

Southern Region Consumer & Family Advisory Committee Meeting Minutes
April 20, 2021

Committee Members	Voting Member Present = P Absent = A
14 members	
Beverly M. Morrow, Chair	P
Terri Clark, Vice-Chair	A
Jean Andersen	P
Crista Aldridge	P
Michelle Joshua	P
Toni Partlow	A
Hezekiah Anderson	P
Mary Sechler	P - DIALED IN AT 6:52PM
LaRhonda Watkins	P
Jeff Phillips, Cabarrus	P
Jessica Aguilar	P
Maria Shannon	P
Marilyn Sierra	A
Dr. Iris Sanders	P
Cardinal Staff	Non-Voting
Yalanda Williams, Liaison	P
King Jones, Director, Community Health & Wellness	P
LaKeisha McCormick, Community Operations Manager - Southern Region	P
Laura Wilkicki, Community Operations Business Administrator	P
Ashley Conger, Chief of Communications	P
Guests	Non-Voting
Stacey Harward-DHHS, DHHS	P

1. Call to Order/Welcome/Introductions

Beverly Morrow called the meeting to order at 6:03 p.m.

2. Cabarrus and Union Counties Disengagement

Ashley Conger announced that Secretary Cohen has approved disengagement for Cabarrus and Union counties, effective September 1, 2021, and is awaiting a project plan from Partners. Cardinal is pulling data to determine how many members there are and what their situation is. Stanly County has requested disengagement, and we have no update at this time or when the decision will be made. There is still time to voice against the disengagement. Until this has been decided, we continue in the same manner as we have been.

Discussions and questions followed.

CFAC Membership Transition

The Cabarrus and Union disengagement will affect the southern CFAC Committee. Representation of this Committee from those counties will no longer be members which will affect several. CFAC members can join Partners CFAC. The CFAC county representation is determined by county of Medicaid services and not by residence. If a member or family member is receiving services from a county that is disengaging and receives services in a county that is remaining, they may remain a Committee member.

King Jones was able to address the question of editing the by-laws to help Committee members remain. The by-laws cannot be edited to work around the 122c statute which states that members of the CFAC must represent a disability and a county.

Ashley stated she would help in the process of moving CFAC members over to Partners, and for Committee members to let her and King know who is interested. Ashley will follow up with Partners to inform the Committee members on this process. Stacey Harward will also be involved in this transition as she is the representative for Partners too. Beverly Morrow stated that her son receives Medicaid through Rowan County which would enable her to stay on this Committee. Michelle Joshua and Jeff Phillips expressed their interest in the transition.

Ashley stated we will keep our current meeting initiatives. The Latino Committee will almost be all gone when Union and Cabarrus departs, but we need this Committee and will look at how we can continue with existing/new members or with members that are transitioning. Ashley will follow up.

More discussions followed. It was encouraged that the Committee of Union and Cabarrus counties to call into the Partners CFAC and Board of Directors meetings to get acclimated and to help your family in the transition. The meeting information is online, but Partners' next CFAC meeting is May 10, and then one in June on every second Monday; they don't meet in July. Cardinal may coordinate a meeting with the Cabarrus and Union folks to meet with Partners CFAC about the transition between now and September.

Cardinal Member Transition

Dr. Sanders explained that she lives with her son in Union County and receives services and wants to continue as a CFAC member with Partners to advocate for her son. Also, she was looking into respite but hasn't been available to her. She could possibly get Alternate Family Living which is determined by his Innovations Waiver slot. Also, she would like to increase his hours for respite. She asked if or how this will affect their family if she transitions to Partners?

Ashley Conger stated that Cardinal is working closely with Partners to ensure all members are transitioned smoothly. This is happening on a member-by-member case for Partners to contract and

transition members on the Registry. The current services will be transferred, and Cardinal will not be able to influence a change in those services if Cardinal doesn't update his service plan before his birthday this summer. Partners has a commitment to contract with all the same providers.

Other Transition Concerns

It was asked how the disengagement and the loss of members from Cabarrus and Union counties affect Cardinal Innovations as a whole. Ashley said it equates to affect about 12,000 members that will move to Partners, with 53,000 remaining members. The disengagement does not affect our ability to transform to the tailored plan starting July 2022, but does affect Cardinal financially. Our care coordinators can work under the new Cardinal tailored plan; but If Partners wants some of them to move over, we will certainly work with them. We are still trying to figure out all the affects this will have on Cardinal. CFAC will still be a part of the tailored plan.

Ashley Conger stated Cardinal is making efforts in:

- looking at member-by-member service array (will match services in the new plan year)
- looking at the Registry of Unmet Needs to transition cleanly, keeping the date of origin.

As of August 2020 on our current plan on the RUN for the affected counties:

- Union County has 22 children waiting and 132 individuals on the RUN
- Cabarrus Count has 117 children waiting and 128 adults on the RUN
- Stanly County has 61 children waiting and 35 adults on RUN

These will be updated at the end of the fiscal year when the Waiver renews, and we get our new allocations (about August). Ashley is sending the county-by-county RUN data to King to share with the Committee.

- Understanding how this effects Cardinal financially
- Understand Cardinal's staffing needs moving forward

There is no specific indication about when we'll hear about Stanly. They submitted their packet two to three weeks after Cabarrus, so following that timeline it should be soon but nothing in place that we know of.

Mecklenburg tried to be an MCO, but that is extremely unlikely because they did not submit their RFA by the due date of February 2, 2021, and they had to be an existing MCO. No other information is known about this at this time.

3. Public Comment

No public comments at this time.

4. Old Business

- Gap in services – Peer Support limited time frame: Perhaps will be discussed at the state to local meeting and the state CFAC, as the problem is ongoing. Jean Andersen will follow up.
- FB Page update: Hezekiah had no updates at this time and not much he can do at this point with him being in Union County. He will provide the Committee a summary of actions he has taken thus far. We will solicit new members to carry on.

5. Approval of Agenda and Minutes for March 16, 2021 Meeting

Beverly Morrow requested a motion to approve the March 16, 2021 meeting minutes as written. Jean Andersen motioned to approve the March 16, 2021 meeting minutes as written. Maria Shannon seconded the motion.

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

6. New Business

- Latino Subcommittee Report/Request – Maria Shannon gave an update
 - Latino subcommittee meeting was April 14 in Spanish with a Cardinal Communications manager
 - We emphasized on Cardinals' website that the search should result the county where the service is provided (not the county located at) and what language they offer
 - Social media should be in both languages
 - Irene was very receptive to our recommendations and will have a follow-up meeting
 - Translated on the website into Spanish, forms, documents, and articles will be translated.
 - Separated the information regarding the RUN and the Waiver
 - Proposed creating those folders that were created for the Hispanic Community with information for the self-advocates.

The Committee asks that this work is continued.

- Cultural Competence Committee Report – Jeff Phillips. There was no meeting last month, next meeting is April 27.
- State CFAC – Jean Andersen.
 - Met on the 14th, talked about tailored plan case management and Kelly Crosby presented
 - Talked about the Ombudsman that launched on the 15th, and lots of questions around the tailored plan Ombudsman, so hope the next presentation should answer some remaining questions.
 - Discussed disengagement concerns and current CFAC members will be welcomed into the new Partners CFAC, with all the differences in how they are conducted.
- GCQI Committee Report – Michelle Joshua has no report, did attend the last meeting and will prepare a quick report.

- Conference planning – Beverly Morrow. With Cabarrus and Union being gone, she thinks to put this on hold from the September 25th date. Some members commented in agreement; Beverly asked to reach out to her with any input.
- DHHS update – Stacey Harward stated she sent the CEE update this month to members with lots of information, and gave the following updates:
 - Your CFAC is next Tuesday evening, 6-7:30pm, encouraged members to attend with Partners and Vaya to see what other CFACs are doing.
 - State to local call was discussed that is next week
 - In the update there's a survey, please take it. It might be open through May. This will help us figure out what additional training that is desired.
 - Don't forget May 5 is legislative day sponsored by CFAC and is for everyone. We are still waiting for talking points.
 - Stacey will get information to King on how to contact the county about disengagements and will be listed on their websites.
 - Beverly received an email from the Cabarrus Realignment Committee Chair as she is currently attending the meetings. Beverly will not continue and need a replacement to represent Cabarrus even if they are transitioned to Partners CFAC; the meetings will just move to Partners. Please email Beverly if interested, and she will send the information. The members' terms served would be passed to Partners. There will likely be a discussion about merging members.
- Cardinal updates – Yalanda Williams
 - Milestone office is a possible location to meet in May and would accommodate for social distancing with members wearing masks, and will have virtual available as well with technical improvements. If a member joins remotely, the full stipend would still be paid. To get an idea of the interest of the Committee for joining in person, they stated their preferences:
 - Joining in person: Terri, LaRhonda, Beverly, and Christa
 - joining virtually: Mary, Jeff, Dr. Sanders, and Michelle
 - Others stated they could do either: Jean, Maria, and Hezekiah
 For a possible 7 in person, 4 virtual for certain.
 - State has posted a bulletin on the location of the EVV for June 30 and 31.
 - Cardinal Stanly team is working on scheduling a Cardinal Day for people to come in and meet about getting connected to services. Mecklenburg will do it next.
 - Continues to outreach in Union County, particularly the school system, and join monthly meetings and how to get on the RUN. In Cabarrus, attending monthly meetings with the schools
 - Working in Rowan on innovative approaches for individuals that are graduating from high school with IDD.

7. Action Plan

- Calling B3 Services member findings form providers – Lynn Widener, Cardinal Network, will be at our next meeting.
- Achieving our six statutory obligations
- New Member Solicitation
- Latino/Hispanic Community
- Transition to Community Living (TCL) Annual Report – need to know when this report is published.
- August Terms End Terri, Mary, and Beverly

8. Additional Comments

The next meeting in May will be in person with a virtual option.

Committee members that will transition to Partners were asked to stay on until the official transition date.

There is a proposal for additional innovations waiver slots; Senate bill 350 for 1000 slots across the state.

9. Adjournment

Beverly Morrow called the meeting to adjourn at 7:41 p.m.

Submitted By: Laura Wilkiki, Community Operations Business Administrator