

**Consumer & Family Advisory Committee Meeting Minutes**  
**September 10, 2018**  
**Forsyth Wellness Center**  
**650 N. Highland Ave. Winston Salem, NC 27101**  
**(Located in Highland Center)**

Committee Members	Voting Member	
	Present = P	Absent = A
CFAC Chair – Obie Johnson	P	
Co-Chair- Mary Miller	P	
Bill Donohue	A	
Dennis Lynch	A	
Gladys Christian	P	
Glenda Smith	P	
Julie Whittaker	A	
Kelly Owens	P	
Mary Anncelli	P	
Matt Potter	P	
Pam Goodine	P	
Ricky Graves	A	
Sarah Potter	P	
Terry Cox	P	
Tim Flavin- (resigned, effective 9.10.18)	A	
Cardinal Staff	Non- Voting	
Bob Scofield-Member Engagement Specialist, CFAC Liaison-Cardinal	P	
Rhonda Blair-Project Support Specialist, CFAC Clerk-Cardinal	P	
Ronda Outlaw- Senior Community Executive-Cardinal	P	



<b>Guests Speaker(s)</b>	
None- Stacey Harward from DHHS was unable to attend	A
<b>CFAC Guests</b>	
Tim Gallagher	P
Della Bailey	P
Tumibu Douthit	P
Bob Crayton	P
Lakessiah Henderson	P
Tonya Corbin	P

**Call to Order/Introduction**

**Obie Johnson**

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**

**Obie Johnson**

A motion was made to approve the agenda with the following items added to New Business/Action Steps: (4) Elect a member for provider council (5) Set a date for agenda development meetings (6) Discuss Final agenda for summit (7) Grant Submissions (8)Discuss Tim Gallagher’s question regarding the number of families that experience “no shows” from provider staff. A motion was made to approve last months minutes with correction of spelling. All were in favor of both.

**Public comments**

**Open**

There were no public comments

**Cardinal Innovations Report**

**Ronda Outlaw**

Ronda Outlaw went over county dashboards with CFAC members. There was an increase of children with mental health conditions and a slight decrease for adults being served. Tim Gallagher expressed concern regarding providers not fulfilling their hours of care for families? He asked how Cardinal is monitoring unfulfilled shifts by providers? This question was tabled by Obie Johnson until New Business under action steps. Ms. Outlaw discussed the registry of unmet needs. She stated

the number of people on the registry has come down over a number of months. Tim Gallagher asked if the needs were met for the 47 people that were no longer on the registry. The response was some needs were met and some moved out of the state. It was implied that no one went without help. She mentioned the decrease in Forsyth was due in part to Member Engagement's outreach to families. They connected with families to determine if they were still living in the state, if they still needed services or if there were other services they could be linked to. The list has decreased from 850 members in July 2017 to 803 in March 2018. Ms. Outlaw reported, out of the people served by service and cost, outpatient therapy is the most utilized service for both State and Medicaid funding sources. For Medicaid funding, Innovations and ICF are the most costly services due to the intensive need and In-Service is the most costly for State Funds. Ms. Outlaw reported the call abandonment rate was currently 2.1%, the benchmark is below 5%. These are calls when a person may hang up before the phone is answered. She mentioned there will be a presentation from access at the next Community Partners Meeting to go over the process in more detail. Ronda Outlaw gave a brief overview on the County funding. These funds are used for local gaps and can be used for a broader range of services that are not otherwise funded by Medicaid or State funds. Ms. Outlaw announced the start of the District Attorney's new program called D.A.T.A (District Attorney's Treatment Alternatives). This program offers the option to receive treatment in lieu of incarceration to those who have committed low level crimes and have opioid and co-existing mental health issues. If they agree to this program they must comply with all treatment recommendations for 12 to 18 months, which consists of taking their medications regularly and going to therapy. Upon completion they will receive reduced or eliminated charges. However; if they do not comply or chose not to enter the program they will serve their sentence as ordered. Bob announced, funds originally allocated to Member Engagement and Community Operations for major events will be used to partner with the community for events that are related to mental health, I/DD and substance use instead. Bob is asking if anyone know of an event that CFAC members think would be a good partnership to please let him know. He is requesting if any member needs sponsorship for an event to please submit the request at least two months in advance.

### **DHHS Report**

Stacey Harward was held over at a previous meeting in Hickory and was unable to attend; therefore no Report was given.

## **Old Business**

**Obie Johnson/ Mary Miller**

### **1) Summit Meeting Update**

Obie was unable to attend the summit conference call on September 6, 2018; therefore no major report was given. Obie handed out the summit agenda and briefly reviewed it with CFAC members. He mentioned Trey Sutton will be in attendance and Brian Thompson will be there to discuss Medicaid Transformation. On Saturday they will also vote on the structure of ECFAC and local CFAC, go over the by laws and discuss the Bonnies Schell Scholarship. All CFAC members are encouraged to attend. The Summit will begin 10:00 am Friday, October 12th and Saturday, October 13<sup>th</sup>.

### **2) CFAC Reconfiguration Update**

Obie stated the CFAC Reconfiguration will be discussed and voted on at the Summit on Saturday, October 13th. There was no further discussion.

## **Reports from MH/SUD, I/DD Advisories**

**Dennis/ Pamela/ Sarah**

**MH/SUD-** Pamela Goodine reported guest speaker, Laurie Lama and Obie Johnson gave a report on the grant award money from Cardinal. They received \$130,000 for staffing. She mentioned the name has been changed to the Heart Program which is a housing program that focus on making same day housing a priority and removing barriers by not requiring income or background checks. The site will include nurses, a psychiatrist and peer support specialists. They will stay in the same house as they progress, however; there is a six month transitional period and Rapid period planning for up to two years. Next month the deputy clerk of Forsyth superior court, Phillip Wiener will present as well as Amber Humble.

**I/DD-** Sarah Potter announced BB& T has allowed the Enrichment Center to use their stadium for the entire day, free of charge, for a community event on March 30,2019. Ms. Potter mentioned the new music appreciation class Lindsay Locklear will have at the Forsyth Wellness Center. She reported they are considering doing an inventory of transportation options and work on a repository to present to the county commissioner. Bob Scofield reported a gap in ABA services (Applied Behavioral Analysis) in Rockingham, Stokes and Davie. There are no ABA services available in these counties, therefore they are sent to Forsyth for treatment. This is an evidence based therapy for members on the

Autism spectrum. Ms. Potter suggested inviting Dana Alley, who is a member of the I/DD Advisory Board and has children on the autism spectrum to one of the CFAC meetings to talk to them about the purpose and benefits of ABA services.

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

**Obie/Sarah/Matt/Terry**

**ECFAC-** Obie mentioned there will be further discussion at the summit regarding ECFAC.

**State CFAC-**There were no State CFAC updates at this time. There were a few recommendations that Triad CFAC would like to present to State CFAC. Glenda Smith would like to see more ACTT teams and more Peer Support Specialists go to members homes. Mary Miller would like to know if other MCOs are documenting the 'no shows' by provider staff. The State CFAC meeting scheduled for Wednesday was canceled due to the threat of Hurricane Florence.

**Community Board-** There were no Community Board updates at this time. The next Community Board meeting will be in October.

**Corporate Board-** Terry Cox mentioned the board meeting will be focused on the upcoming summit. He urges CFAC members to attend the next board meeting so their voices can be heard and they can discuss what is working and what is not working. Mary Miller made a motion to write a letter and send it to Terry so he can present it to the board regarding their recommendation to have three CFAC members, one from each discipline on the Client Rights Committee. Sarah Potter seconded the motion, all were in favor. The next Corporate Board meeting will be at the end of October in Henderson, there will also be one in Winston Salem on February 22, 2019. Time TBD.

### **New Business & Action Steps**

**Obie Johnson/ Mary Miller**

#### **1) CFAC vision for future**

There was no additional input at this time. It will be discussed further at the Summit. Glenda Smith thanked Cardinal for the support given this year.

#### **2) County Commissioners Budget**

Was overviewed by Ronda Outlaw during Cardinal Innovations Reports.

### 3) **New Member Vote**

Tim Gallagher was voted in as a new member, Pamela Goodine made the motion, Sarah Potter seconded and all were in favor. Tim Flavin submitted his resignation to Sarah Potter, effective September 10, 2018. She will send it to the rest of the members.

### 4) **Elect Member for Provider Council**

Obie asked if anyone was interested in participating in the Provider Council, there were no responses at this time. Obie mentioned Provider Council meets the first Thursday of every month at 9:00am if anyone is interested in attending and reporting back to Triad CFAC.

### 5) **Set Date for Agenda Development Meeting**

The Triad CFAC agenda development meeting has been set for the fourth Monday of every month at 3:00 pm.

### 6) **Final Agenda for Summit**

This item was discussed in old business under Summit meeting update.

### 7) **Grant**

Pamela Goodine submitted a grant request that will be voted on via email due to no quorum.

### 8) **Discuss Tim Gallagher's question regarding the number of families that experience "no shows" from provider staff.**

Glenda Smith proposed there be a list of people on reserve who can be reimbursed for their time when staff does not show up. Sarah Potter suggested possibly supporting or joining forces with NADSP (National Association of Direct Support Personnel) since some people may require more skilled workers to assist them. The NADSP is compiling information for a data base of each healthcare worker and what they are certified to do. This data base will be used to find alternative healthcare workers when scheduled staff does not show. Bob Scofield will check with Cardinal's grievance center and network department to obtain a report

regarding provider complaints from family members concerning staff not showing up.

## **Community Involvement Updates- Trainings/ Conferences/ Events**

### **CFAC Members**

State to Local CFAC call is September 19, 2018. There will be updates from Partners, Sandhills and Trillium as well as Medicaid Transformation.

ELT call is every fourth Monday at 5:00pm. This is the call to discuss the agenda for the next State to Local CFAC call. The number for that call is 888.273.3658 and the code is 2490768.

NAMI Training, Friday, October 12, 2018

### **Comments & Adjournment**

### **CFAC Members/ Obie Johnson**

Obie made a motion to adjourn meeting at 8:30 pm. All were in favor

**Next Meeting- 10/8/2018**

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**650 N. Highland Ave. Winston Salem, NC 27101**

**(Located in Highland Center)**

Submitted by:

*Khonda M. Blain* | Project Support Professional 9/14/18

Name, Title, Date