

**Consumer & Family Advisory Committee Meeting Minutes**

**Date and Time: October 25, 2018 at 6:00 PM**

**Location: Cardinal Innovations Healthcare, 201 Sage Road, Room 104, Chapel Hill, NC 27514**

Committee Members	Voting Member
	Present = P
	Absent = A
CFAC Chair – Steven Furman	P
Allen Dittmer	P-via WebEx
Heather Nash	A
Janet Sowers	P
Shira Belovics	A
Stanley Cotton	P
LME/MCO and State Staff	Non- Voting
<b>Agency:</b> Cardinal Innovations Healthcare <b>Title:</b> Member Engagement Specialist <b>Name:</b> Juanita Jefferson	Present
<b>Agency:</b> Cardinal Innovations Healthcare <b>Title:</b> Quality Management Clinician <b>Name:</b> Paula Newman	Present
<b>Agency:</b> Cardinal Innovations Healthcare <b>Title:</b> Senior Community Executive <b>Name:</b> Ric Bruton	Present
<b>Agency:</b> Cardinal Innovations Healthcare <b>Title:</b> Project Support Professional <b>Name:</b> Felicia Williams	Present
<b>Agency:</b> Division of Mental Health, Developmental Disabilities and Substance Abuse Services  NC Department of Health and Human Services, Community Engagement & Empowerment <b>Title:</b> Mental Health Program Coordinator <b>Name:</b> Stacey Harward	Absent
Guests	Non-Voting
Dwight Lane	Present



**I. Call to Order/Introduction** **Steve Furman**

Chairperson called the meeting to order at 6:05 p.m.

Ground rules were read by Juanita Jefferson.

**II. Agenda and Minutes Approval** **Steve Furman**

OPC CFAC Minutes from September 13, 2018 were presented.

Janet Sowers Motioned to approve the minutes. Steve Furman Seconded the motion.

All in favor. Motion carried.

**III. Guest Speaker/Dashboard Review** **Paula Newman**

Paula reviewed the Central Community Office Quality Management Dashboard for FYTD June 2018. Janet made recommendations that would help with understanding the data.

**IV. Old Business** **Juanita Jefferson**

Juanita suggested that the group delay ordering more t-shirts since the name for OPC CFAC may change. Evaluations from the Peer Support Workshop were full of favorable feedback. Participants stated that it was organized beautifully. Next year, it would be better to process registrations through the learning center. Juanita highlighted that thirty-six people who registered for the event did not show up. That meant \$324 worth of food was wasted (which is not good for the budget). Members proposed the group host the event at a free location the next time. When planning for next year, the group will consider the recommendations that were discussed. The group liked the speakers and many responded positively about the location. Most attendees did not ask for CFAC packets, but some did inquire about it. Some flyers were dispersed at the workshop which was a good opportunity for recruitment. Many attendees stayed after lunch during the event, and the group felt that asking people to stay while stressing that bigger gift cards would be available after lunch worked well with encouraging them to stay longer for the event. The people at the Peer Support Workshop liked the CFAC t-shirts. There was great energy and remarkable participation from the OPC CFAC group.

**V. NC DHHS Updates** **Stacey Harward**

Juanita reviewed the NC DHHS Updates in Stacey's Absence.

The 'Medicaid Transformation' is in a quiet period however, RFP has gone out and eight companies have sent in interest of participation.

The eight interested groups are:

- Aetna
- AmeriHealth Caritas North Carolina
- BSBSNC-Healthy Blue
- Carolina Complete Health (provider-led group under the N.C. Medical Society)

- My Health by Health Providers (provider-led network of 12 N.C. hospital systems)
- Optima Health
- UnitedHealth Care
- WellCare Health Plans

CMS approves NC DHHS 1115 Waiver: this was released on the 24<sup>th</sup>.

The CE&E team has hired a new member Kat Barrow she will be taking over the SCFAC and Contracts at this time her first day will be Dec 10.

SCFAC will be meeting Nov 14<sup>th</sup> from 9-3 at the Ashby Building on the Dix campus there is also a call-in number for it 1-888-273-3658 access code 2490768 # - please save this number because this is the same number for all SCFAC meetings and for all S2L conference calls.

S2L Call will be Nov 21- yes this is the Wednesday before Thanksgiving- everyone on the Oct call said to keep it on the 21st. Call in number – 1-888-273-3658 Access code 2490768#.

## **VI. Cardinal Innovations Healthcare Updates**

**Ric Bruton**

Ric reviewed the dashboards for Orange, Person and Chatham Counties, highlighting pertinent details for each county and answering questions presented by the group.

**Juanita Jefferson**

Juanita requested better responsiveness via email from the CFAC members so that votes, action, and RSVPs for catering may be handled more efficiently.

‘Six Statutory Items’ were reviewed by Juanita. She stressed that the statutory tasks are things the members should be working on throughout the year. A copy of the statutory tasks was provided for the group. Dashboard reports, the annual business plan, and Freedom House therapy are examples of items to be noted in order to meet annual state reporting requirements.

The OPC CFAC members gave an analysis on the CFAC Summit. Steve summarized details from the event. He shared information about the 20/20 plan presented by Trey Suttan, and talked about the tailored plans and standard plans. Participants at the summit broke into groups for more in-depth discussions. The OPC CFAC group felt the summit was very productive. They were impressed with the articulation of the various groups. They felt that Trey Suttan was very approachable, and they were very happy about that. The members also liked the hotel accommodations. The group noted that there were some resistance to change, however agreed that overall everyone was nice and passionate.

CFAC Members were informed by Juanita that ‘Mileage Reimbursements’ are only provided to the driver if members carpool to CFAC meetings or CFAC events.

Juanita talked to the group about training offered through the 'Learning Center' and encouraged them to make a training selection for next month. She shared that every member has access to the 'Learning Center.' She also invited everyone to explore the Learning Center so they may provide suggestions for classes they may be interested in for the group. Juanita will research their suggestions and will schedule a time to complete the trainings as a group during the CFAC meetings.

**VII. Community Board Representative Report**

**Janet Sowers**

Ric announced that there were three new members on the Central Community Board including Janet. He also informed the group about the presentation he presented for the Board.

**VIII. Recommendations to the Board**

**Steve Furman**

The group expanded on a previous discussion about group therapy offered through the Freedom House. Allen has attended a few of the Freedom House Therapy Group meetings. Ric underscored the dynamics involved with group therapy. Janet also highlighted the challenges involved with speaking openly in a group setting.

**IX. New Business & Action Plan Review**

**Steve Furman**

The group discussed Heather's email indicating her plan to step down from OPC CFAC. Juanita will review the resignation process with her. Shira has also decided to leave OPC CFAC due to health challenges. She wants to be at her best in order to serve. Currently, that is a challenge for her. OPC CFAC is now down to four members, but will become eight members once the group merges with AC CFAC.

The group briefly discussed details from the town hall event.

**X. Action Steps**

**CFAC Members**

None.

**XI. Recruitment and Membership Efforts**

**CFAC Members**

Janet is working on recruiting someone from Chatham County. Janet shared that Leslie Matthews has suggested speaking with providers for recruits. Dwight, a guest at the OPC CFAC meeting, expressed interest in joining the group. An orientation packet was provided for him at the meeting. Once by-laws are in place, and the OPC and AC CFAC groups merge, they will be able to see where they are as a group. There was discussion about there being less than three I/DD representatives on the group and their concerns involving that.

Members also discussed possibilities of various selection processes for the CFAC Chair and Vice Chair once OPC CFAC and AC CFAC merges. They are not sure if selection will be a consolidation of power or consideration of all CFAC members for the positions.

**XII. Public Comment**

None.

**XIII. Adjournment**

Janet motioned to have meeting adjourned. Stanly seconded the motion.

All in favor. Meeting adjourned at 7: 34 p.m.

Submitted by:

A handwritten signature in blue ink, appearing to read "Philip Williams". The signature is written in a cursive style with a large, looping initial "P".

***Project Support Professional 10/29/2018***

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Name/Title and date