

Triad Region Consumer & Family Advisory Committee
Meeting Minutes | April 12, 2021 | Via Zoom

Committee Members Total count=20	Position/Representation	Voting Member Present = P Absent = A
Matt Potter (Forsyth: IDD & MH)	Chair Recipient of IDD/MH services independently	P
Tim Gallagher (Forsyth; IDD)	Vice Chair Advocacy; Steering Committee Member, Forsyth CAC, local IDD Day Program Finance Committee; attends the all CFAC calls, State CFAC	P
Ricky Graves (Rockingham; MH)	Co-Chair Steering Committee Vice-Chair, Policies & Procedures Lead; RHC Chair	P
Abbi Jackson (Davidson; MH/SU)		A
Dennis Lynch (Forsyth; MH/SU)	Triad Advisory Committee MH/SUD Chair and IDD Member, Greentree Board	P
Gladys Christian (Forsyth; MH)	Director of Horases Residential Care, Advisory Disability Rights of NC Member, Peer support.	P
Glenda Smith (Davie; MH)	NAMI NW Piedmont, retired educator; Triad MH/SUD Advisory Member	P
Guynette Hartman, accepted this meeting as an official voting member	Advocacy	P
Jon Carroll (Forsyth; MH/SU/IDD)	Peer Support Councilor and ECPR as well as Greentree	A
Julie Whittaker (Davie; MH/SU/IDD)	NAMI member, Davie CAC member, Advocacy	P
Kelly Owens (Forsyth; MH/SU)	Advocacy	P
LaKeesiah Henderson (Forsyth; MH/SU)	Advocacy	P
Mary Miller (Forsyth; MH)	Advocacy	P
Mary Anacelli (Forsyth; MH)	Triad MH/SUD Advisory Member	P
Michael Thompson		A
Obi Johnson (Forsyth; SU)	Immediate Past Chair, Triad Advisory Member MH/SUD	P
Pam Goodine (Forsyth; SU/MH)	Peer Support Specialist & ECPR Educator, Triad Advisory MH/SUD Member, Greentree. Steering Committee Member	P

Sam Gavurin (Forsyth; MH)		A
Sarah Potter (Forsyth; IDD/MH)	Advocacy; IDD Triad Advisory Member	P
Terry Cox (Forsyth; MH/SU)	Cardinal Board Member, Peer Support Specialist, Triad MH/SUD Advisory Member, Greentree Peer Center	A
Cardinal Members		Non- Voting
King Jones	Director of Member Engagement	P
Bob Scofield	Member Engagement Specialist	P
Laura Wilkicki	Business Administrator, Note taker	A
Kevonna Martin	Community Marketing Manager	P
Trey Suttan	CEO	P
Molly Dean	Chief of Staff	P
Karen Bentley	VP Community Outreach and Engagement	P
Kimberly Webb	Clinical Strategy Leader	P
Guests		Non-Voting
Stacey Harward	Community Engagement Specialist; Community Engagement & Empowerment Team at the Division of Mental Health, Developmental Disabilities, and Substance Abuse Services; NCDHHS <i>Lived Experience with TBI & Depression</i>	A
Tim Flavin	Triad IDD Advisory Board	P
Bob Crayton	Central CFAC Chair	P
Bishop Gregory Norwood		P

I. Call to Order/Introductions

Matt Potter called the meeting to order, exact time unknown and not recorded (5:45pm start time)

- a. Moment of Silence/housekeeping
- b. Opening remarks

There is no formal agenda for tonight’s meeting.

II. Public Comments

There are no public comments at this time.

III. Approval of March 8, 2021 Minutes

Matt Potter requested a motion to approve the March 8, 2021 minutes as written and distributed.

Julie Whittaker motioned to approve the March 8, 2021 minutes as corrected via email. Gladys Christian seconded the motion.

A roll vote was taken. All in favor. Motion carried.

IV. **New Member, Guynette Hartman**

Guynette Hartman has gone through all the necessary steps to become a new member, as of today. All paperwork has been received. Matt Potter requested a motion to approve Guynette Hartman officially as a voting, fully tenured member of our CFAC.

Dennis Lynch motioned to accept Guynette Hartman as a member today. Julie Whittaker seconded the motion.

A roll vote was taken. All in favor. Motion carried.

V. **Trey Suttan**

Trey Suttan, Molly Dean and his team, presented two main topics reviewed in his presentation Transformation and Plan of Action as well as Triad specific updates. He will distribute the presentation to the members after the meeting to enable the viewing of specific details/data that are not captured here.

Transformation

Beginning July 1, 2021 the Standard Plan takes effect. Trey reviewed the timeline; currently on the Medicaid side, our membership is around 485,000 individuals across our 20 counties, not including the safe-funded side that we're responsible for, which would be 800,000 to 900,000 individuals. Beginning this July, on the Medicaid side this will drop from the approximate 485,000 to 53,000. This is due to the rollout of the Standard Plans going live July 1, which is commercial managed care (BCBS, United, etc.). The numbers that will be moving to Standard Plans are the what the department is categorizing as individuals with mild to moderate diagnoses. The remainder of those individuals will continue on under the care of Cardinal and other MCOs. Right now, we are in the midst of open enrollment. The Tailored Plan RFA Review has been submitted, and by early June, we should hear about all the organizations that got the reward that will go live July 2022.

NC is shifting most Medicaid enrollers from the traditional fee-for-service health Choice programs to Medicaid managed care, and most Medicaid enrollees will be served by one of four statewide or one regional commercial health plan. Medicaid coverage will be fully integrated – both physical, pharmacy and behavioral health services and supports will be coordinated through one plan. Eventually, the Standard Plan and the Tailored plan will be the two distinct types of health plans.

The four state-wide contracts are AmeriHealth Caritas, BCBS, United Healthcare, and WellCare. The tailored plan regions don't match up to these, so know your respective region and you would have heard by now.

Open enrollment

Medicaid beneficiaries to receive information between March 1 and March 15

Open enrollment begins March 15 and ends May 14

On May 15, those who haven't chosen will be assigned to one automatically will 90 days to finalize

Medicaid beneficiaries start receiving care via managed care providers starting July 1

Trey shared where to find more information as it becomes available:

- DHHS Medicaid Transformation web page
- Cardinal Innovations website
- Email NC Medicaid at Medicaid.Transformation@dhhs.nc.gov
- Call the Medicaid Contact Center at 888-245-0179
- To listen to a list of questions and answers and video of the 1/27/21 NC Medicaid Transition to 1/27/21 NC Medicaid Transition to Managed Care webinar, go to the site for more information: Medicaid.ncdhhs.gov/transformation/more-information. This information contains links on the presentation that Mr. Suttan will share with the committee.

Plan of Action Progress Report

Access to care: members are receiving services faster, 80% had an overall time decrease between assessment and treatment, and on average, within two days the child residential services began after the approved start date. To get individuals connected to services, we have expanded our efforts to reach new members and have implemented an outreach program. Outreach calls we made since January 1 to new members were 1,987, and 558 were connected with members in the past 10 weeks. 326 received links to resources, referrals, or service appointments. Many of these individuals were unaware of these services.

Network expansion: High Fidelity Wrap Around coordinates care to meet the needs of children and adolescents involved in the Mental Health, Department of Juvenile Justice, and the Department of Social Service systems. Cardinal partners with the program/team to help providers expand or implement services. We are now beginning to work with these available services and to expand into the Triad and Southern Regions. We are finalizing Forsyth and other counties in the Triad.

Carolina Therapeutic Services – Mecklenburg

Thompson Child & Family Focus – Cabarrus, Mecklenburg, Union

Youth Villages – Alamance, Chatham, Franklin, Granville, Orange, Person, Vance

We are working to be aligned with clinical staff at DSS offices across all 20 counties. We are now assisting in-home teams to support pre-custody efforts in Mecklenburg and Forsyth. Orange and Rowan counties have finalized agreements to receive supplemental funding to support children entering foster care, which includes initial payment of \$795,000 to Rowan and \$487,200 to Orange for the first eight months

of this fiscal year. 16 of 20 counties are now referring families to Youth Villages Intercept program, which is available in all 20 counties.

We have expanded our training on the adult service continuum: 1) improving how the state-funded registry is managed and collaborate with providers on the timely placement of open vacancies for residential treatment, and 2) improving our referral process to be more member and community friendly for The Registry of Unmet Needs. Current trainings held since January is 7 with a total of 75 attendees, for an impact of 94%. Training is now available on demand via Cardinal website.

In November, the Child Welfare Enhancement Fund (sub-capitation) has launched a special program aimed at supporting children in custody of social services departments. This is a monthly payment for every Medicaid-eligible child in foster care. The investment coincides with statement planning for the fall 2021 implementation of the Family First Services Prevention Act (FFPSA), which requires states and counties to focus on permanency and long-term family relationships. The Triad counties estimated 2-year investment funds ranged from 1.2M to \$2M in process with only Forsyth \$3M being rejected to date.

Triad Specific Updates

1. Network
 - ✓ Between 4/1/20 and 2/28/21 added 589 services across the 20-county service area and added new providers for certain areas
 - ✓ added 143 therapeutic foster care homes in the last 12 months approximately
 - ✓ Child program expansions: Lutheran Services and Youth Villages
2. Cardinal has/will have DSS liaisons for all Triad counties
3. IDD Trainings and Support put in place
4. Cardinal Community Engagement – Karen Bentley (will share the presentation to the members) gave an update on Community Operations work activities with the communities in building confidence and trust with stakeholders. This entails staff responding to change quickly and grow our governance structure and processes and serve our local communities and members more effectively. Forthcoming will be emerging partnerships with several local faith leaders seen as trusted members of the community. Cardinal to sponsor MedAssist Clinic in Forsyth County in January of 2022.

Cardinal's community operations leadership changes were announced to the addition of:

Jonathan Clark, Community Engagement Director

Cara Townsend-Dohner, Triad Regional Affairs Director

Questions

Julie Whittaker asked about Bryan Thompson's intent to scrap the current model. Cara will have the responsibility of the RHC and will work closely with CAC's. Breaking up the responsibilities from King to new directors will help in the governance structure.

Ricky Graves asked how could the Rockingham County YMCAs receive mental health first aid since they are under the Greensboro Y Association in Guilford County, and sent information to Jonathan Clark through Rahim Skinner and wondered what the status was. **Karen said she would follow up.**

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Mary Miller would like to know how CFAC gives and receives communications to the Cardinal Board. Who do they go to, who is their contact person? They previously went to the county and mental health collaboratives and these problems could have been solved more simply. Karen Bentley replied that community operations is recently rebuilt to strengthen communications for these solutions. King Jones will stay with CFAC, and Bob Scofield and he will help direct those communications. **Trey will have CFAC on the agenda at the Board of Directors and since COVID, written statements are read during the public comment period. King said we will continue with CFAC reports to the Board.**

Glenda Smith said she shared a brochure of free support groups she was working on with Bryan Thompson that shows nine community groups with anyone with mental illness and member. She would like Cardinal to assist in printing and distributing the brochure and perhaps help with the virtual platform. Trey said Gregg Irwin would be a good person to reach out to.

Dr. Lynch asked about NC 360, and what relationship does LME/MCO have. Trey replied that this is a contractor relationship Cardinal has and were asked to get on their platform.

It was asked with all the enhanced services and additional personnel and added providers, in July 2022 will Cardinal only be working with tailored plan folks. Trey explained that we will work more intensely within a tailored plan which is a drop in members, but the costs don't drop relatively. Providers will still be needed for physical and pharmaceutical care for a more in-depth care for those members.

Mary Miller asked about foster care, and that they are not represented on our committee. Can we get someone to come talk with us as we don't know much about it and this population deserves to be heard, and the only way we can hear from them is through Cardinal, DSS, and the court system.

Trey recently talked with someone whose nephew may go into the foster care system and asked if she wanted to join CFAC. He also said we might be able to do a call with the foster families to talk with us or join.

Gladys Christian said a friend wants to get twin babies to foster care, what is the first step? Trey said it would depend on the age of the twins, but DSS would be a good start and **Trey will help her navigate this.**

Tim Gallagher asked about care coordinators for the families or guardians of Union or Cabarrus members, what is the level of effort for the shift of disengagement and what that burden is; if there is any estimate on the number of hours for the transition from one network to another. Trey said there isn't any estimation right now, but will begin to look at this.

Tim Gallagher pointed out that previously, Cardinal changed agencies, care coordinators, there's always another form or meeting or care planning we changed, that was all hard. There is always uncompensated work without value. All this on the care side, then you have the family side with all the effects that has with those changes.

A question was asked about the agreements Cardinal has gone to the counties with for the supplemental funds for the foster care, can you give more detail on the agreements and why they are two years? Trey said the agreements were designed with as little administrative burden as possible, and this was our best attempt to provide financial resources to our counties to connect our kids to services quickly. The reason for the two years was to give us the foster care state-wide plan to go live the same time as the tailored plan.

5. ED Strategy – Kimberly Webb

- ✓ Partnership with Wake Forest Baptist and Novant to develop an ED Peer Support Specialist Program. We are actively engaged with Baptist ED around the ED initiatives to engage with Daymark; will plan on operational things and logistics at a meeting together. One challenge is transportation. Also need the right setting with people that are giving the right services – need a comprehensive plan. Same activities with Novant although not as far along.
- ✓ Collaborating with local Behavioral Health Urgent Care (BHUC) on serving low-acuity, non-emergent members.
 - ✓ The five rights has to do with the right care, the right time, the right setting, the right skillset/server. **Kim will distribute what the exact five rights are.**
 - ✓ Support members in attending 7-day follow-up appointments
 - ✓ Participating in clinical rounds at Wake Forest Baptist and Novant with on-site staff

Questions were answered which led to some discussion.

Kim provided her contact information Kimberly.webb@cardinalinnovations.org, phone 980-445-6134. She will be available to anyone who has questions.

VI. Closing Comments

Karen and King to gather all takeaways at the end of the meetings and get it to the directors and chairs.

Pam Goodine has sent information to King about the ECPR training. Reid Smithdale is the contact person will do the 12-hour training for us virtually or face-to-face. We need someone to host this. If anyone is interested in taking the training, please email Bob Scofield. However, some people spoke of interest: Sarah Potter, Tim Gallagher, Ricky Graves, Mary Miller, and Bob Crayton. Cardinal will coordinate registration and payment.

VII. Adjournment

Matt Potter adjourned the meeting at 8:-07 p.m.

Submitted by:

Laura A. Wilkicki, Community Operations Business Administrator