

**Consumer & Family Advisory Committee Steering Committee**  
**Meeting Minutes**  
 April 1, 2021 via WebEx

Committee Members	Regional Representative	Voting Member Present = P Absent = A
Beverly Morrow, Chair	Southern	P
Ricky Graves, Vice Chair	Triad	P
Pamela Goodine	Triad	P
Tim Gallagher	Triad	A
Jean Andersen southern	Southern	P
Crista Aldridge	Southern	A
Angelena Kearney-Dunlap	Northern	P
Dianna Talley	Northern	P
Shirley Robinson-Flood	Northern	A
Janet Sowers	Central	P
Jeanette Williamson	Central	P
Steve Furman	Central	A
<b>Staff</b>		<b>Non- Voting</b>
King Jones		P
Laura Wilkicki, notetaker		A
<b>Guests</b>		<b>Non-Voting</b>
Stacey Harward, DHHS		P
Bob Crayton, CFAC Member		P

**I. Call to Order/Introduction**

Beverly Morrow called the meeting to order at 6:06 p.m.

**II. Minutes Approval for January 7, 2021 Meeting and Agenda**

Beverly Morrow asked if there were any changes to the minutes and requested a motion to approve the January 7, 2021 meeting minutes as written.

Pamela Goodine motioned to approve the minutes as written. Dianna Talley seconded the motion. Roll call vote is taken. Majority in Favor. Motion carried.

Agenda was approved as distributed.

**III. Public Comments**

No public comments were offered.

**IV. Old Business**

1. Relational Agreement: King stated a review: there was a split between the Northern and Southern regions wanting to keep as written, and Triad and Central voted to make a small change related to reviewing the budget. The original wording that Northern and Southern

approved says reviewing Cardinal's budget. What Triad and Central approved was matching verbatim in the state statute which says local area authority or county program budget. The decision to go back to all the regions now based on the proposed changes that the state has brought to make 122c, or wait until the all CFAC meeting occurs to discuss. The preference was to wait until the all-CFAC meeting to see if the changes go through legislature because that may answer this question. Members agreed with no objections.

2. Bonnie Schell Scholarship: Cardinal has decided not to roll over leftover funds for this year. Last year it was because many trainings didn't occur because of COVID-19 restrictions for in-person trainings, but Cardinal has developed virtual trainings going around the restrictions this year. Some of the members stated they disagreed in that trainings or virtual or in person. Pamela Goodine stated that some trainings, such as those at Recovery Milestones, are still in person. There are two payouts pending right now from the Southern region, so King will check on the balance after those payouts. The intention of the scholarship was to have family members attend training, so we haven't been able to confirm that because of HIPPA laws, if they are indeed our members or family members. All we do is verify without any details, and will remove any identifying information when sharing that information for voting. Pamela asked if we have to redo the application to ask the applicant to answer to this. King said Cardinal has made changes and added legal language around that for the applicant to give Cardinal permission to verify name and birthdates to confirm the applicant is either a member or family member, but this information will not be shared. This change will not go into effect until the CFAC members approve it. There has to be a vetting process here for eligibility, and the applicants can provide this information if they want the scholarship.

## V. New Business

1. By-laws: Ricky Graves sent some suggested edits to the By-laws to King and had asked the members to review and send comments to King, and we should continue to work with the subcommittee. Some of the changes were just about pronouns. A Word document is currently being created by Cardinal to enable these changes.
2. King restated his announcement of his title change, and is now the Director of Member Engagement. He will focus on CFAC and not the CAC or RHC any longer, and is moving through this transition of those responsibilities to other individuals.
3. Update on the State CFAC letter about 122C by Jean Andersen (from last meeting). If it's county money that is being managed for service delivery, it's included in the budget review and already covered. The local CFACs advise the LME/MCO's, not the local county so they really don't have an authority to go over those county budgets. County residents can go over their county's budget, but if the money is not being handled by Cardinal, it doesn't make any sense for the local CFACs to try to advise the counties because it doesn't mean anything to the counties.
4. Regional Updates/Commonality/Problems/Service Gaps
  - A. Central – Janet Sowers gave an update  
She has been having difficulty getting on to the Cultural Diversity Council which are monthly meetings. She hasn't been getting communications for months and not sure if it has to do with her internet. Some people are starting to register for NC Tide coming up. King said he

could try to follow up to see why she can't get on the Cultural Competency call. They do have a new person, Heather Johnson, is an EOR who joined the state CFAC. Steve Furman has missed at least two of our quarterly meetings and plans to resign which we will address in our Central meeting next Tuesday.

- B. Southern – Beverly and Jean gave an update. One of our main initiatives is the Latino Hispanic community; they have three Hispanic members and a Latino subcommittee who have been meeting. They made a request for the Southern CFAC to send them names of organizations that maybe have some Spanish people participating in those agencies so that they can try to let these individuals know that there is a CFAC. There is a Cardinal staff person on that subcommittee.

The Southern CFAC had sent a letter to the state CFAC requesting that they address a problem that we have seen with Peer Support, where certain areas are without ample providers. For some providers, their service definitions don't actually give a timeframe for peer support but does address something about recovery but isn't clear.

Some providers listed as providing the B3 services but are not. Our secret shopper initiative has been trying to reveal the problems here.

There is an initiative through the IDD council as a pilot program for virtual peer support training, \$300. The last day to sign up is tomorrow, so find the website to apply.

- C. Northern – Angelena Kearney-Dunlap gave an update  
Franklin, Vance, Warren, Granville, and Halifax found it challenging in the rural areas found it hard to connect who are using these services. We have more services available to us than thought. Service providers seem to be dedicated and committed. We are plan to reach out to the five radio stations for public announcements about mental health awareness and getting the public aware of CFAC. This has been time consuming and she may not stay a CFAC member and the thoughts of having her replaced with someone that can be more available.

We are trying to plan for activities for the various things that come up like substance abuse moms and domestic violence moms. We are hoping to be able to partner with some providers or other communities to help put on some of these events.

- D. Triad – Ricky Graves provided an update  
Trey Suttan has been on our calls reviewing the disengagement process, and reviewed the QM report which had a discrepancy in data for grievance calls stated by a member. Triad CFAC has a new member. Member participation is not as engaged because of COVID and technical issues. Waiting to hear about disengagement process for Forsyth, and Cardinal is doing all they can to make improvements. Many are trying to attend NC Tide.

- E. State CFAC – Stacey Harward  
There's a lot of information in the C&E update that came out today by Suzanne Thompson. If you didn't get it, please inquire to Stacey or try Bob Scofield or King Jones.

## VI. Comments and Adjournment

Next Meeting is July 1, 2021.

King stated there is a possibility for having this meeting in person and working on these details.

On the action plan on the agenda for the all-CFAC meeting, we will review the weaknesses from our SWOT analysis. We need to start recruiting for a subcommittee from all the regions. We can be thinking of having this meeting in person.

Beverly Morrow adjourned the meeting at 7:24 p.m.

Submitted by:

Laura Wilkicki, Business Administrator, Community Operations