

**Consumer & Family Advisory Committee Meeting Minutes**  
**Triad – November 13, 2017**  
**4045 University Parkway**  
**Winston Salem, NC 27106**

Committee Members	Voting Member Present = P Absent = A
CFAC Chair – Obie Johnson	P – Via Phone
Mary Anecelli	P
Bill Donohue	A
Tim Flavin	A
Dennis Lynch	A
Mary Miller	P
Matt Potter	P
Sarah Potter	P
Julie Whittaker	P
Gladys Christian	A
Pam Goodine	P
Ricky Graves	P
David Silk	P
Terry Cox	P
Glenda Smith	P
Staff	Non- Voting
Bob Scofield - Member Engagement Specialist	Present
Cindy Rhodes – Project Support Professional	Present
Ronda Outlaw - Sr. Community Executive	Present
Jill Queen - Lead Regional QM Mgr.	
Guests	Non-Voting
	Present
	Present
	Present

- I. Call to Order/Introduction** **Mary Miller**  
 Obie Johnson is unable to attend. He will call into the conference line. Mary Miller is chairing. Chairperson called the meeting to order at 5:45 p.m. followed by a moment of silence.  
 Meeting begins with welcomes and introductions.
- II. Consent Agenda and Minutes Approval** **Mary Miller**  
 Matt P. stated the agenda did not need a motion to approve. Agenda approved.  
 Pam G. motioned to approve last month’s minutes. Matt P. seconded. No additions or changes. All in favor – Last month’s minutes approved.
- III. Public Comment** **Open**  
 No Public Comment
- IV. Presentation – Insight Human Services** **James Harner**  
 Did not attend

## V. Cardinal Innovations Reports

**Jill Queen, Ronda Outlaw**

- Jill Queen reviewed the Quality Management Dashboard Reports. Mary M. had previously asked questions concerning the reports.
  - 1- Can the reports be broken out by county? – Jill Q. stated that the reports were not currently broken out by county but this is a request she could put in for the next fiscal year. Jill is unsure if the reports can be broken out by these requirements.
  - 2- Can the reports be broken out by age and target population? – The data that is available is for the Triad Region, not by the county specifically.

Julie W. inquired about the inclusion of some reference and relevance of the raw data. Jill Q. will ask the Quality Management Dept. to see if this is possible.

Glenda S. would like to know who hears CFAC grievances. Jill Q. stated this information goes into a database and Cardinal staff takes the concerns back to the appropriate departments. Depending on the grievance, the information can also go to the Barriers of Service Committee.

Mary M. - How are the issues with providers tracked in Forsyth County? Jill Q. – This happens through various mechanisms. Feedback is taken back to a specific department and then a plan to reach unmet needs or an overall concern is determined. Ronda O – The result depends on client specific or provider specific concerns– Cardinal encourages filing a formal grievance. If CFAC had a concern, the staff from ME would take it back to be heard.

- Ronda O. reviewed the County dashboard reports with CFAC members. All counties in Triad wanted Cardinal to manage “some” of their money. Mary A. – What can you do about diverting money? Ronda O. – talk to your county commissioners. They are the conduits for these decisions. Mary A. – Speaking to CFAC members – Contact you county commissioners.

Ronda O. – The category “People served by age and disability: has decreased due to clean up efforts on the Registry Wait List. Some individuals have moved away, some have started other services. The Member Engagement staff will start looking at the wait list and help individuals navigate the system. Matt P. – I have a concern about taking people off the list without them knowing what services they can have. Bob S. – In ME, we do everything to make sure the opposite happens. We have meetings explaining the different services and we make sure no one walks away without all the knowledge they need to make the decision.

## VI. MH/SUD, I-DD Reports

**Mary Miller, Sarah Potter**

Pam G. Requested SUD / MH be turned around to MH / SUD. Last month’s MH/SUD Meeting discussed what the purpose of the advisory board is for. Three grants were emailed out to advisory members. Three presenters from Cardinal attended. Ronda Outlaw discussed the dashboard for Forsyth County. Mike Bridges & Karisa McDaniel discussed and shared info on Housing for the Disabled and gave goals of Transitions to Community Living (TCL). The WalletHub Study was reviewed and discussed. The most Favorable Cities for Services to Disabled (150 studied). Overland Park, KS was number 1, Winston Salem, NC was number 147, and Greensboro NC 149. Next meeting November 16

- I/DD – Sarah P. and Matt P. – Discussing transportation, housing, and registry of unmet needs at last month’s meeting. Forsyth County only has Trans Aid. Working with Transportation by Design. Most fees are \$1.00

## VII. State CFAC, Community Advisory Board, Corporate CFAC

**Mary Miller, Matt Potter**

Matt P. – Community Advisory Board Meeting – not a lot to report. Approval for Matt P. to stay on the Board. The Board is writing a letter of support for the CFAC committees to send to the legislators.

Matt P. - Executive CFAC – Cardinal Innovations and Executive CFAC seem to be on the same page and items are being discussed.

**VIII. Old Business**

**Mary Miller/ Obie Johnson**

- A- **Minutes off month** – Obie J. has a candidate, Kanisha Coleman, who is willing to take the off month minutes for \$15.00 per hour. Pam motioned to move forward with Kanisha taking the off month minutes. Julie W. seconded the motion. All in favor.
- B- **Calendar** – CFAC would like State statutes from Cardinal Innovations. Bob S. will work on this.
- C- **Conference call off months**- It is acceptable to call in on the conference line.
- D- **Reimbursements for food** – Mary M. - Who is going to provide food for off months?  
Mary A. volunteered for December to pick up food. Julie and Obie are gluten free. Need to RSVP to Mary A.  
Pam G. – Voiced concern that there is a lot of wasted food. CFAC consensus is they would rather have too much food instead of not enough. The food does not go to waste.
- E- **Terry Cox application** – Terry voted in last month. Welcome Terry Cox.

**IX. New Business**

**Mary Miller**

- A- **ECFAC** – Communication issues – will work on.
- B- **Kelly Friedlander**-December agenda (Kelly wants 45 minutes) will give a report on all she has learned from joining all the CFAC meetings. Please all members come to this meeting.
- C- **Access to training** – Mary M. will ask Jane Clark for applications to Triad and ECFAC.
- D- **Review budget** – Mary M. - We reviewed budget during meeting.

**X. Action Steps:**

**CFAC Members**

No current action steps.

**XI. Recruitment and Membership Efforts**

Sarah P. stated that the local Triad CFAC is full. All member slots are taken.

**XII. Community Involvement Updates – Trainings/Conferences/Events**

Pam G. wants to thank CFAC for the opportunity to attend different trainings.

**XIII. Comments & Adjourn**

**CFAC**

**Members**

Mary M – We miss you Obie J. Officially adjourned at 7:40 p.m.

Submitted by:

*Cindy Rhodes / Project Support Professional / 11/14/2017*

Name/Title and date