

Consumer & Family Advisory Committee Meeting Minutes
October 14, 2019
Forsyth Wellness Center
650 N. Highland Ave. Suite 130, Winston Salem, NC 27101
(Located in the Highland Avenue Center)

Committee Members	Voting Member Present = P Absent = A
CFAC Chair – Obie Johnson	A
Co-Chair- Sarah Potter	P
Dennis Lynch	P
Gladys Christian	P
Glenda Smith	A
Julie Whittaker	P
Kelly Owens	P
LaKessiah Henderson	P
Mary Annecelli	P
Mary Miller	P
Matt Potter	P
Michael Thompson	A
Pam Goodine	P
Ricky Graves	P
Samuel Gavurin	P

Terry Cox	A
Tim Gallagher	P
Staff	Non-Voting
Bob Scofield- ME Specialist, CFAC Liaison, Cardinal	P
Rhonda Blair-Project Support Specialist, CFAC Clerk, Cardinal	P
Emily Bridge	P
Guests	Non-Voting
Stacey Harward	P
Joan Lynch	P

Call to Order/Introduction

Matthew Potter

Matt Potter called the meeting to order at 5:50 pm followed by a moment of silence and introductions. Matt led the meeting in Obie's absence.

Agenda and Minutes Approval

CFAC Members

Agenda Approval- Kelly asked that his request for financial aid be added to the agenda. It was decided to include his request as item 'a', "Financial Aid Request", under 'Peer Support Barriers' in 'Old Business'. Julie Whittaker called a motion to accept the agenda with the addendum to 'Old Business'. The motion was moved and properly seconded; all were in favor.

Minutes Approval- Ricky Graves called a motion to accept the minutes with a correction to the following statement under "Steering Committee." It was changed from "She informed members that the Bonnie Schell fund is on hold until November 3, 2019" to "She informed members that the Bonnie Schell fund is on hold until after the steering committee meets on November 7, 2019." There was also a correction to the following statement under

"Minutes Approval." It was changed from "Glenda Smith seconded; all were in favor" to "Glenda Smith seconded; the majority were in favor; Lakessiah opposed." The motion was moved and properly seconded; all were in favor.

Public comments

There were no public comments. However; CFAC members used this time to make the following announcements. Pamela Goodine received an award for "Peer Support Specialist of the year." She read a thank you card to CFAC members, expressing her appreciation for the ad they sponsored on her behalf congratulating her on this accomplishment. Gladys Christian announced she was recently appointed to the Board of Directors for Horizons. Mary Miller mentioned CFAC will celebrate everyone's birthday in December. All other announcements that were made regarding events, community involvement and conferences are placed under "Community Involvement Updates" in the minutes.

Community Members

Cardinal Innovations Report LBP

Bob Scofield/ Emily Bridge

Bob Scofield announced there will be a "Transitions to Managed Care" meeting at the Highland Ave. Center in room 1302 on October 21, 2019 from 10:00 am - 11:30 am. It is open to providers as well as the public. Emily informed members the meeting will be geared towards providers but they are welcome to attend. The meeting will be about the providers role in transitioning care in between plans. Bob also mentioned that Jill Queen and Reid Thornburg will be at the CFAC meeting in November to speak regarding the budget. Emily gave an update regarding the Local Business Plan. She reported that Cardinal is still waiting on the template from the state that will be shared in January. Emily mentioned she is advocating on how they will involve CFAC in the development of the LBP from the beginning instead of handing them a finished product without their input. Emily reported that Ricky and Beverly had completed the Annual Report and presented it to the Board. She mentioned it was condensed from sixty pages to twenty-one. Ricky added that it was a team effort to condense the report to an "at-a-glance" review maintaining the pertinent information meeting the statutes requirements. They expressed their appreciation to all CFACs for providing

their annual reports. Mary Miller previously brought a concern to Emily's attention regarding a video on Facebook from Beth Woods, state auditor. Mary mentioned that in the video Beth stated there were a lot of people who were receiving Medicaid who were not eligible and the MCOs were stockpiling savings. She asked if Cardinal could give an explanation regarding what Beth said. Emily stated she brought it to the attention of Cardinal's Office of General Council to follow up on the concern. She relayed information from Ashley. She reported they found no activity from the office of the State Auditor in the last three months and that the video was from June. She stated the most recent item found was specific to Mecklenburg and was regarding their county employees pension fund and not Cardinal or MCOs specifically. Emily mentioned that Cardinal and other MCOs does not have anything to do with determining Medicaid eligibility, it is the sole responsibility of DSS. She stated once eligibility is established, this will define who will be appropriate for the Standard or Tailored plan. She also reported that Medicaid savings are not converted into funding for waiver slots. It is up to the General Assembly to determine the number of slots and where the funds come from for the waiver. She said the savings that were mentioned in the video were accumulated over a three year period and offset by the four hundred and fifty eight million dollars in state single stream funding cuts. Emily informed members she has been working on getting a response from internal business entities who are better equipped to give the most information to CFAC members regarding their concerns from the last meeting. She is hoping to have the information to present to them before the Board meeting on Friday, October 18, 2019 so they will be better informed.

DHHS Report

Stacey Harward encouraged members to send any information regarding community events, trainings, etc. that they may want added to the Community Engagement and Empowerment Team Update. She informed them that she does the updates every month and they are sent out statewide. She also announced that she will need thirty to forty-five minutes on the agenda for December to go over 122C, the preservation program and any questions CFAC may have regarding how they would like to address 122C. She said

Stacey Harward

she will send out the information as she receives it. Ricky Graves asked are the State webinars on the website? Stacey responded yes. Sarah Potter added she listened to the State CFAC call and they want CFAC to present with some ideas as to what they would like to see regarding 122C. She said they will have to make changes to 122C because it is no longer applicable under the new system. She also mentioned they would like to know how members would like the structure of the State and Local CFACs to look. For instance, if they would like to add members who have a comorbidity, TBI, etc. in order to ensure there is proper representation. Kelly asked "how can CFAC have a role in something if you are not providing the data or the facts?" Emily's response was that it was not formerly requested of Cardinal to obtain the information. However; she has been working to acquire the information to provide to CFAC so they can be informed. She stated it is taking some time but as soon as she has the information to release, she will. Mary Miller called a motion to start an ad hoc committee to determine what CFAC really wants. The motion was made and properly seconded; all were in favor. She stated if any member wish to be on the ad hoc committee they can contact her via email.

Old Business

Obie Johnson/ Mary Miller

1) Measurement of I/DD Supports and Network Adequacy

Tim Gallagher/ Sarah Potter

Mr. Gallagher continues to voice his frustrations concerning the unmet hours by providers and the predicament it puts families in. He expressed his concerns regarding Cardinal not having a system in place to measure the hours that are not being met and the lack of response from State CFAC regarding the issue. Other members voiced their concerns regarding the length of time it is taking to receive the information. He also suggested members attend the Board meeting in December since it will be local.

2) Update Governance Model

Terry Cox/Mary Miller

Mary Miller reported they were not able to get three CFAC members on the Regional Council. She stated the ad hoc committee did vote and agree to propose to the Board that there be one CFAC member, one non-CFAC member and one member at large on the

council. Sarah mentioned that it was said that they are not going to specify disciplines because they cannot guarantee they will be able to find members within each discipline. She also mentioned it was said that they will not delay any meetings if they are not able to get the three people on the committee that CFAC is requesting. The Regional Council will begin taking applications on November 21, 2019- November 24, 2019. The Regional Council meets quarterly.

3) Peer Support Barriers

CFAC Members

a) Financial Aid Request

(Addendum- A motion was made and properly seconded to add this item to the agenda; all were in favor.)

Kelly Owens requested a \$9 check to be paid to his college from the CFAC training funds in order to obtain his transcripts to gain his Peer Support State certification. Pamela Goodine reminded members that the funds are for actual trainings to help members gain knowledge on how to help the population. Pamela also mentioned to Kelly that he could obtain his high school transcript for free and it would serve the same purpose. Kelly stated he felt having his college transcript would make a better impression. CFAC members decided to assist him with his request internally and not with CFAC funds.

b) Peer Support Barriers

Kelly proposed brainstorming to come up with some solutions to the barriers such as transportation, criminal records, etc surrounding employment of Peer Support Specialists. Lakessiah mentioned there are stereotypes regarding Peer Support Specialists and she asked "what can be done to change the perception of Peer Support Specialists." Gladys responded that educating the providers is important in gaining employment. Specialists need to let providers know they are needed. Ricky suggested having mentors for Peer Support Specialists. Sarah stated it was discussed on the CFAC agenda call that there should be a goal for this year to add "barriers to Peer Support Specialists" as an ongoing item to the agenda. She said there are changes that are coming regarding peer support and CFAC should compose a letter to send to the state. Pamela informed

members there will be no more new curriculums accepted by NC Peer Support. She suggested that Kelly speak with Cherene Caraco for more resources regarding peer support. Pam stated that Cherene is looking for anyone who has experience with homelessness and would like to become a Peer Support trainer.

Reports from MH/SUD/I/DD Advisories

Dennis/Mary/Pam/Sarah

- **MH/SUD-** Dennis reported the advisory will join the Global Peer Support celebration on October 17, 2019 as a group activity to gain more knowledge of the development of the peer support program. Pam mentioned one of the purposes is to raise the visibility of Peer Support Specialists. She stated Terry Spears from UNCG will be there to speak about higher education. She said there will be certificates provided for four contact hours for those who attend. Dennis mentioned that the advisory feels that certified Peer Support Specialists are going to play a key role in integrated health and wellness.
- **I/DD-**Sarah reported the advisory discussed the need for adequate back up staff for families whose hours are not being met by providers. She announced that Bill Donnahue and Deb are working to put together a statewide list of people and families that are interested in coming together to work on gathering information regarding the registry of unmet needs. She said they are planning to present this information to Legislature regarding the fourteen thousand people who are currently on the wait list and the insufficient number of slots there are in the state of North Carolina. She stated the Advisory is asking CFAC to let them know if they hear of anyone who may be interested. Sarah said members can contact her via email regarding the person or persons who may be interested. Julie asked Sarah if it would be ok for CFAC members to give her email address to those who may be interested. She answered yes and stated she will forward them Deb's letter that contains the information they are looking to include in their data.

Steering Committee Report, State CFAC, Community board, Corporate Board Updates, Provider council

Tim/Pam/Ricky/Sarah/Matt/Terry/Gladys

- **Steering Committee-** Tim Gallagher announced the CFAC sub-committee put together a proposal for a Cardinal CFAC Summit tentatively scheduled for December 13, 2019 at 5:00 pm. He stated they will present their ideas to the the Board on Friday, October 18, 2019. He explained the idea is to have members from the Cardinal catchment area arrive on Friday, December 13, 2019 and stay over to go to the CFAC Summit on Saturday . The concept is to have CFAC members from all of the catchment areas come together to mingle with Board members at the end of the Board meeting. After the Board members leave they will have a CFAC meeting and possibly a screening of a mental health film. The agenda is still to be determined.
- **Relational Agreement Committee-** Ricky Graves mentioned the Committee put together a draft of documents to send to Cardinal's attorneys. He said they will send them to CFAC members for input as well. Emily said they will have them sent out to the Steering Committee by November 7, 2019 and will include comments from OGC.
- **Bonnie Schell Sub-Committee-** Pamela reported the Committee met by phone to update the language, guidelines and requirements of the Bonnie Schell flyer. She said the Bonnie Schell draft was supposed to have been sent to the Steering Committee for them to review. Emily said Angelena sent it out on October 11, 2019 requesting comments by October 25, 2019. Members said they did not receive it. Emily mentioned the possibility that it was only sent to her and stated she will follow up with Angelena to determine if she was supposed to have sent it to

the Committee. Pamela mentioned they are trying to divide the funds among the different regions. She informed members that the change in the language regarding the definition of a member may effect the CFAC Advisories. She stated that a member is now defined as "someone who is currently receiving Medicaid funded services or have a family member who is receiving Medicaid funded services from Cardinal." If they are not receiving services for MH/SUD or I-DD they may not apply for a Bonnie Schell grant.

- **State CFAC**-Sarah reported State CFAC mentioned the "Improvement Project" and that it should go through the chain of command to CFAC. She said they stated that CFAC should get the perspective from families in real time regarding the unstaffed hours. Someone on State CFAC stated the unmet hours need to be tracked. Sarah suggested that CFAC members get the minutes from the State CFAC meeting to get a better understanding of what was said. Sarah stated this topic needs to be ongoing throughout the entire year. There were some concerns that CFAC will not be needed once the transformation takes place. Tim mentioned that the Tailored plan will possibly link into CFAC. Stacey said that the Standard plan will have an advisory panel. There was concern that private insurance does not provide proper mental health services and that the contract was vague. Stacey assured them that if someone calls in that needs the tailored plan, they will be appropriately advised.
- **Community Board**-Matt reported the Community Board discussed the new governance structure. He mentioned his desire was that at least one person from the committee would have chosen to be on the Regional Health or Advisory Councils. Matt stated that the Community Board has more than one county commissioner on it and his hope is that a commissioner will apply for a seat on the Regional Health Council. Sarah stated that a commissioner in Rockingham mentioned there were concerns that very few providers have contracted with the proposed plans. She

also mentioned they are concerned that the budget still has not been written, the details keep changing and some of the contracts have not been written as well. They are worried that there may be a delay in payments or no payments at all and that a larger company will come in and put the smaller providers out of business. Sarah said they would like updates as to where this is headed. Emily responded they are trying to encourage providers to sign up but it has to go beyond the provider network and the provider network specialists to try to get them on board. Dennis commented that people are afraid they will not be able to keep their providers under the new plans. Stacey reiterated that providers need to sign up. She stated if a member is auto-assigned to a provider they do not want, they will have ninety days to make that change.

- **Corporate Board**-Terry Cox was not present at this meeting, therefore no report was given.
- **Provider Council Report**-Due to Gladys needing to leave early, No report was given

New Business & Action Steps

Sarah Potter

1) ECHO Program UNM

Due to time constraints, Sarah mentioned she will bring this topic up at a later date.

2) Registration i2i- Early Registration

Sarah announced early registration for the i2i conference ends October 31, 2019 and the deadline for registration is November 14, 2019. She mentioned there are no longer any rooms available on the Pinehurst campus. She stated that there is a limited amount of money to receive from the local CFACs and the Bonnie Schell funds are currently placed on hold. The conference is scheduled for December 4, 2019 through December 6, 2019 in Pinehurst. Tim mentioned he will be on the i2i agenda Thursday, December 5, 2019 to do a presentation on Medicaid Pilots.

3) Meeting in Davidson November

Since no location was set for Davidson County, CFAC members decided to have the meeting at Highland on November 11, 2019. Emily stated Bob will find a location with Reid's assistance.

Statutes Addressed

CFAC Members

The Local Business Plan was addressed

Statutory Recommendations to the Board

CFAC Members

There were no recommendation at this time.

Community Involvement Updates-Trainings/Conferences/Events

CFAC Members

Community Involvement-

October 15, 2019- Community Partners will meet at 2:00 at Highland Avenue.

October 16, 2019- The Forsyth collaborative meeting will be held at The Downtown Health Plaza located at 1200 Martin Luther King Jr. Blvd, Winston Salem, NC from 5:30 pm - 7:00 pm. They will be discussing the possibility of a mandatory mental health screening test for school age children. This is an attempt to improve the security in the school system against trauma and violence. Drew Thompson, WSFC school psychologist and Stephannie Daniels will be present. All are welcome. Also, Goodwill will have a re-entry simulation from 2:00 pm- 4:00 pm to educate the community regarding people who have been incarcerated and re-entering the community. Goodwill is located at 2701 University Parkway in Winston Salem, NC.

Trainings/Conferences-

March 11, 2020 -March 13, 2020- NC One Community in Recovery in Greensboro at the Wynnndham Garden Hotel. Registration is open.

Events-

October 15, 2019- Norma Jean Wilkes will be speaking on her experience with Bi-Polar Disorder at the Reynold Branch Library in Winston Salem, NC at 6:30 pm.

October 17, 2019- 5th Annual Global Peer Support Celebration Day. The theme is "We Dare to Rise." Cardinal Innovations will be streaming live on Social Media for those who are unable to attend. The keynote speakers will be Delton Russell, Executive Director of Leah's Place located in Mecklenburg

County and Ron Clark, Member Engagement Specialist for Cardinal. Forsyth County Commissioner, Gloria Whisenhunt and Forsyth County Sheriff, Bobby Kimbrough will also be present. There will also be a NC inclusion initiative at Green Tree at 12:00 pm on this date.

Comments & Adjournment

Matthew Potter

Matt adjourned the meeting at 8:37 pm

Next Meeting- 11/11/2019
Forsyth Wellness Center
650 N. Highland Ave. Winston Salem, NC 27101
(Located in the Highland Avenue Center)

Submitted by:

Thonda M. Blair | Project Support Professional 10/22/19

Name, Title, Date