

CFAC

Consumer and Family Advisory Committee

Serving Cabarrus, Davidson, Rowan, Stanly and Union Counties

MINUTES - **DRAFT**

July 19, 2016

Members Present: Beth Albrough, Jean Anderson, Jeff Euto, Dora Hufton, and John Hufton

Guests Present: Tiffany Earnhardt , John Duncan State CFAC, Eric Fox, DHHS Community Engagement and Empowerment Team

Cardinal Staff Present: Brandy Stephens, Member Engagement

- I. **Call to Order & Welcome:** The team was given the wrong copy of the May Minutes. It was decided that CFAC would review and approve the May and July Minutes at the September 2016 meeting. Brandy will send out both sets of minutes to the team.
- II. **Membership:** Beth made a motion to approve Tiffany as a new CFAC member. All voted their approval. Tonight will be Tiffany's first official meeting as a CFAC member. Dora needs to be re-upped for 3 years.
 - a. Dora 2nd 3 year term – voted in May
 - b. John 2nd 3 year term – voted in May (happy belated birthday)
 - c. John will be Vice Chair effective today
 - d. 4 people attending Cardinal CFAC – need to have August 25th (4th Thursday Aug, 2929 Crouse Lane, Burlington. So there is now an 18 member body. Beverly Morrow (MH), John Hufton (SUD), Rick Hibbitt (IDD)
- III. **Budget:** Brandy advised that the budget can be reported on at the September meeting. The fiscal year ended June 30, 2016, and the budget is still being tweaked.
- IV. **Leadership:** Members began discussion regarding goals and focus for 2016-2017. Eric encouraged the group to set goals that focus on the CFAC state mandate, such as focusing on gaps, needs and services related to the Piedmont area. This could include monitoring trends, quality, the local to State CFAC relationship, etc. The discussion generated the following:
 - a. Member would like reports ahead of time from Quality Management to review. Members are requesting that Jill Queen give updates twice a year on 6 month reporting periods. (Brandy to find out which meetings she will attend).
 - b. Provide feedback to the Community Oversight Board. Members have requested a summary of the Cardinal budget and Business Plan (3 year plan) which is listed in the Statute for them to review.

- c. John Hufton reported that he has filed a grievance against a provider regarding 2 other clients. He has filed the grievances in conjunction with Carol Gouge, Member Engagement Specialist. John shared that this particular site should be a calm and therapeutic atmosphere for clients with illness; however, clients do not feel safe, feel it's too crowded and that the staff are not responsible in addressing client conflict. Dora Hufton also agreed with this discussion. Brandy will assign Carol Gouge to follow up with John to file another grievance or provider concern.
- d. Jean Anderson identified a gap for individuals with Traumatic Brain Injury (TBI)
 - i. She shared the concern that state funded dollars (IPRS) for TBI is not regulated consistently across Cardinal and would like a better understanding of how Cardinal is serving members with TBI.
 - ii. Discussed media resource (Alamance county, NC DRR website). According to Jean, a Jean Irby was initially placed on the Registry of Unmet Needs at Cardinal, had a SIS completed, then was told by Cardinal that this was a mistake. Jean shared that Cardinal had been referenced in a news release and it's on the Disability Rights and Resources of NC.
 - iii. Discussed CAP-DA funding and it's relationship with TBI.
 - iv. CFAC would like to alert Regulatory Affairs, specifically Andrea Misenheimer, that there is a disconnect about TBI and the NC Association of TBI.
 - v. The new TBI Waiver will be \$2 million for Wake, Cumberland, Johnston, Durham counties (under the Alliance MCO) for individuals with TBI. However, these individuals must have sustained the TBI beyond age 22, or it is considered a developmental disability.

NOTE: Meeting notes began at 7pm as there was no longer a quorum (Jeff had to leave).

- e. Tiffany Earnhardt identified that parents are finding out that their child was dropped from the registry and have no idea how to get back on and get this corrected. Brandy advised that these individuals should contact the Registry for assistance to address the problem. In most cases, when someone is removed from the registry, it is because they have moved or not stayed in contact with Cardinal. Reassured CFAC that Cardinal works hard to reach out to members to keep information current. Typically, members are reinstated to their original date waiting, as long as they have a current psychological, etc.
 - i. Several members had concerns about a specific staff member within the Registry Department. Eric reported that he has heard many individuals in various communities stating they do not know how to get on to the registry and have had interactions with rude staff. Brandy will follow up with Julie Andrews, Registry of Unmet Needs Supervisor regarding the concerns. Moreover, Brandy will send the latest flyer that references Frequent Asked Questions about the Registry of Unmet Needs to the committee.
 - ii. Tiffany starting a parent support group in Rowan county and developing a "Special Needs Mom's Retreat." More details will be shared, as available.
- f. Eric suggested focusing each of the 6 Piedmont CFAC meetings on a different disability area with speakers, etc, then QM at two meetings and one meeting for the Business Plan and Budget
 - Substance Use & Addiction
 - Intellectual and Developmental Disabilities
 - Mental Health

- Cardinal Business Plan and Cardinal Budget – Members would really like for the local Piedmont Community Oversight Board to understand the predicament that CFAC has around this issue.
 - Quality Management – 6 month report
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- g. Dora Hufton shared the need for a Crisis Recovery Center in Davidson, versus members having to drive all the way to Kannapolis. They want this need to be shared with the Community Oversight Board as well.

V. State CFAC Updates: John Duncan and Eric Fox

- a. John Duncan shared an article re: Nuts R Us being a company in the Buncombe county area <http://www.snopes.com/nutz-r-us/>. Discussed that the name is very offensive and not recovery oriented at all. According to John, this was introduced briefly at the State CFAC recently. It will be brought to NAMI and Mental Health of America. Discussed that members may want to reach out to their own connections and do their own secret shopping of the company.
- i. John will reach out the CFAC in that area and encourage them to alert the Smokey MCO---Brian Shuping who is over the Consumer Affairs.
 - ii. Tiffany will reach out to her contact at Smokey as well.
- b. John suggested that the general CFAC statute be revised. The last revision was 2006 and it very out dated and was in place when there were fewer MCOs.
- c. Permanent appointment for Jason Vogler? Will depend on who is elected Governor.
- d. John reported that there have been good discussions with CFAC and MCO's regarding the self-governing.
- e. Eric shared that there is a loss of \$152 million of finding for MCO's and that there is confusion about Cardinal stock piling money. He shared that actually, Cardinal is being fiscally responsible because you have 1 month of funding in reserve, plus money to cover unpaid bills, etc. and this totals \$300million. State is taking back appx \$152 million and rest will go to MCO's for reinvestment (related to the "Original Promise")
- i. CFAC would like to know what the Cardinal Reinvestment Plan is (Smokey has done the Peer Support Crisis Center). Brandy will ask within Cardinal for this information to be shared with local CFACs.
 - ii. Richard Topping, CEO, is being invited to State CFAC 9/15/16 from 1-3pm to discuss the reinvestment plan for Cardinal Innovations Healthcare.
- f. Joint Oversight Legislative Committee for Health and Human Services – Eric encouraged members to review the following link to determine if they know anyone on this committee from the Piedmont area www.ncleg.net. Members were encouraged to reach out to this group to let them know about local needs.
- g. Benita Purcell is giving an overview of Cardinal CFACs (all six) to the State CFAC meeting this month.

VI. Open Discussion: John Duncan

- a. Shared the community specific court process for drug court, domestic violence court, etc in Union County. The court system is under a great deal of stress, with little funding. He advised that there needs to be more state oversight and funding. John shared that Union County NAMI met recently and that they have had some major progress.
- b. John encouraged that members need to take an advocacy position regarding the article that was shared about a company called "Nuts R Us" in Asheville <http://www.snopes.com/nutz-r-us/>.

Members committed to reaching out to their contacts at NAMI and Smokey Mountain LME/MCO, as this company is in their region. The state cannot do anything about this, as it is legally permissible.

VII. Piedmont COC Updates: Brandy Stephens

- a. Delton was unavailable tonight, so Brandy Stephens, Manager Member Engagement joined and took minutes.
- b. Briefly discussed the upcoming Resource Allocation and new Budgeting Tool from the state, for those members on the Waiver. Because this is so individualized, Care Coordination will be working with members individually to educate members and work through changes together. The first group of members who will be impacted are those with October birthdays, as the Waiver does not become fully effective until November 1, 2016.
- c. Jane Goble-Clark is the new Director of Member Engagement. She will attend the Piedmont CFAC members, as often as she can and plans to share more in September about the

VIII. State Updates: Eric Fox

- a. The 1015 Medical Waiver was submitted and CMS has about 2 years to approve it. There will most likely be 3 Private Companies and 2 Provider Led Entities that members can choose from per region (12 total PLEs). It is very unclear if the PLE's can handle this and stay viable. Some states are already struggling with this, leaving members with no real options and then states in violation. CMS could hold NC accountable with not moving forward on this unless it goes after Medicaid expansion.
- b. New Interim Director is Jason Vogler.
- c. 8th Annual One in Recovery Conference in Clemmons, NC.
- d. Eric has the results from the CFAC Self-Assessment. Eric to ask Suzanne for these recommendations to be sent to CFACs before the September meeting.

Adjournment: Jean Anderson made a motion. Motion approved.