointed out it would be beneficial to have the newer
member step down in order to be mentored and learn how CFAC works. She suggested once the older member’s term ends they could be voted back on. Kelly Owens contended, citing that someone new could bring fresh ideas to the committee therefore it would be advantageous to keep the newer member on as a voting entity. Pamela reminded everyone the importance of recruiting and mentoring new members, promoting the value of change. Dr. Lynch asked if disability was taken into consideration when deciding the proposal. Matt responded that a member with a dual diagnosis could switch from one disability to the other to cover the disability with the least representation. It was mentioned it would be helpful to have the CFAC meetings televised from the wellness centers, which could cut down on the long commute for some of the members. Obie suggested that 'recruitment' be added to the agenda for the meeting next month.

- **State CFAC**- State CFAC will meet February 13, 2019 at the Ashby building in Raleigh
- **Community Board**- No Report
- **Corporate Board**- Please see below

**New Business & Action Steps**

1) **Corporate Board Meeting in Triad**
   Terry Cox reported the next meeting will be February 22, 2019 at 9:00 am at the Highland avenue Center.

2) **NC Tide**
   Gladys Christian submitted Bonnie Schell Application for a registration fee of $233 to attend the NC Tide training April 28, 2019- May 1, 2019 in Wilmington. She has also submitted a request to have hotel fees paid in the amount of $435 from the CFAC training budget. Obie Johnson made a motion to approve, all were in favor. Pamela Goodine submitted a request on January 31, 2019 via email to have mileage, hotel fees and parking fees totaling $702.49 to also be paid out of the CFAC training budget. There was discussion around the amount allotted to each member to attend training and if she should be granted the money since she was over budget. After further deliberation CFAC decided to grant Ms. Goodine the funds to attend the NC Tide training, passing the vote with 6 in favor, 1 opposed and 2 abstentions. Sara suggested CFAC come up with more guidelines on how the training money will be spent for members attending conferences. She mentioned although there are plenty of funds there need to be
individual limits set to ensure new members will have an opportunity to attend conferences to learn how to advocate.

3) i2i Spring Conference
Sara Potter reported on the i2i conference and informed members that calls for proposals will be until March 8, 2019. There is currently no agenda and may not be one until April. She told members she is mentioning this conference early to ensure they will be able to attend since the registration can be over $200. Sara reported the title for the June conference is Insight to Innovations. She mentioned this would be a good conference to attend if you want to keep up with what is happening. She stated DHHS staff will also be there to do presentations. She said members can go to i2i.com for more information.

4) Gaps in Mental Health Services
Mr. Gallagher mentioned there was a standing request for Cardinal to report on the metric of unmet hours. He stated his concern that families aren't required to verify staff hours before they are given to the agency. He is also concerned that when the agency does not provide services, there are no rollover hours, they are just counted as unused. He would like to know how the information will be reported to Cardinal from the agency so that they would know that services authorized by the State and the County are not being delivered. He also would like to know how cardinal would present the information to the family and CFAC. Bob said there has been discussions regarding this subject at State CFAC but he does not have any updates at this time. Julie Whittaker mentioned there needs to be some pressure on the State to require unmet hours are tracked. It was suggested that these concerns be put into a draft letter addressed to State CFAC and reviewed by Triad CFAC for approval then mailed to the Board so these issue can be addressed at the Legislative level. Matt Potter requested they add that this is also a workforce issue due to there not being enough people who can or are willing to work for such a low paygrade. Mr. Gallagher proposed that this also becomes a patient rights issue instead of a metric. During the QM dashboard report at the Triad CFAC meeting in January, Mr. Gallagher had expressed similar concerns that he wanted to address and recommend to the Board. Obie Johnson asked if it could be tabled until they reached the ‘Statutory Recommendations to Board’ item on the agenda. Mr. Gallagher agreed, however; he had to leave early and his concern was not addressed at that time. Mr. Gallagher followed up with Mary Miller after the CFAC meeting and also spoke with Melissa Bunker, Senior Community Executive with Cardinal regarding his concerns. Mr. Gallagher
emailed his question and concerns from the January meeting regarding this issue to Mary Miller as well as Ms. Bunker. The following is a copy of the issues Mr. Gallagher would like to have addressed.

- The Report Out by Cardinal is in the aggregate (members served is only referenced once)
- The Report, in its current format, does not help CFAC members understand the individual consumers for whom we advocate
- Some more discreet measures might be helpful, such as:
  - How many hours does a typical consumer receive per week? (Break out by I/DD, SU and MH if possible)
  - What does services a typical consumer receives each week cost?
  - Who are the largest agencies serving consumers in our area?
  - How many individuals does each contracted agency serve by county?
  - Are there geographies that are harder to serve than others (underserved)?
  - Do they primarily serve individuals on week days (M-F) or on weekends?
  - What percentage of consumers with authorized hours go unserved per week by agency?
  - How many authorized hours per week go unfulfilled by each contracted agency?
  - How many authorized hours go unfulfilled per consumer by agency?
  - Would consumers recommend their agency to another family?
  - How many consumers have transferred to another agency?
  - How long do consumers take to be fully staffed after starting at a new agency?
  - For consumers in crisis, how stable have their supports been in preceding 3-6 weeks?
  - For consumers coming out of crisis, how stable are their supports 3-6 weeks after the event?

Mary Annecelli expressed concern that mental health is not getting as much recognition as substance use when it comes to treatment. She has concern that people who do not have experience dealing with mental health disorders will not know what to do if they or a loved one is faced with a crisis. Terry Cox suggested Mrs. Annecelli email the Board to express her concerns regarding the lack of outreach for members with mental health disorders, he also encouraged her to attend the Board meeting February 22, 2019 at 9:00 am at The Highland Avenue Center.
Statutes Addressed
Gaps in services

Statutory Recommendations to the Board
CFAC Members
Gaps in services-Tracking unmet hours by agencies

Community Involvement Updates-Trainings/Conferences/Events
CFAC Members

Community Involvement
Julie Whittaker reported NAMI's annual Family to Family course will begin Monday, February 25, 2019 thru April, 4, 2019 from 7:00 pm-9:00 pm at Salemtown. She mentioned it will be presented differently this year and will be held on Monday and Thursday evenings over a shorter week span. Family to Family is a course NAMI offers to family members of persons diagnosed with mental illness that teaches them how to cope, the classes will be divided into twelve sessions. She stated she sent a flyer to Bob to share with CFAC members. Obie mentioned it has been said, that at some point the SMART Recovery model will start being used in the Triad community. Julie Whittaker mentioned the SAFE program in Mocksville uses the SMART Recovery model during their meetings. SAFE meets Tuesdays starting at 6:30 pm for food and fellowship and then the workshop starts at 7:00 pm. The meeting is held at 113 Mill Street in Mocksville.

Trainings/Conferences
February 25, 2019- NAMI's Family to Family Course will be held at Salemtown.
March 13, 2019-March 15, 2019-NC in Recovery Conference will be held in Greensboro
April 1, 2019- Statewide Collaborative CFAC meeting in Greensboro.
April 28, 2019-May 1, 2019- NC Tide Training at the Ballast Hotel in Wilmington.

Events
February 13, 2019-State CFAC at Ashby building in Raleigh.
March 29, 2019- ARC Statewide Conference at the Convention Center in downtown Winston Salem. This will be a preface to the event held at the BB&T field on March 30th. The luncheon will be from 8:00 am - 12:00 pm.
March 30, 2019-A Day at the Ballpark: Field of Dreams Fest at the BB&T field in Winston Salem from 2:00 pm - 4:00 pm

Comments & Adjournment
Obie Johnson
Sara Potter shared her interest in a video she watched by a psychologist at Temple University called The Collaborative on Community Inclusion for People with Mental Health Issues. In the video, they study ways to include people with mental health issues in the community. Through the study they hope to determine what is considered a medical necessity in terms of employment, transportation and social isolation. The primary focus is to show how including people with mental health issues
in the community is imperative to wellness and recovery. Sara will send the website to Bob to send to members of CFAC. Lakessiah Henderson was voted in as a Triad CFAC member via email effective January 30, 2019. Obie Johnson made a motion to adjourn at 7:50 pm. It was properly seconded and all were in favor.

Next Meeting- 3/11/18
Forsyth Wellness Center
650 N. Highland Ave. Winston Salem, NC 27101
(Located in Highland Center)

Submitted by:

Rhonda M. Balser  Project Support Professional  02/14/2019

Name, Title, Date