

Consumer & Family Advisory Committee (CFAC) - Mecklenburg

Thursday, January 17, 2019 | 5:30 P.M. – 7:30 P.M.

Anuvia Prevention and Recovery Center
100 Billingsley Road | Charlotte, NC 28211

MINUTES

Committee Members	Voting Member
Beverly Corpening	Present
Laura Berryhill	Absent
John V. Corrigan	Present on phone
Shari Phillips	Present
David Fleck	Present on phone
Gloria Tiller	Present
Randy Sperling	Present
Russell Andrews	Absent
LME/MCO and State Staff	Non-Voting
Agency: Cardinal Innovations Healthcare Title: Member Engagement Specialist/CFAC Liaison Name: Ronald Clark	Present
Agency: Cardinal Innovations Healthcare Title: Project Support Professional/CFAC Clerk Name: Sharon Friend	Present
Agency: Cardinal Innovations Healthcare Title: Director, Community & Member Engagement Name: Emily Bridge	Present
Guests/Members	Non-Voting

I. Call to Order | Introductions

Beverly Corpening

- Chairperson called the meeting to order at 5:36 p.m.
- Introductions were made by everyone present; no visitors or guests were present.

II. Minutes Approval

Beverly Corpening

- Minutes from the meetings held Sep. 20, 2018 and Dec. 20, 2018 were presented for approval. Motion to approve the minutes was made by Randy Sperling and seconded by Gloria Tiller. All in favor. Motion carried.
- The Nov. 15, 2018 meeting was cancelled due to lack of quorum, therefore, there were no minutes to approve.
- Randy Sperling indicated she was in attendance at the Sep. 20, 2018 meeting, however, the minutes indicated she was absent. This will be researched.

III. Update > Cardinal Innovations Healthcare

Ron Clark

- Ron provided the DHHS updates from Suzanne Thompson. Ron emailed the information regarding the Tailored Plan Webinar to the Board.
- The Board Members attending the meeting reviewed their email address listed on the sign in sheet for accuracy and made changes if needed. A suggestion was made to put "*Cardinal Innovations*" in the beginning of the Subject line for emails Ron is sending out to the Board.
- Emily Bridge informed the Board that Anna Marshall, VP of Community Operations, would like to attend the next meeting scheduled for Mar. 20, 2019 to present the Proposed Community Advisory Restructure. Cardinal is sharing this information with all of the Stakeholders that advise Cardinal to get feedback; the restructure does not impact CFAC. Due to this being an informative topic, Randy Sperling requested it be inserted at the end of the agenda. A suggestion was also made to schedule a special informational meeting in February to present this topic – Ron and Emily will look at possible meeting dates and will also look to see if Anna has other scheduled meetings being held in Mecklenburg County in February that the Board could join.
- The Executive CFAC is meeting on Jan. 24 at 5:30 p.m. in Burlington to review and approve a completed draft of the new by-laws. If a call in number is available it will be shared with the Executive CFAC Members.
- Ron noted that the Piedmont and Mecklenburg CFAC will merge. No further discussion was had by the Board and the meeting continued.
- Ron expressed his humble apology to Randy Sperling for not setting up a meeting. Randy shared her frustration with Ron that he did not set up a time to meet with herself and David Fleck for the purpose of discussing where they'd like to have the conference, what the conference would look like and divide up the work. She requested it be noted in the minutes this was due to Cardinal's part and not Meck CFAC. After further discussion it was understood there was misunderstanding on the responsibilities taken away from the last CFAC meeting but has now been resolved. Beverly suggested David connect with Randy to decide on a couple dates to meet and then coordinate with Ron to set up the meeting; all were in agreeance with this plan.

IV. Old Business

- There are no current updates.

V. Update > DHHS

Suzanne Thompson

- Suzanne Thompson was not able to attend the meeting. Ron Clark provided the updates on Suzanne's behalf.

VI. Update > State CFAC, Community Board, and/or Corporate CFAC

Lauren Berryhill

- Lauren Berryhill was not able to attend the meeting. No updates were given.

VII. Recommendations to Board

- There are no new recommendations to the Board.

VIII. New Business & Action Plan Review

- Statewide CFAC Meeting in Charlotte
 - Beverly asked the Board to begin discussing the State CFAC Conference while she stepped out of the meeting to speak with John Corrigan and David Fleck who were attending the meeting via phone.
 - There was general discussion on the scope and layout of what a State CFAC Conference looks like. It was suggested to have an opening speaker Friday evening and continue with various topics/speakers through Saturday. The Board brainstormed on ideas for topics.
 - There was discussion around how a CFAC Member is able to collaboratively work with Cardinal to better assist a member who has shared concerns with a CFAC Member and/or doesn't feel like they are receiving the services needed without Cardinal disclosing confidential information about the member with the CFAC Member. Beverly was recapped on the conversation upon returning to the meeting room and she suggested the member attend a CFAC meeting and share their concerns.
 - Emily suggested conducting a survey monkey with the CFAC Members throughout the state and ask for topics and/or speakers they'd like to see presented. Cardinal offered to assist with facilitating the survey; Stacey Harward & Suzanne Thompson may be someone who can assist with a distribution list of CFAC Members. When David, Randy, and Ron meet they will discuss what to include in the survey monkey; the content will be presented to the Board and then sent to Ron.
 - There was discussion by the Board around actions that CFAC Members can take to facilitate members who have lost services by providing resource information to the member to determine their next steps; during discussion Beverly stepped out of the meeting once more to speak with John Corrigan and David Fleck via phone.
 - Here are the suggested topics that were discussed during the meeting:
 - ✓ The three areas of disabilities
 - ✓ Advocacy / Advisory
 - ✓ HIPAA Law / Legal boundaries (Attorney speaker?)
 - ✓ Assistance with Navigation
 - ✓ Tailored Plan
 - ✓ Stigma / Coming forward for help
 - ✓ Mental Wellness
 - ✓ Grievances / How can CFAC and the MCO partner
 - ✓ The Statutory Requirements

- This is the link to the last Statewide CFAC Conference in 2017 to reference speakers, layout, etc.
<https://www.partnersbhm.org/cfac-partnerships-tomorrow/>

IX. Action Steps

- Continue brainstorming topics and speakers for the Statewide CFAC Conference.

X. Recruitment and Membership Efforts

- There are no new recruitments and memberships.

XI. Update > Community Involvement – Trainings/Conferences/Events

- Recovery conference in Winston Salem: One Community in Recovery – Mar. 14-15
- IDD conference hosted by ARC in Winston Salem: Rooted in Advocacy – Mar. 29

XII. Public Comment

- No public comments were made at this time.

XIII. Adjournment

- Randy motioned to adjourn the meeting at 7:05 p.m.
- Beverly returned to the meeting room and requested Cardinal send her a copy of the drafted by-laws. Emily advised her to contact the Executive CFAC Chair, Beverly Morrow.
- Beverly also requested a copy of the Local Business Plan and Budget.
- Meeting was adjourned at 7:09 p.m.

Next Scheduled Meeting > March 21, 2019 at 5:30 P.M.

Submitted by:

Sharon Friend | Project Support Professional

Name | Title

Jan. 17, 2019

Date