

Consumer & Family Advisory Committee Meeting Minutes
March 17, 2020 | 6:00 P.M. - 8:00 P.M.
Via WebEx

Committee Members	Voting Member Present = P Absent = A
CFAC Chair-Beverly M. Morrow	P
Crista Aldridge	A
Jean Anderson	P
Terri Clark	P
David Fleck	P
Michelle Joshua	P
Tina Marshall	P
Toni Partlaw	P
Hezekiah Anderson	P
Mary Sechler	P
LaRhonda Watkins	P
Jeffery Phillips	P
Staff	Non- Voting
Susan Thompson	P
King Jones-Director, Community Health & Wellness	P
Yalanda Williams-Member Engagement	P
Ronald Clark-Member Engagement	P
Ruth Michel - Clerk	P
Melissa Bunker, Regional Executive	P
Guests	Non-Voting
Maria Shannon	P
Jessica Aguilar	P

I. Call to Order/Introduction

Beverly M. Morrow, Chair

Beverly Morrow, Chair, called the meeting to order at 6:02 p.m. Introductions were made by everyone present, via phone. Beverly Morrow, Chair, welcomed guests, Maria Shannon and Jessica Aguilar to the meeting. Beverly informed committee members that this was Maria Shannon and Jessica Aguilar 2nd consecutive visit and therefore have met the criteria to receive an application for membership of the Southern Region CFAC.

II. Public Comment

Beverly M. Morrow, Chair opened the floor for public comment. There were no public comments.

III. Consent Agenda and Minutes Approval

Beverly M. Morrow, Chair

Beverly provided an overview of the agenda. Michelle Joshua motioned to approve the agenda as presented. Mary Sechler seconded the motion. All in favor. Motioned carried.

Beverly M. Morrow, Chair reviewed the February 18, 2020 meeting minutes. The committee members request for the following revisions be made to the February 18, 2020 meeting minutes:

- **Consumer and Family Advisory Committee Summit:**

- *Delete*: Beverly M. Morrow, Chair asked if people would be willing to meet with the Cardinal Board at the February 20th meeting.
- **Latino sub-committee report:**
 - Beverly M. Morrow, Chair provided the updates and reporting, not Jeff Phillips. *Include*: The Southern Region CFAC plans to have tables at Latino festivals and identify providers that serve the Latino communities. The committee would like to conduct a survey for the Latino community and do a secret shopper to measure quality of services. *A question was asked*: Do one have to be an American citizen to receive services? Tina says she would reach out to Vita.
 - *Include*: The committee requested that errors be amended, in the English translation of the CFAC brochures, prior to printing and distribution.
 - *Correction*: The committee request that only the CFAC brochure be translated in Spanish, not all brochures.
 - *Amend*: Jeffery Phillips wanted to make sure that the Committee does not double due what Cardinal has already done. *To say*: Jeffrey wanted to ensure that the committee do not duplicate what Cardinal has in its Community Assessment Surveys.
 - *Delete*: the word “status” in the sentence “The committee asked Yalanda if Thamar Tirado, Cardinal Representative, could attend a future Sub-Committee status”.
 - *Include*: Beverly M. Morrow, Chair excitedly informed the committee that there are two individuals from the Latino community. Beverly provided an overview of the CFAC membership process and provided the two individuals with membership applications.
- **Gaps in Services**
 - *Amend*: Jeff Phillips indicated that there is a gap in B-3 services in Cabarrus County, *to say* Jeff indicated that there are gaps in B3 services in all counties.
- **Transition to Community Living**
 - *Include*: Beverly M. Morrow, Chair requested if Cardinal can provide more regular updates on how many individuals transition to community living after leaving facilities and return to transition to community living.
- **Adjournment**
 - *Delete*: Beverly M. Morrow, Chair, provided final comments to the committee members.

Terri Clark motioned approved the February 18, 2020 meeting minutes that includes the discussed revisions. Jeff Phillip seconded. All in favor. Motion carried.

IV. Old Business

Beverly M. Morrow, Chair

- **Latino Sub-Committee**

Considering COVID-19, Beverly M. Morrow, Chair, has elected to cancel the in-person meeting for the Latino Sub-committee and will opt for a conference call. Beverly requested a poll of dates and times of when the next meeting could take place. Beverly asked Jeff to work with Yalanda in sending out the poll and assist in providing a conference line that can be utilized for the meeting.
- **Gap in Services Discussion**

The committee discussed gaps in services. Beverly M. Morrow, Chair, informed the committee that there are services that are being discontinued for certain individuals, for example, Peer Support hours.

- **The Steering Committee**

Beverly M. Morrow, Chair informed that committee that the Steering Committee meeting has been rescheduled for April 2nd, considering recent events pertaining to COVID-19. The meeting will likely take place virtually.

- **NC TIDE Update**

Beverly M. Morrow, Chair, informed the committee members that NCTIDE Conference has been postponed to June 28, 2020 through July 1, 2020.

- **Using December and July Allocated Budget**

Beverly M. Morrow, Chair reminded committee members that at the September 17, 2019 it was agreed upon that since the Southern Region CFAC committee does not cater its meeting, the allocate funds can be used to other areas of interest or increase training dollars for each member up to \$400 per person. Beverly asked King Jones, Director of Community Health, since Southern Region CFAC conduct meeting 10 months out of the fiscal year (no meetings held in Dec. & July), can the Southern Region CFAC allocated funds for December and July be used for other areas of interest. King informed the committee members that because the allocated budget for CFAC was given to CFAC as a whole and certain budget line items cannot be used for other areas of interest it presents a challenge. However, next fiscal year, King's proposal is to have a tracking system in place per region for budget allocations.

V. New Business

Beverly M. Morrow, Chair

- **Stipend/ No Mileage**

Beverly M. Morrow, Chair informed committee members that a full Stipend will be provided to those in attendance for this meeting however, no mileage reimbursement will be provided.

- **CFAC Budget and Training Requests**

Beverly M. Morrow, Chair, reiterated that each Southern Region CFAC committee member has up to \$400 allocated for trainings that can be used until June 30, 2020. Beverly informed the committee that a flyer was sent out regarding a Mental Health in African American Communities Conference sponsored by Cardinal, is taking place at the Friendship Missionary Baptist Church on April 16, 2020. Beverly will keep the committee abreast any new development as a result of COVID-19. Jean Anderson informed committee members that the I2I Spring Policy Conference has been scheduled for June 15th & June 16th in Raleigh, NC. Beverly opened the floor to committee members who would like to allocate their unused, training funds to a large pot that other committee member can used to attend trainings or conferences. The following committee members agreed to commit their funds to the training pot:

- Toni Partlow agreed to allocate his funds to others for training.
- Mary Sechler agreed to allocate her funds to others for training.
- Jeff Phillips agreed allocate her funds to others for training.
- Tina Marshall allocate her funds to others for training.

David Fleck asked if training dollars can be used for the CFAC State Legislative Meeting on May 16th in Raleigh, NC. Beverly M. Morrow, Chair, informed David that training dollars can be used for overnight stay and travel.

Jeff Phillip motioned that committee members who has agreed to allocate his/her training dollars not used within this fiscal year, be allocated to the pot that can be used in other areas of interest and, other committee members training costs. Tina Marshall seconded the motion. All in favor. Motioned carried.

- **State CFAC Resolution**

Beverly M. Morrow reviewed the Resolution in Support of NC State Consumer and Family Advisory Committee. The document asks each county Board of Commissioners to adopt this document in addressing system advocacy, improved service deliveries, ensurance of quality services and cultivation of community engagements. The document is a letter of support that solidify the joint effort of the NC State CFAC, the local CFAC and LME/MCOs, in hopes that legislators increase state funding for members and communities. Jean Anderson asked if each committee member contact their county to sign this document of support. The following county Commissioners who signed the letter of support were Washington, Pender and Perquiman. Beverly M. Morrow, Chair, Jean Anderson and Melissa Bunker, Regional Executive for the Southern Region, will collaborate on script that each committee can use when contacting their County Commissioners.

- **New Member(s) Vote**

Beverly Morrow, Chair informed the committee members that Maria Shannon and Jessica Aguilar has provided CFAC membership applications and has met the criteria for membership. Maria Shannon and Jessica Aguilar desires to represent I/DD for Union County.

LaRhonda Watkins motioned to have Jessica Aguilar serve on the Southern Region CFAC as a representative for I/DD Union County. Hezekiah seconded the motion. All in favor. Motioned carried.

LaRhonda, Watkins motioned to have Maria Shannon serve on the Southern Region CFAC committee as a representative for I/DD for Union County. Michelle Joshua seconded the motion. All in favor. Motioned carried.

- **Cardinal Innovations Updates**

No Cardinal Innovation updated provided. However, Yalanda Williams asked if there are initiative in your county that Cardinal Innovations can provide assistance, to reach out to her directly. Yalanda reminded committee members that the Access lines continues to be available 24/7 for assistance.

Melissa Bunker, Regional Executive of the Southern Region, informed committee members that Cardinal Innovations will be rolling out draft strategic plans for the region, that will help to inform the official regional health plan that the Regional Health Councils will be approving. In addition, putting forth for the future fiscal years and how grants and reinvestment dollar will come back into our region. One of the top 5 strategies, is an increase engagement and resource support for the Latino communities of the Southern Region. Melissa informed the committee members that a member of the Community Operations team will work, and support CFAC with their efforts in connect the Latino community to services.

- **Provider Council Meeting Report**

David Fleck informed committee member that the last meeting he attended was February 6, 2020 via teleconference, where discussion of goals, committee vacancies and how to ensure member

demographic are correct. David was not in attendance for the March 2020 meeting but, will request a copy of the meeting minutes for March 2020 and will provide an update at the next meeting in April.

Beverly M. Morrow, Chair, reminded the committee members that if they are unable to be in attendance for a meeting, to contact herself and Yalanda Williams.

- **Cultural Competency Meeting Report**

Jeffrey Phillip provided an update for the Cultural Competency meeting. Jeff informed the committee members that the Cultural Competency Committee is focusing on providing trainings on bullying of transgender, cyberbullying and other types of bullying.

- **State CFAC Update**

Jean Anderson provided State CFAC updates. Jean informed committee members that the State to Local CFAC call is scheduled for tomorrow March 18th. Jean asked for participation from the Southern Region CFAC group. The dial-in number is 1-888-273-3658 / Access Code: 2490768

- **Community Advisory Committee Update**

Michelle Joshua requested an update on the Community Advisory Councils from Melissa Bunker. Melissa informed Michelle and committee members that counties have a healthcare committee council that are analyzing and evaluating outcomes and therefore, Cardinal Innovations will partner with those entities to fulfill a dual role; more information to come. The two counties that have formed their Community Advisory Councils are Rowan and Stanly. Union, Mecklenburg & Cabarrus will not be ready until May- June 2020. This is ensuring that the group is diverse and communication outputs are in place. Those who have submitted membership applications through appropriate channels this year to join a CAC, Cardinal suggests that those individuals connect with groups in their communities. Melissa Bunker will send committee members contact information of possible entities in the counties. Melissa Bunker and King Jones will keep the committee abreast of any new information.

VI. Adjournment

Beverly provided final comments. The next meeting will take place the April 21, 2020.

Mary Sechler motioned to adjourn the meeting. Michelle seconded the motion. All in favor. Motioned carried.

Meeting adjournment at 8:05 P.M

Submitted by:

Ruth Michel / Clerk 3/26/20

Name/Title and date