### Consumer & Family Advisory Committee Meeting Minutes

**November 12, 2018**

**Forsyth Wellness Center**

650 N. Highland Ave. Winston Salem, NC 27101

*(Located in Highland Center)*

<table>
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<tr>
<th>Committee Members</th>
<th>Voting Member</th>
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<td>CFAC Chair – Obie Johnson</td>
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<td>Co-Chair- Mary Miller</td>
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<td>Bill Donohue</td>
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<td>Dennis Lynch</td>
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<td>Gladys Christian</td>
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<td>Glenda Smith</td>
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<td>Julie Whittaker</td>
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<td>Kelly Owens</td>
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<td>Mary Annecelli</td>
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<td>Matt Potter</td>
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<td>Pam Goodine</td>
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<td>Ricky Graves</td>
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<td>Sarah Potter</td>
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<td>Terry Cox</td>
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<td>Tim Gallagher</td>
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| Staff                      | Non-Voting    |

*(Located in Highland Center)*
Bob Scofield-Member Engagement Specialist, CFAC Liaison-Cardinal

Rhonda Blair-Project Support Specialist, CFAC Clerk-Cardinal

Call to Order/Introduction
CFAC Chair, Obie Johnson called the meeting to order at 5:47 pm followed by a moment of silence and introductions.

Agenda and Minutes Approval
A motion was made by Obie Johnson to approve the October Minutes and November agenda. All were in favor of approving the minutes with the correction to 'Hawley House' from Hardy house'. Agenda was approved with change to agenda topic 'Update Tim's Request' to 'Measurements of I/DD Supports and Network Adequacy at Agency Level'.

Public comments
There were no public comments
Bob Scofield

Bob informed Members that Community Operations will be restructured to align with Medicaid reform but the primary focus of Community Operations will remain the same. He reiterated that nothing has been set in stone but the information is just an FYI. Bob reviewed the roles and duties of Member Engagement Specialists and explained that ME Specialists focus on four different areas by using the H.E.N.S model. H.E.N.S stand for Health promotion, Education, Navigation and Support. Some of the roles that fall under health promotion are activities provided by the wellness centers and health and wellness fairs. Specialist educate the community by providing provide trainings such as Cardinal Overview, Conflict Resolution, Secondary Trauma, Recovery and Prevention to name a few. They educate them on what services Cardinal provides and how to access them as well as providing CFAC brochures. Specialists navigate by connecting people to services through referrals for MH/SUD, I/DD and B3 and assisting them with accessing the registry. They also assist them with completing forms and directing them to the appropriate entity for assistance as well as researching information that has been requested by checking ahead for capacity for B3 services and if the candidate is a good fit. Specialist are also there to provide support to members when they need to talk and to provide practical support. Bob also announced that Ronda Outlaw will be retiring on the thirty first of December and Melissa Bunker will be taking her place on January first. CFAC members discussed having a potluck or catered dinner for her and including the advisories at the next CFAC meeting on December 10, 2018. It was suggested that each committee give $200 towards the meal and have it catered since some people may not have time to prepare a dish. It was decided that Sarah Potter, Joan Lynch, Mary Miller and Pamela Goodine will come together to plan the dinner. Obie Johnson made a Motion and it was properly seconded that CFAC will give $200 towards the meal. Also, Jill Queen will be present at the meeting on December tenth to review dashboards.

Stacey Harward

Stacey Harward reported there is a public comment session happening on November 22, 2018 regarding the innovations waiver. She said CFAC can comment as a group or individually. The I/DD team hired a new member, Kate Burrow. She will start December 10, 2018, she will be taking over State CFAC and contracts. She has a Masters in social work and developing plans and programs. The State to local call also goes to the state CFAC, this number will remain the same. The number is 1.888.273.3658 and the access code is 2490768#.
Old Business

Obie Johnson/ Mary Miller

1) Summit Meeting Update
   a) By-Laws Subcommittee-
   Julie Whittaker reported the by-law committee met via WebEx at the end of the summit. The meeting was not as effective as meeting in person so it was decided the committee will schedule a face to face meeting. The meeting is tentatively scheduled to reconvene Saturday, December 8, 2018, with time and location to be determined. Ms. Whittaker mentioned there was a proposal at the Board of Directors meeting to divide the local CFACs into four regions. It was proposed there be a central body for CFAC that will serve as a conduit of aggregated information to form reports that will go to the Board of Directors. This does not mean the four regional CFACs will report only to the central body, each CFAC will sustain the ability to report and make recommendations to the Board as needed for their region. It was reported that each CFAC wish to remain autonomous from one another. Triad CFAC would like to maintain flexibility with the time, location and number of meetings they can have, which is currently twelve per year. Ms. Whittaker reported the state liaison would like to have one set of CFAC By-Laws per LME/MCO but local CFACs can build flexibility into the new By-Laws. Dr. Lynch requested to change the rule in the By-Laws that states a person cannot become a new member if the seat that is open is not of the same discipline of the new member. Ms. Whittaker mentioned since it is a state requirement to have adequate representation from each discipline, it is a possibility the rule may not get changed. The committee decided to use the Viya model for the By-Laws since it seem to fit better and is easier to edit from that model. However; CFAC will be able to incorporate any information from the old Cardinal By-Laws into the new model. Ms. Whittaker pointed out that anyone can make edits or suggestions to the document as evidenced by someone making an edit that stated the central body will administer the Bonnie Schell grants. There was concern that this could create a problem since the central body will only meet four times per year. It was suggested at the committee meeting that the funds be divided equally among the four regions with each region distributing their own funds. The next By-Law Committee meeting will be a three to four hour face to face meeting scheduled for December 8, 2018.

b) CFAC Reconfiguration
   Terry Cox reported it is tentative that CFAC will be narrowed down from six CFACs to four so it can be aligned with the different regions and fall in line with the Health Resource and Counsel. He mentioned Davidson County will be added to
Triad CFAC and proposed rotating CFAC meetings from county to county in order to reach out and accommodate others in those counties. Ms. Whittaker expressed concern that rotating meetings from county to county could be daunting for some and increases travel time to the meetings. She suggested the meetings should remain at the Forsyth location since it is already difficult for some to attend the meeting at the end of a work day. Mary Miller asked if members would be willing to meet at other locations maybe once a year during the summer. Obie Johnson tabled the conversation until they reached the topic 'Strategies to reach out to Davidson County.'

2) Update Measurements of I/DD Supports & Network Adequacy at Agency Level (changed from 'Update Tim's Request')

It was motioned and properly second that the subject of this topic be changed from 'Update Tim's Request' to 'Update Measurements of I/DD Supports & Network Adequacy at Agency Level.' Previously Tim Gallagher posed a question asking is there a monitoring system in place that tracks if hours of coverage by support staff are being met for the I/DD population? It was reported that at the Triad I/DD advisory meeting Jill Queen told the advisory that Cardinal does not track hours met by providers anymore because it is no longer a state requirement. Mr. Gallagher expressed his concern that hours are not being met and the responsibility falls on the families to cover. Families are given a certain amount of hours they are supposed to use and when support staff does not show, those hours are lost. Mr. Gallagher requested that updates on this topic remain on the CFAC agenda until it is resolved, CFAC members agreed. He reported CFAC presented a report to Cardinal, State CFAC, DD council and ARC regarding this matter. Mr. Gallagher also reported he met with cardinal to explain the need to maintain monitoring for the adequacy of supports for people with I/DD. He stated feedback was positive and Cardinal agreed there should be a system in place to monitor compliance for adequate support coverage, in doing so the medical cost would decrease. Mr. Gallagher proposed advocating that cardinal work with CFAC to reinstate their former monitoring system, suggesting there be system alerts to make Care Coordination aware when consumer hours are not being adequately met.
Reports from MH/SUD/I/DD Advisories

MH/SUD- Pamela Goodine reported she did not attend the last MH/SUD advisory meeting, therefore she did not have anything to report. However; she gave an update on the Global Peer Support Celebration Day that was hosted by Green Tree on October 18, 2018. The event was funded by a scholarship given by the MH/SUD advisory committee and Cardinal’s Member Engagement team. The event was attended by thirty seven Peer Support Specialists and nine different providers who came out to support the community. There is hope that Cardinal will help support next year’s event as they are expecting to an even bigger than the last. Ms. Goodine announced there were two proclamations and one resolution given at the event. Ms. Goodine read one of the proclamations which was given by Governor Roy Cooper. I stated that October eighteenth is now declared Global Peer Support Celebration Day in North Carolina. She reported there is live stream footage on Facebook of the event for anyone to view. You will need to type Forsyth peer support development group to pull up the content. Ms. Goodine also announced there will be a zoom meeting call on Wednesday, November 14, 2018 from 10:00 am - 11 30 am to address the definition of a Peer Support Specialist. She was not able to provide a link at this time but she mentioned Shareen Caraco will be heading this meeting. Dr. Dennis Lynch reported Dr. Stephanie Daniels, CEO of the school health alliance, will speak at the next MH/SUD advisory meeting on Thursday November 15, 2018 at 11:30 am. The alliance was one of the three winners of the Cardinal Innovations four million dollar reinvestment fund. They are developing a mobile unit to better serve the needs and improve integrative care for children in the school system.

I/DD-Sarah Potter reported Ronda Outlaw was present at the meeting and they went over the Dashboards. Ms. Potter said the majority of the conversation was geared towards adequate network for support staff backup. She also reported CAP-C is making a critical change to the system and would like an outside assessment team to come and evaluate the children as they come into the program. The families were not informed of this change and feel they should not bring in another team to do the initial evaluation and annual updates. Due to the relationships they have been built with the case managers, they feel this change could cause undue stress for the children.
ECFAC, State CFAC, Community board, Corporate Board Updates

Obie/Sarah/Matt/Terry

ECFAC- Terry Cox reported ECFAC has not meet since the Summit. They are scheduled to reconvene in January.

State CFAC- Julie Whittaker reported State CFAC will meet Wednesday, November 14, 2018. She mentioned the agenda is out and everyone should have it. She also announced the conference call has changed to November 28, 2018.

Community Board- Matt Potter stated there was not much to report since everyone was not present at the meeting. He mentioned the Community Board discussed the CFAC Summit and he noted that those who were not members of the Community Board were also very invested in CFAC maintaining as much autonomy as possible.

Corporate Board- Terry Cox reported the Corporate Board met at the end of October and they continue to work on strategies regarding the tailored plan. He also announced he will be on the board for an additional three years and will continue to advocate for CFAC. He acknowledged that everyone may not agree with his point of view and encouraged CFAC members to share feedback with him. Mr. Gallagher asked Mr. Cox how he fits on the board. He explained he is on the board as a CFAC member and he represents SUD. Mr. Cox stated he would like to see members from each CFAC in the different regions on the Corporate Board representing each discipline. Mr. Cox also announced Cardinal is monitored by a national committee for quality assurance. This committee monitors how LME/MCOs provide services, address gaps, manage money and how they address barriers among other things. This year Cardinal received an accreditation of 98 out of 100, last year it was 89. Cardinal was the only LME/MCO in North Carolina to receive this accreditation. Terry mentioned there are five board members that are working on a subcommittee to give a final presentation to the board for approval on the best way to address concerns of the health care model as well as MH/SUD and bringing them together to provide better services to those Cardinal reach out to in the twenty counties. He also mentioned there is a provider barrier project that focuses on promoting better communication with providers throughout the twenty counties. Providers are attending the subcommittee to present the areas that need to be addressed and offer solutions with communication issues in an effort to be able to reach out to members more efficiently. They are continuing to make strides in meeting goals. Mr. Cox informed members that the Information from the board meetings will be put on the website and members will be able to ask questions.
New Business & Action Steps

1) Strategies to reach out to Davidson County
   Tim Gallagher suggested Cardinal provide claims data on providers in Davidson
   and try to send a message through them to let members know we are trying to
   recruit members for CFAC from Davidson. He also proposed Cardinal search
   their vendor list to see who is in our catchment area and send a message
   through them to invite people to join through the corporate channels.
   Someone asked does the member number automatically goes to eighteen with
   the addition of the new county? It was mentioned that someone reported that
   each of the regional CFACs should have 21 members. Stacey Harward said is up
   to CFAC how they would like to do it but they need to make sure they are not
   heavy in one county over the other. Bob pointed out that there is no
   representation from Stokes on the Triad CFAC. Glenda Smith asked if there was
   a plan to open a wellness center in Davidson County. Bob Scofield responded
   that Cardinal does back wellness centers and they are looking at expansion but
   they have not said if they are going to put one in Davidson or not. Mary
   Miller’s question regarding CFAC Members willingness to meet at other
   counties at least once a year in the summer was not addressed during this
   discussion. The discussion regarding the number of members that are allowed
   to be on CFAC was tabled by Obie Johnson until a later date.

2) State CFAC Interest
   Stacey Harward mentioned there are two openings on State CFAC. If anyone is
   interested they can go online to apply.

3) Statutes Addressed
   Statutes addressed at this meeting was gaps in services- measurements of I/DD
   supports and network adequacy.

4) Statutory Recommendations to Board
   Mary Miller proposed that Triad CFAC make a recommendation to have at least
   three members from each regional CFAC on the Board that represents each
   disability and one at large. Obie Johnson made a motion to accept this request.
   It was motioned and properly seconded, all agreed.
Community Involvement Updates - Trainings/Conferences/Events

Community Involvement - Julie Whittaker reported there was a contest in Davie County for teens that offered ten, one hundred thousand dollar prizes to those who came up with ideas that promoted respect in the community. One of the ideas that was proposed was a support group for teens to express themselves without being bullied. Bob offered to allow this support group to meet at the wellness center in Davie. Another was from a young lady whose brother has I/DD and receives services at Forsyth. He works at Cam’s Coffee in Green Tree. She proposed to try a pop up Cam’s Coffee at one of the locations in Davie and if it is successful they may consider extending it into a permanent Cam’s Coffee in Davie. Pamela Goodine announced there will be a community involvement meeting called Fight for Forsyth. It will be sponsored by the fellowship hall and will take place November 13, 2018 at 7:30 pm at Goodwill. It will address the opioid addiction problem and Captain Tara Tucker will be one of the presenters. She also mentioned the Smart Recovery program, a program for people with substance use disorder. It is an alternative meeting place to the twelve step program. Ms. Goodine mentions she would like to get some peer support specialist interested in sponsoring the program. She was told if there are enough people who are interested, Smart Recovery will train facilitators at a discounted price if they can provide the space. Julie Whittaker announced there is a Smart Recovery program in Davie County that was started by Pastor Jason Hymes and is hosted by SAFE. The meeting is held in downtown Mocksville and is facilitated by Officer Kula Black from the Mocksville Police Department.

Trainings/Conferences - Pamela Goodine reported a non-member was approved for a grant to attend a Peer Support training but was unable to take the training due to court. She was told she would not be able to attend training due to missing too many hours. Through further inquiry she found out the grant is not transferable for her to take it anywhere else other than Cardinal. Due to this information being revealed, Pamela Goodine asked Bob Scofield how does Cardinal support a member in the community that was previously granted funds to attend a training led by Cardinal but due to circumstances beyond their control are not allowed to attend the same training externally. She also asked where the funds are were coming from and if it was the same application for the Bonnie Schell Grant? She was told it was not the same. Bob will find out if the person will be able to reapply. P.G will give Bob the person’s name at the end of the meeting so he can follow up. She also mentioned there were changes to the Wellness Recovery Action Plan, the daily maintenance plan is now called the daily plan. They also removed the word triggers and are using the word stressors.
instead. The books are also being changed, Mary Allen Copley does not have the bookstore anymore it has been sold to another company. Glenda Smith gave an update on the NAMI conference. She reported the ‘Event for Community of Suicidal Loss Survivors’ is coming up on November 17, 2018 in Chapel Hill. She expressed if CFAC members would like to see the presentation or PowerPoints of different sessions from the NAMI conference they could go to NAMINC.org. She stated there were different sessions that she was not able to attend but will probably go online at some point to look at them. One of the sessions she found interesting was about keeping people with mental issues out of jail. She mentioned there were some sessions that related to integrative care such as exercise and nutrition and handling stress. She reported that the conference has changed from two days to one. She also informed CFAC that Members can now text the helpline if they do not wish to talk to anyone. Ms. Smith said she will give the number to anyone who is interested. She mentioned a program she heard about that was not in one of the sessions called ‘Areas of community inclusion work to consider.’ It was focused on including people in the community that has mental health, I/DD and other issues. Some classes she reported the program offers are; areas of civic engagement, employment education, social participation, housing supports and religious and spiritual connections. She distributed information that informs members how they can start the program.

**Applications for Grants:**

Tim Gallagher is requesting a $200 grant for registration fees for the Behavioral Health Challenges Solutions conference. A motion was made for approval and properly seconded, all was in favor. Matt and Sarah Potter are requesting a $639.32 grant for hotel accommodations, breakfast, dinner and mileage to be split between the two to attend the 2018 Visionary Voices Conference in Pinehurst. This averages out to $319 per person. A motion was made for approval and properly seconded, all was in favor.

**Comments & Adjournment**

Obie Johnson made a motion to adjourn at 8:20 pm. It was properly seconded and all were in favor.

**Next Meeting- 12/10/18**

Forsyth Wellness Center

650 N. Highland Ave. Winston Salem, NC 27101

(Located in Highland Center)
Submitted by:

[Signature]  |  Project Support Professional  11/15/18

Name, Title, Date