

**Consumer & Family Advisory Committee Meeting Minutes**  
**May 14, 2018**  
**Forsyth Wellness Center**  
**650 N. Highland Ave. Winston Salem, NC 27101**  
**(Located in Highland Center)**

Committee Members	Voting Member Present = P Absent = A
CFAC Chair – Obie Johnson	P
Co-Chair- Mary Miller	P
Bill Donohue	A
Dennis Lynch	P
Gladys Christian	P
Glenda Smith	P
Julie Whittaker	A
Kelly Owens	P
Mary Anneckelli	P
Matt Potter	P
Pam Goodine	P
Ricky Graves	P
Sarah Potter	P
Terry Cox	P
Tim Flavin	A
Staff	Non- Voting
Bob Scofield-Member Engagement Specialist, CFAC Liaison-Cardinal	P
Rhonda Blair-Project Support Specialist, CFAC Clerk- Cardinal	P
Ronda Outlaw- Senior Community Executive-Cardinal	P
Jill Queen- QM, Lead Regional Manager-Cardinal	P

<b>Guests</b>	<b>Non-Voting</b>
Stacey Harward-DHHS	P
James Harner-Insight	P
Bob Crayton- Executive CFAC, Co-Chair	P

**Call to Order/Introduction**

**Obie Johnson**

CFAC Chair, Obie Johnson called the meeting to order at 5:46 pm followed by a moment of silence and introductions.

**Agenda and Minutes Approval**

**Obie Johnson**

A motion was made by Matt Potter and approved by Mary Miller to approve the March Minutes. All were in favor of approval with no objections, the agenda was also approved with no objections.

**Public comments**

**Open**

There were no public comments

**Provider Report**

**James Harner, Insight**

James Harner, Chief Clinical Officer at Insight Human Services handed out brochures and gave information regarding the programs and services they offer. Mr. Harner mentioned that Insight serves over 60 counties in NC. He spoke about TASC(Treatment Accountability for Safer Communities) which is an intervention program that offers assessments and case management to repeat offenders in 25 counties. Insight also offers other programs such as BATS (Begin again treatment service) which offers Medical services, Medication, help with obtaining an ID, Vocational Rehab and providing housing, for a safe environment for recovery. Insight has various funding sources to pay for treatment including Medicaid and CASP funding which is for anyone in any county in NC that meets the criteria for acceptance. Mr. Harner also mentioned SAFE(Substance Abuse Family Education) which is a drug-free program that is offered to students who are in extracurricular activities or have a school parking permit. This is a voluntary program that conducts random and anonymous drug tests on students with the concept to deter youth from using drugs. In the event a student should test positive, The SAFE program offers an option for counseling and treatment. Mr. Harner also mentioned Insight's partnership with Freedom House, a recovery center for adults

and children who suffer from mental illness, developmental disabilities and, or substance use issues. This collaboration will allow for broader services.

## **Reports Cardinal Innovations/ Dashboards**

**Ronda Outlaw/Jill Queen**

**QM Dashboards**-Jill Queen reviewed the highlights of the QM dashboards for the Triad area with the CFAC members. Jill reported there has been an increase in level 3 incidents, 44% of deaths were adult and I/DD. Most grievances filed were for residential centers. In regards to the report, it was questioned if there were mobile services for people who are in crisis. Ronda Outlaw informed members of CFAC of the various mobile services that providers offer such as, mobile engagement, ACTT, CST and Intensive In Home. Bob Scofield will send a link for service definitions to CFAC members regarding these services. Jill gave CFAC members QM feedback forms for CFAC members to voice any concerns they may have regarding grievances and the grievance process. She requested that all forms be submitted to Bob Scofield or Obie Johnson by June 30, 2018. In addition; Jill will re-send the Executive Summary to CFAC members.

**County Dashboards**- Ronda Outlaw gave a brief overview of the county dashboards that are based on paid claims that show how the county funds that are being managed by Cardinal are being used. These funds have to be spent on behavioral health needs. Ronda reported outpatient therapy is the most utilized service in the counties, IDD services are the most expensive for Medicaid funds and inpatient services are the most expensive for state funds. It was reported that Daymark, Monarch, Insight, and hospitals are providers who deliver the most services. Ronda mentioned the number of people who are on the registry has decreased; however, this is due to death, age or refusal of services. This prompted some concerns regarding the effect of the extensive length of time members are on the waitlist. Matt Potter pointed out that the registry waitlist is managed by the state and the few slots that are given are not targeted to a specific location but are for the entire state; however there are a few emergency slots.

## **DHHS Report**

**Stacey Harward**

Stacey reported there is no further information on the Division Leadership changes other than what CFAC has already received from Suzanne Thompson. There was brief discussion by members regarding changing the By-Laws. Stacey stated that

from what she was informed, ECFAC voted on having one set of By-Laws. She advised that changes will be for all CFACs not just Triad.

## **Old Business**

**Obie Johnson/ Mary Miller**

### **1) Budget**

Bob Scofield went over the Triad CFAC budget with the members. He informed them they were over their main CFAC budget; however, they still have funds from the MH/SUD grant that can be used.

### **2) Stipends/Mileage**

**Sarah Potter**

Sarah Potter inquired if CFAC members would like to make a one-time decision on receiving stipends and mileage as opposed to CFAC clerk asking at each meeting. Members collectively agreed to this suggestion.

### **3) Trainings**

There was discussion regarding the lengthy process of the Bonnie Schell Scholarship for training. Some members have been deterred from going to training due to the current process. Bob Scofield informed CFAC members that Jane Clark is working on simplifying the process. Terry Cox stated he will advocate for funds for anyone who wants to attend training and prefer not to go through the Bonnie Schell Scholarship process. Pamela Goodine gave an update on the NC Tides training which was also emailed to CFAC members prior to the meeting. Pamela expressed the importance that members give a report in the meetings of what they learned in the training they attended. Sarah Potter let CFAC members know of Cardinal's live trainings that will start July 1st, she mentioned there are some trainings specific to CFAC. Obie requested that all members submit information for training 30 days in advance to ensure they receive the funds needed.

### **4) Update on the Gromatzkys**

**Bob Scofield**

Bob gave an update on the Gromatzkys. Bob was able to find a grant that paid \$500 for respite, in addition, the Gromatzky's daughter will turn 18 and will be able to receive B3 services. Bob plans to contact the grant giver in the late summer to reapply for another grant for the Fall.

## **Reports from MH/SUD(crisis center), I/DD**

**Dennis/Pamela/ Sarah**

Dennis Lynch mentioned Triad continues to be the lowest area at providing food

for needy families. Sarah Potter reported on the progress of the transportation grant. She also revealed how people are unaware that full guardianship is not always necessary. It was mentioned that the state should change the way they look at guardianship and possibly make revisions.

### **E-CFAC, State CFAC, Community board, Corporate Board Updates**

**E-CFAC**-Matthew Potter gave an overview of the Executive CFAC meeting. He mentioned there was talk about completely changing the structure of CFAC by changing where certain CFAC counties are to optimize the efficacy of the committees. There was also discussion regarding prompt dispersal of documents, agendas, minutes, etc. Terry Cox mentioned there are gaps in recovery services in 3 areas and peer support services should be more widely used. Terry also stated DHHS will rewrite the Peer Support Specialist definition to add more SUD services available. They are trying to pull things together to better function as an entity. Sarah Potter expressed concern regarding the gap in services for housing for the SUD population. She stated 90% of SUD members return to their same environment once they have completed a recovery program. There was discussion around the upcoming Executive CFAC election next month and who Triad CFAC would like to nominate for the new chair. Stacey Harward suggested CFAC members look at the section in the bylaws regarding nominating a new chair and/or co-chair before making a decision on a nominee. Stacey suggested that the CFACs submit their recommendations for who they would like to be chair of ECFAC, to the chair of their local CFAC. This would assist them in better representing the wishes of the local CFACs. She requested that someone from CFAC let her know who Triad CFAC would like to nominate. Bob Crayton agreed to send an email to members on May 15th for them to submit names for nomination. The nominations will be collected and presented to all Executive CFAC members at the next meeting.

**Community Board**- Matt Potter reported the community board has officially approved the contents of the letter of support and the local advisory board agreed to endorse the letter as well. Matt mentioned the county commissioner also expressed his concerns regarding the I/DD waitlist.

**Corporate Board**-Terry Cox mentioned there should be a strategy to prepare for the upcoming Medicaid changes and the impact it will have on Cardinal and other agencies in the state. He mentioned that Cardinal has a lot of good things in place that commercial providers do not have. He stated Cardinal is in a good place to

continue to provide services for NC and the MCOs are focused on being supportive of CFAC. He feels positive about the direction Cardinal is moving.

### **New Business & Action Steps**

**Obie Johnson/Mary Miller**

Mary Miller motioned for a comment to be added to the bylaws regarding transparency of CFAC members being allowed to join the Client Rights Committee. CFAC members unanimously agreed to the request.

#### **1) Orientation Packets**

**Bob Scofield**

Due to time constraints, Bob briefly reviewed the orientation packets with the members of CFAC. He encouraged members to look over the Roberts Rules of Order to ensure meetings run more smoothly. Bob notified members that a copy of the ground rules will be required to be on the table during every meeting. He mentioned there will be a couple of statutory tasks they will need to complete, some of which they have already gone over with Ronda Outlaw and Jill Queen. Bob informed CFAC members that the disclosure has been removed from the sign-in sheet and if they have any comments they can find the comment form online.

#### **2) Meals**

Mary Miller expressed a concern that members may not have been aware they were entitled to meal reimbursement when they attend training. After brief discussion it was agreed that CFAC members will be reimbursed for breakfast, lunch and dinner only for any trainings they attend. Also, the compensation cannot exceed state guidelines for meal reimbursement.

### **Community Involvement Updates**

NAMI meeting-May 15, 2018 at Highland Presbyterian at 7:00 pm

Advocacy Day-May 22, 2018

Board of Directors Meeting-June 11, 2018

### **Comments & Adjournment**

**Obie Johnson**

Matt Potter made a motion to adjourn, Pamela Goodine seconded. Meeting adjourned at 8:45 pm with no further comments.

**Next Meeting- 6/11/2018**

**Forsyth Wellness Center**

**650 N. Highland Ave. Winston Salem, NC 27101**

**(Located in Highland Center)**

Submitted by:

*Thonda M. Blain*, Project Support Professional, May 16, 2018

Name, Title, Date

DRAFT