

Southern Region Consumer & Family Advisory Committee Meeting Minutes
October 15, 2019 | 6:00 P.M. – 8:00 P.M.
Cardinal Innovations Healthcare
4855 Milestone Avenue
Kannapolis, NC 28081

Committee Members	Voting Member
Beverly M. Morrow – CFAC Chair	Present
Terri Clark	Present
David Fleck	Present
Jean Anderson	Present
Michelle Joshua	Present
Hezekiah Anderson	Present
Sharri Phillips	Absent
LaRhonda Watkins	Present
Tina Marshall	Present
Mary Sechler	Absent
Toni Partlow	Present
Crista Aldridge	Present
Jeffrey Phillips	Present
Staff	Non- Voting
Emily S. Bridge, Director, Community Engagement	Present
Yalanda Williams, Member Engagement	Present
Ron William, Member Engagement	Present
Jill Queen, Quality Management	Present
Ruth Michel, Clerk, CFAC	Present
Guests	Non-Voting
Stacey Harward, DHHS	Present

- I. Call to Order/Introduction** Beverly M. Morrow, Chair
 Beverly Morrow, Chair called the meeting to order at 6:01 p.m. Introductions were made by everyone present. Beverly welcomed everyone to the meeting. There were no attendees via phone.
- II. Consent Agenda and Minutes Approval** Beverly M. Morrow, Chair
 Beverly Morrow, Chair provided an overview of the agenda. The Southern Region CFAC meeting minutes for September 17, 2019 were presented for approval.
- Jeffrey Phillips motioned to approve the September 17, 2019 meeting minutes. Michelle Joshua seconded the motion. All in favor. Motioned carried.
- III. Public Comment** Beverly M. Morrow, Chair
 Beverly Morrow, Chair opened the floor for public comment. Beverly asked if there were any attendees who joined the meeting via phone, and wanted to provide a public comments, or introduce themselves. No response given; no attendees via phone.

IV. Committee Representatives – Knowing Mtg. Schedule

Beverly M. Morrow, Chair

Beverly Morrow, Chair asked CFAC committee representatives to provide his/her sub-committee schedule that he/she serve on as Southern Region CFAC Representative.

- Michelle Joshua serves as a CFAC representative on the GCQI committee. The committee meets quarterly in the following months: January, March, June, July, September and November. The next schedule meeting will be held January 31, 2020. Michelle also serves as a CFAC representative on the Provider Council/Network Council. The next Provider Council/Network Council meeting is scheduled to be held on November 7, 2019.
- Jean Anderson serves as a CFAC representative on the CQI committee. The committee meeting varies. Jean also serves as a CFAC representative on the Community Oversight Board which will meet later in the week, to discuss future meeting schedules under the new governance structure. Jean will provided additional information at the next Southern Region CFAC meeting.
- Jeffrey Phillips serves as a CFAC representative on the Cultural Competence Council. The council meets the 4th Wednesday of every month.
- Beverly Morrow, Chair serves as a CFAC representative on the Regional Provider Council. The council meets quarterly. The next Regional Provider Council meeting will be held in January.
- David Fleck serves as a CFAC representative on the Mecklenburg Provider Council. David informed the CFAC members that he could not provide an update of the meeting schedule due meeting date inconsistencies. He hopes to have more information at the next Southern Region CFAC meeting.
- Beverly Morrow, Chair informed the CFAC members that the Mecklenburg and Piedmont Provider Councils will merge as the Southern Region Provider Council under the new governance structure. Beverly advised David and Jeffrey to coordinate future meeting attendances in the event of meeting conflicts.

V. Recap of Processes for Training/Conferences

Beverly M. Morrow, Chair

Beverly Morrow, Chair reminded the Southern Region CFAC members that each member is allocated \$250 for trainings/conferences. However after discussions at the September 17, 2019 meeting, it was decided that meals will no longer be served and, therefore the \$250 trainings/conference allocation has increased up to \$400 (includes registration, hotel, travel and meals) per member. Beverly expressed to the CFAC members that anyone who attend trainings/conferences and exceeds the allocated \$400, will be responsible for the accrued expense(s). Beverly also noted that in the event of a surplus at the end of the fiscal year, reimbursement will be considered for those who accrues more than the \$400 trainings/conference costs. In addition, Beverly noted that CFAC members can allocate his/her funds to another member if he/she does not plan to utilize the allotted monies within the fiscal year.

VI. Meeting Locations/Discussions

Beverly M. Morrow, Chair

Ronald Clark provided an update to the CFAC members of possible meeting locations in various counties.

- Ronald Clark informed the CFAC members that Michelle Island from Daymark has agreed to host Southern Region CFAC meeting in all counties with the exception of Mecklenburg County. Ronald informed CFAC members that meetings in Mecklenburg County can be held at Anuvia Prevention Services.

Beverly suggested that Southern Region CFAC continues to hold all future meetings at the Cardinal Innovations Healthcare: 4855 Milestone Ave. Kannapolis, NC 28081, until further notice. All members were in agreement.

VII. Quality Management Report

Jill Queen

Jill Queen provided an overview of the Quality Management Dashboard Reports for Mecklenburg and Piedmont (includes Davidson county) Regions. Jill informed the CFAC members that the reports only reflect Medicaid Population services and not state services. Jill informed the CFAC members that she has requested the QM Dashboard Reports reflect the current structure of the counties: Southern, Northern, Triad and Central.

Emily S. Bridge proposed that the Quality Management Dashboard Report be broken down by counties versus regions. Jill will inquire about the proposal for future reports and provide a follow up at a later date

VIII. CFAC Initiatives

Beverly M. Morrow, Chair

Beverly M. Morrow opened the floor to CFAC members to discuss community initiative for the fiscal year.

- Beverly suggested the continuation of the Transitional to Community Living (i.e. moving individuals from assisted living or nursing homes into the community) initiative.
- Jeffrey Phillips suggested working with the Latino Communities in hopes of increasing Latino Representation on the Consumer & Family Advisory Committees. Yalanda Williams will keep CFAC members abreast of all upcoming Latino community events across the Southern Region. Emily S. Bridge noted that Cardinal Innovations can assist with set up but, CFAC members will be responsible for tending the table at the community events. Jill Queen suggested Southern Region CFAC do an outreach on underserved populations and the removal of barriers to care.
- Tina Marshall suggested Court Support for offenders with Mental Health. She will provide additional information at next meeting.

Beverly Morrow, Chair asked the CFAC members to come up with goals, ideas, and suggestions on how to address the discussed initiatives. Also, what initiative would CFAC members want to primarily address first? CFAC members to send Beverly Morrow, Chair their response.

IX. Membership Terms

Beverly M. Morrow, Chair

Beverly Morrow, Chair informed the CFAC members that Toni Partlow and Hezekiah Anderson has not conducted a lottery drawing to determine their service term.

- David Fleck motioned to have Hezekiah Anderson and Toni Partlow to do a lottery drawing to determine their service terms. LaRhonda Watkins seconded the motion. All in favor. Motioned carried.
 - Hezekiah Anderson drew 3 yrs.
 - Toni Partlow's drew 2 yrs.

X. Membership Requirement

Beverly M. Morrow, Chair

Beverly Morrow, Chair provided a brief overview of membership requirements written in the Cardinal Innovations Healthcare Consumer and Family Advisory Committee By-Laws and the membership application. She expressed that each CFAC must adhere to all rules and regulations pertaining to CFAC membership. Beverly specifically addressed the following:

- **CFAC Membership Application**

- Question 5: “CFAC meetings are held each month and meet after 5:00 p.m. and typically last two hours. Are you available to meet at that time?”
- Question 6: “Do you have reliable transportation to the meetings?”
- Question 15: “Do you need special accommodations?” (Ex. Language or Sign Language interpreter)

- **CFAC Membership Consent Agreement**

- “Please check “Yes” or “No” to indicate whether you are willing to meet each expectation.
- “I am willing to represent the best interest of all persons with disabilities, not just my area of disability.”
- “I am able to be open and non-confrontational in my views, be tolerant of the views of others, and I am open to diversity.”
- “I am willing to attend scheduled meetings. I understand I will be removed from the CFAC if I miss three consecutive, unexcused meetings” without proper notification per the bylaw Article IV. Section 11. (Excuse absences are on a case by case bases) Emily S. Bridges informed the CFAC members that one can request a Leave of Absence (Article IV. Section 9) for excused prolong absences without any penalty of removal from the committee.
- “I am willing to devote a minimum of 4 hours outside of regular meeting times working on CFAC duties.” Jean Anderson informed CFAC members that ways to devote oneself to the 4 hours minimum is through, serving on the county Regional Council as a non-CFAC representative or the State CFAC call from 7pm – 8:30pm (1-888-273-3658 access code: 2490768#). Jean to verify CFAC member attendance.
- “I understand that I am responsible for arranging my own transportation to the meetings.”
- “I am willing to attend training on my responsibilities as a CFAC member.”
- “I am willing to keep informed about issues affecting persons with mental health, substance use disorder, or intellectual/developmental disabilities, services available and the activities of my community.”
- “I am willing to attend committee meetings, complete assignments and participate in discussions or decisions.”

- **Cardinal Innovations Healthcare Consumer and Family Advisory Committee By-Laws**
 - Article IV. Section 8. Attendance: “CFAC members shall attend in-person at least 75% of the meetings (barring hardship) held in a fiscal year.”
 - Article IV. Section 11. “If a CFAC member fails to attend three (3) consecutive meetings (Regional and/or Steering Committee) without contacting their Regional Chairperson and/or Vice Chairperson, then he/she will be deemed to have resigned from the **CFAC.**”
- **Mileage and Stipend Reimbursement**
 - Meeting Participation via Phone receives a stipend of \$25.00; limited up to 2 phone calls.
 - In-Person meeting participation receives a stipend of \$49.00.
- **Training Request Form**

Beverly Morrow, Chair reminded CFAC members that the new training request form should be used for training requests and stipend/mileage reimbursement request for the attendance of sub-committees meeting.

XI. Retreat/Summit Date Beverly M. Morrow, Chair

Beverly Morrow, Chair informed the CFAC members that it has been suggested to hold an overnight CFAC Summit in Winston-Salem, NC for all four regions of the Consumer & Family Advisory Committees. Beverly noted that the summit will include a meet and greet with the Cardinal Board of Directors and, a film screening with a panel. The proposed dates are December 13 – 14, 2019. The majority of the membership were in agreement.

XII. NC Provider Council Conference Synopsis Michelle Joshua

Michelle Joshua provided an overview of the NC Provider Council Conference: Navigating the Path to Success. Michelle provided an example on how one of the conference objectives aligned with one of the the CFAC statutory requirements: Make recommendations regarding the service array and monitor development of additional services. Michelle also discussed Tailored Plans for 2021, Tailored Plan Principles, SUD Waivers and Medicaid Managed Care open enrollment.

XIII. Cultural Competence Committee Jeffrey Phillips

Jeffrey Phillis asked CFAC members for training ideas to be presented at the next Cultural Competence Committee meeting. The Cultural Competence Committee plans to incorporate Latino base trainings similar to one that takes place at the Latino Engagement event in the spring. Jeffrey will send out additional information at a later date. Jeff informed CFAC members that the Cultural Competence Committee is in the planning phases of a Spring Monitoring tool. Jeff informed the CFAC members that it will available in late spring. In addition, Jeff apprised CFAC members that the Cultural Competence Committee are planning conduct a religious focus discussion on MH, SUD, IDD and SUD which, will include a panel November 20, 2019 10am – 12pm.

XIV. State CFAC Updates

Jean Anderson

Jean Anderson asked CFAC members to think about members who are receiving service through Cardinal Innovations Healthcare that will transition to a standard plan in 2020. Jean expressed that those who will fall under the standard plan will not have representation opportunities (i.e. Consumer and Family Advocacy Committees). Jean asked CFAC members to come up with suggestion/recommendation that can be presented to the State.

Submitted by:

Ruth Michel 10-15-19

Name/Title and date