

Triad Region Consumer & Family Advisory Committee
Meeting Minutes
May 10, 2021 | Via Zoom

| Committee Members Total count=20 | Position/Representation | Voting Member Present = P Absent = A |
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| Matt Potter (Forsyth: IDD & MH) | Chair Recipient of IDD/MH services independently | A |
| Tim Gallagher (Forsyth; IDD) | Vice Chair Advocacy; Steering Committee Member, Forsyth CAC, local IDD Day Program Finance Committee; attends the all CFAC calls, State CFAC | P |
| Ricky Graves (Rockingham; MH) | Co-Chair Steering Committee Vice-Chair, Policies & Procedures Lead; RHC Chair | P |
| Abbi Jackson (Davidson; MH/SU) | | A |
| Dennis Lynch (Forsyth; MH/SU) | Triad Advisory Committee MH/SUD Chair and IDD Member, Greentree Board | P |
| Gladys Christian (Forsyth; MH) | Director of Horases Residential Care, Advisory Disability Rights of NC Member, Peer support. | P |
| Glenda Smith (Davie; MH) | NAMI NW Piedmont, retired educator; Triad MH/SUD Advisory Member | P |
| Guynette Hartman, accepted this meeting as an official voting member | Advocacy | P |
| Jon Carroll (Forsyth; MH/SU/IDD) | Peer Support Councilor and ECPR as well as Greentree | A |
| Julie Whittaker (Davie; MH/SU/IDD) | Davie CAC Co-Chair and RHC Member, NAMI member, Advocacy | P |
| Kelly Owens (Forsyth; MH/SU) | Advocacy | P |
| LaKessiah Henderson (Forsyth; MH/SU) | Advocacy | P |
| Mary Miller (Forsyth; MH) | Advocacy | P |
| Mary Anecelli (Forsyth; MH) | Triad MH/SUD Advisory Member | P |
| Michael Thompson | | A |
| Obie Johnson (Forsyth; SU) | Immediate Past Chair, Triad Advisory Member MH/SUD | P |
| Pam Goodine (Forsyth; SU/MH) | Peer Support Specialist & ECPR Educator, Triad Advisory MH/SUD Member, Greentree. Steering Committee Member | P |

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| Sam Gavurin (Forsyth; MH) | | A |
| Sarah Potter (Forsyth; IDD/MH) | Advocacy; IDD Triad Advisory Member | P |
| Terry Cox (Forsyth; MH/SU) | Cardinal Board Member, Peer Support Specialist, Triad MH/SUD Advisory Member, Greentree Peer Center | P |
| Cardinal Members | | Non- Voting |
| King Jones | Director of Member Engagement | P |
| Bob Scofield | Member Engagement Specialist/Liaison | P |
| Deborah Hendren | Member Engagement Manager | P |
| Laura Wilkicki | Business Administrator, Note taker | P |
| Chelsea Allen (Bullins) | Member Engagement Specialist | P |
| Mary Stokas | Business Operations Director | P |
| Karen Bentley | VP Community Outreach and Engagement | P |
| Guests | | Non-Voting |
| Stacey Harward | Community Engagement Specialist; Community Engagement & Empowerment Team at the Division of Mental Health, Developmental Disabilities, and Substance Abuse Services; NCDHHS <i>Lived Experience with TBI & Depression</i> | P |
| Shontell Robinson | Forsyth Deputy County Manager | P |
| Don Martin | Forsyth County Commissioner | P |

I. Call to Order/Introductions

Tim Gallagher called the meeting to order at 5:45 p.m.

a. Moment of Silence/housekeeping

b. Opening remarks

II. Public Comments

There are no public comments at this time.

III. Forsyth Disengagement Updates by Commissioner Don Martin and Forsyth’s Deputy County Manager, Shontell Robinson

Commissioner Martin mitigated two rumors; the Commissioner and county staff did not want to hear from CFAC and that Shontell Robinson brainwashed Forsyth County to be anti-Cardinal. He went on to give details that together with Robinson’s update would reveal some truth.

Shontell Robinson gave update on the status of the disengagement activities with Forsyth County. The Board voted to proceed with this disengagement and in March to proceed with realigning with Partners Health Management. The public comment period was open from March 5 to May 5, and the county received 127 comments. These are posted on their website at forsyth.cc and will remain for 30 days. To review the timeline for Forsyth County disengagement, they are to submit on July 1, the Secretary has 90 days to make a decision and transition would be anticipated for January 1, 2022 but the date is the Secretary's decision. This would provide six months of being with Partners before the tailored plan comes into effect. Forsyth County staff will continue to partner and collaborate with Cardinal regardless of what decision is made; they are still our MCO. They submitted their plans to the BOCC last week as their last step. The vote will be on May 20 and the packet will be submitted to Secretary Cohen by the end of June. This date is important because there is a legislation pending that would potentially disallow any county to disengage effective July 2021 for five years (currently three years).

When Rutherford transitioned from Vaya to Partners, Partners was able to hire their care coordinators. Partners is collaborating for a seamless transition for Cabarrus and Union counties, and the hope is there is that some care coordinators will want to transition.

The Forsyth County developed a Transition Planning Team and several of Cardinal's CFAC Committee are members. These public meetings are on the first Wednesday of each month at 1:00 p.m. with two meetings held so far. All voices are heard and feedback is received from the committees they represent in preparation for a smooth transition. The county hosted a community conversation on April 28 had over 100 people registered. FAQ's were developed from that meeting that are available upon request.

Robinson continued with updates about other county activities. Cabarrus and Union County disengagements were approved and will become effective September 1 to realign with Partners Health Management. Stanly County submitted their packet and is awaiting Secretary Cohen's decision. Orange County requested to disengage to transition to Alliance Health; their public comments are on their website and will submit their packet by the end of this month. Mecklenburg requested to be their own MCO and are currently engaged in negotiations and conversations with both the state and Cardinal. Forsyth County continues to engage in monthly meetings with the other counties in Cardinal's catchment area, co-led by County Managers Forsyth Dudley Watts and Rockingham Lance Metzler.

The state is working on a contract amendment with Cardinal for more accountability and consequence, information in the contract is forthcoming and will incorporate more performance

metrics and accountability standards. This is not a contract with Forsyth County and Cardinal, the only thing Forsyth can do to change is disengagement. Each LME/MCO has performance metrics to report to the state, and business practices vary. Robinson further stated that in changing to Partners, the contract would still be with the state and Partners.

The Forsyth County Cardinal specific data shows that ER readmission rates have continued to increase. Cardinal has recently put staff in the ER, but other LME/MCO's care coordination has been in the ER's for five years or more as part of their normal business practices. It is undetermined if Partners has care coordination in the hospitals, Robinson said, but they do have dedicated points of contact as well as dedicated DSS liaisons for five years or more and, according to Robinson, are meeting the demands of Forsyth County to answer calls after 5:00 p.m. A CFAC Committee member commented that it was said that part of the problem was that Cardinal didn't have care coordination at Forsyth Hospital, Baptist, or Holly Hills in Raleigh, so when family members were hospitalized and released, Cardinal had no knowledge of it. Now things are changing. And Partners did have care coordination in hospitals.

NC Association for county commissioners convened a meeting for Cardinal catchment areas and county and deputy county managers with Secretary Cohen and were asked to talk briefly about current issues. Rockingham County co-facilitates a meeting with Forsyth County managers and Cardinal to discuss concerns, and now meet every other month.

It was asked if the LME MCO's are only responsible to DHHS or are they responsible to provide information to CFAC so CFAC can perform its function? Robinson stated she is not able to speak to those specifics.

A question was asked if Partners has given any indication that they will take on any other after Forsyth. Partners had actually responded to that question in the Transition Planning Team meeting FAQ's, and Robinson read it to state that right now they are working with four counties in various stages and currently do not intend to go beyond those four counties. It also stated that the caveat to that might be an additional movement of counties associated with the Medicaid Tailored Plan and DHHS requirements in the future. Robinson stated her opinion that if Secretary Cohen has approved Partners for Cabarrus and Union counties, she feels confident that Partners will receive the tailored plan. Robinson stated that she specifically asked Partners if they plan to take Mecklenburg because they feel that being with an LME/MCO that has Mecklenburg County would be a challenge and this would be a concern for them. Partners told Robinson they have no intentions of taking on Mecklenburg at this time.

There was a question if Cardinal had Assertive Community Treatment (ACT)Teams contracted, and King Jones replied that Cardinal does. It was of the opinion that they are one of the most effective

uses of personnel that she knows for individuals for support. A situation was explained where someone moved and lost their team and were trying to understand why. Additionally, it was commented that new ACT providers should be monitored.

A member inquired whose responsibility it is to develop housing for the communities. Davie County has very few opportunities for housing. There is supported housing in the counties, and the slots are filled by persons with IDD. Robinson shared as part of the DOJ settlement for MCO's, housing needed to be provided. Forsyth County is always looking for community development amongst other community initiatives, and always looking towards addressing the social determinants of health. Affordable housing is an issue for the community in general, and Cardinal should be helping to identify housing being responsible on the behavioral health side. King Jones clarified that the settlements involved TCLI; adult living with mental health issues in moving them to appropriate housing. The settlement was not to task Cardinal in identify housing for the general public/community. Another member commented that affordable housing is our number one concern, and this process needs to be efficient.

King addressed a question with the response that Triad CFAC members will remain with Cardinal, and Forsyth will likely transition to the Partners CFAC; not everyone may be eligible to be a member due to Partners' specific CFAC structure. Cardinal would like more representation for CFAC from the other counties just the same.

Speculations were shared that the Highland Avenue Center and BHUC would not be used for meeting space. Robinson confirmed that Forsyth County owns that building, and Cardinal and Daymark are tenants. BHUC/Daymark is not moving, and Forsyth County will provide staffing to assume that space for Partners. Wellness Programming is part of Forsyth's mission and will look at this, but are unsure if Partners has something now. Forsyth County has other buildings for the community to use for meeting space.

In an answer to a question, Partners supports PSS through various community models, but the specifics are not known at this time. Robinson will get that information to the Committee.

Robinson, in answer to a question, stated that there should not be any major changes in services provided in the transition. Partners will assume all those provider contracts for a seamless transition; in-lieu of services are being reviewed using some of the experiences Cabarrus and Union are going through. Some services have different names but are the same service. Partners has services that Cardinal doesn't provide, but there were some that Cardinal has that Partners will get approved to provide. Robinson said she would send a list of those to Tim Gallagher.

A CFAC Committee member asked if Daymark was providing individual therapy and heard that they were not. Outreaches to that provider were unanswered, while other conversations and

outreaches directly with Daymark and GreenTree had conflicting information about their staffing, scheduling, services, and billing. Robinson believes they will continue with the same services for Partners, but this should be followed up by Cardinal. Robinson texted Billy West at Daymark Recovery during this conversation and he responded immediately confirming that they do offer individual counseling with a 70/30 split with the 30 being individual. They push group therapy, but offer individual. He also confirmed that turnover is a challenge in the clinic. He has invited anyone to contact him or Ashley, his deputy, for concerns. Robinson has always gotten a quick response from Billy, and will be happy to facilitate a conversation with him if these issues continue. She can be reached at robinssa@forsyth.cc.

King will follow up with this concern with Cardinal's Network and will get back to the member as soon as possible. He stated that committee members should address questions and concerns through their Cardinal CFAC liaison who now is Bob Scofield.

IV. Approval of April 12, 2021 Minutes

Tim Gallagher requested a motion to approve the April 12, 2021 minutes as written and distributed.

Pamela Goodine motioned to approve the April 12, 2021 minutes. Julie Whittaker seconded the motion.

A roll vote was taken. All in favor. Motion carried.

V. Guynette Hartman - Need for Data

Guynette is a new member and has heard of concerns in obtaining data that is required for the members to have to fulfill their obligation as an advisory board. Guynette opened the subject to the floor for more input.

Julie Whittaker explained that she and Guynette had searched for data in collaborating with Davie CAC in their initiatives. They were looking for relative data, but the data they got from Cardinal was isolated in that it only showed the number of members who get the IDD waiver or not. They need data from Cardinal relative to the county like who is eligible or not, who is waiting for services, etc. We want to know how many people need to be served. At a previous meeting, Jill Queen, Cardinal QM, stated she will have county specific data in her next presentation with them.

They would also like data to show trends and be able to see gaps. They think training would be helpful to teach them how to read the data. The dashboards Davie got in 2017 were good but had nothing to do with maintenance of effort dollars, rather the number of persons receiving services in the county in different categories. The committee wants to see how much money is being spent for Innovations to support and for how many people, how many people on the registry, what's the

age bracket, etc. and then perhaps see trends like the rise and fall for adults and children, identify gaps, etc.

The Committee thought provider satisfaction surveys to the members would be good: we want to know the quantity and quality of services and how much money was being spent. It was suggested to perhaps track the providers that don't show up and where those service dollars go that are not used. There is no report on the actual hours being paid.

The question was posed to King if the LME/MCO needs to have the ability to monitor their provider activities and wanted to know where the data was. King responded that Cardinal does follow up and monitor through that. It was mentioned earlier that there was no monitoring during COVID, but King clarified none of the monitoring stopped related to health and safety of our members. The members are asking for that data and feel they need that is part of what they need that helps them fulfill their statutory requirement as an advisory council.

The question was asked that If services are set out to be given and then they are not, what can the LME/MCO do to remedy the problem. King responded the first thing is to work with the provider to figure out what the problem is, and ultimately staff whatever coverage is needed. King responded to another question about where to get data from Cardinal, that depending on what information is needed, the data can come from the medical and economics team, the Quality Management Team, and different pieces from different departments. King responded that he would get a list of what department handles what type of data. It was asked that the committee to move this agenda item to next month for further discussion and have the Cardinal people there that provide the data at the meeting (QM Grievances, Davie dashboard, DSP provider type data).

Members for Davie County is looking for data specific to the county to determine what is happening now in order to understand what initiatives need to be established for improvements. Cardinal did send some charts from Ashley Conger, but they were isolated, and that specific county information was still needed. Karen had asked Julie Whittaker if she could get what was sent to her. From the data that was found on different websites researched, formulations were completed to derive at more meaningful data. For instance, after looking at these results, it was determined that Davie is underserved in housing and this can be an initiative to make improvements. This is the type of information they would like Cardinal to provide, thus, saving them from this laborious data searching and math.

Committee members thought that maybe the Provider Council could come up with something that would help, perhaps have this type of data they can offer the CFAC. That needs to be researched.

Karen Bentley offered to provide a dashboard that is tailored to the needs of this group on some routine base, perhaps monthly, and present to the Committee. Karen thought the 2017 reports could be used as baseline, but Cardinal could put together the specific data what the Committee needs. Another member emphasized the provider data is important to ensure they are providing the services as contracted. Karen said she thought it would be possible to have this for their June meeting.

VI. Closing Comments

Bob Scofield is retiring the end of June. He has been in the field for 40 years and feels this is the right time to step aside. His replacement is Chelsea Allen, and she will work hard for the Committee. She will be at the next meeting towards this transition.

Glenda Smith said the Triad Mental Wellness Peer Support brochures are being printed and to let her know ASAP if you can distribute any yourself and how many you need. glenda@gmail.com. Cardinal is not mailing out small amounts. Andy Hagler at Mental Health Association and Laurie Coker at GreenTree have some on hand if you want to pick up some.

Ricky Graves stated that there is \$250,000 available for Community Reinvestment funds that RHC will approve; there will be a meeting in regard to applying for those funds so he asked for the committee to email him any ideas.

VII. Adjournment

Tim Gallagher adjourned the meeting at 8:20 p.m.

Submitted by Laura A. Wilkicki, Community Operations Business Administrator