

Consumer & Family Advisory Committee Meeting Minutes
November 11, 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	P
Co-Chair- Sarah Potter	P
Dennis Lynch	P
Gladys Christian	A
Glenda Smith	A
Julie Whittaker	P
Kelly Owens	P
LaKessiah Henderson	P
Mary Annecelli	P
Mary Miller	P
Matt Potter	P
Michael Thompson	P
Pam Goodine	P
Ricky Graves	P
Samuel Gavurin	A

Terry Cox	P
Tim Gallagher	P
Staff	Non-Voting
Bob Scofield-Member Engagement Specialist, CFAC Liaison, Cardinal	P
Rhonda Blair-Project Support Specialist, CFAC Clerk, Cardinal	P
Emily Bridge, Transformation Director, Cardinal	P
Jill Queen, Regional QM Manager, Cardinal	P
Tim Simmons, Member Engagement Specialist, Steering Committee, Cardinal	P
Guests	Non-Voting
Stacey Harward, DHHS	P
Joan Lynch	P
Gloria Graves	P
Crystal Arrington	P

Call to Order/Introduction

Obie Johnson

Obie Johnson called the meeting to order at 5:45 pm followed by a moment of silence and introductions.

Agenda- There was no motion called to approve the agenda. However; agenda item 3, Training Grant/Mileage Requests was added under new business. There were no comments regarding the absence of approving the agenda or objections to the addendum.

Minutes- It was mentioned that Cherene Caraco and Angelena's names were misspelled in the October minutes. Tim Gallagher suggested emailing any corrections that need to be made to the minutes to the CFAC Clerk. Matt called a motion to accept the minutes with suggested amendments, Ricky seconded; all were in favor.

Public comments

There were no public comments. Ricky Graves announced Rockingham County Schools received a 2.4 million dollar grant from UNC-G for a Mental Health Education Clinic. Tim Gallagher thanked Obie for having a moment of silence during each meeting.

Community Members

Cardinal Report

Jill Queen/ Emily Bridge

Emily did not have anything to report. Jill showed a presentation on unmet needs and back up staffing. The PowerPoint presentation was also included in the members packets. She informed members that the information in the presentation is specific to innovations services. At the end of the presentation members were given an opportunity to ask questions. Tim Gallagher asked if the term "backup staffing" could be changed to something else because it implies that families are already staffed. He also expressed his concern regarding families not receiving an explanation of benefits. He asked who is reporting when a family "declines," the family or the provider. He stated that families do not decline back up staff they decline unqualified backup staff. He said the agencies do not have qualified floaters or back up staff who are trained in how to serve families who has more extensive needs. He mentioned that staff should be cross trained and informed of the members needs as well as meet the families, prior to coming to the home. Jill

mentioned that Bob will send CFAC members the draft of the provider maturity model, she stated it is still in the pilot phase. She said the maturity model will include accountability, financial risks, performance measures, utilization and outcomes, population, health management, member or provider engagement and experience. Tim stated he would like to see language that includes family input in the data. Members stated the slide with the counties is missing from the printed presentation. Jill stated it was added last minute and she will send the slide to CFAC members. Lakessiah asked why is the information in the presentation de-identified. Jill's response was, Cardinal is not prepared to share those names at this time since the project is not finished. Lakessiah stated she also does not know what the percentages are supposed to represent in the presentation. Emily stated there are three service types they are pulling authorized units from for I-DD members that receive in-home staffing. They are Community Living and Supports, Supportive Employment and Supportive living. She pointed out the authorized units on the slide represents the providers that are under-utilizing their authorized units for those three services. She stated Provider "A" may have all three or just one of those services. Jill added all the authorized units and services for those three categories are combined. It reflects what was used and not used. Basically, the percentages are the numbers where they rank in the utilization of their authorized hours. Jill said she will relay the feedback from CFAC members regarding the way they would like to see the numbers and percentages broken down and provide them with that information. Tim stated he was very satisfied with the presentation knowing the direction Cardinal is going in. He mentioned he would like Cardinal to utilize CFAC members beyond the monthly meetings to participate on the Data Committee. Bob said members can email him with any further questions they may have for Jill and he will forward them to her.

DHHS Report

Stacey Harward

Stacey reviewed State Statute 122C with members. She gave them a list of questions so they could give her feedback regarding 122C to take back to the State. Stacey said members can email her with any further questions they may have. These are the questions and responses as follows:

- 1) Inclusion of members that have co-occurring physical disabilities? They suggested adding TBI. All agreed
- 2) Do individuals or their family members need to receive services from the Tailored Plan to be on CFAC? The response was no, an individual or their family member do not need to receive services. Tim Gallageher stated if someone is on the registry waitlist they should automatically qualify to be a CFAC member. All members agreed.
- 3) Do individuals or their family members need to live in the Tailored Plan catchment area to be on CFAC? It was decided that they do not need to live in the catchment area to be a member of CFAC.
- 4) What interaction and collaboration should happen with Standard Plan Member Advisory Committees? This question was tabled pending further deliberation.
- 5) What should the CFAC responsibilities be when Tailored plans begin? They agreed they should follow the same six statutory requirements as before.
- 6) How should CFACs interact with the Tailored Plans? They said the same as before.
- 7) What should be in statute versus what can go in bylaws? Members suggested that the verbiage that says "no member may serve more than three consecutive terms" should be changed to "no member may serve more than three consecutive terms unless there are no others willing to step into a position."
- 8) What other advisory opportunities may exist for consumers and families in Tailored and Standard Plans? Data, Operational, SA/DD and MH advisories and Peer Support Summit. Sarah stated she feels CFAC members should be on hospital boards and anywhere where they will have an affect on the Tailored Plan. Mary Miller suggested that DHHS direct private insurance companies and have a CFAC on the Stanadard Plan. Stacey notified members that they will have what is called a Standard Plan Member Advisory committee but not CFAC.

9) What should the time frame be for implementing changes to CFAC/Advisory Opportunities? Due to time constraints this question was unanswered.

Old Business Obie Johnson/ Mary Miller/ Sarah Potter/ Bob Scofield

1) Update Governance Model/ RHC, CAC Applications

Obie Johnson/ Mary Miller/ Sarah Potter/Bob Scofield

Sarah reminded Members to turn in applications that are due by November 24, 2019. She informed them she has copies of all charters that tells what the responsibilities will be for each committee and how many times a year they will meet. She mentioned there will be no stipend or mileage. She said she can send a copy of the signed charter for the area they are interested in. The Regional Health Council will meet four times a year and reports to the Board of Directors twice a year. She stated CFAC is not on the operational committee but it should be considered.

2) Update CFAC/ Cardinal Innovations Summit/ Bonnie Schell

Steering Committee

Pamela reported the Bonnie Schell grant application has been updated and it was approved last Thursday. She said everything she reported last month still stands. The application must be in forty-five days in advance in order to be approved. She mentioned it was not discussed that the funds be divided by regions. Tim Simmons stated he thought it was decided to disperse the funds by regions for a period of time but he would need to verify that information. Tim stepped out of the room to verify this information and upon return he reported each region will be allotted a certain amount until March and what has not been used will go back into the general pot. He also mentioned the Cardinal Innovations Summit Committee is planning to meet next week to finalize everything.

3) County Budget

Reid Thornburg

Reid was not present at this meeting, therefore no report was given

4) Meeting in Davidson County

Sarah/Reid

Bob reported that he spoke to Reid and he mentioned he may have some people who would be interested in joining. He also mentioned

CFAC can use the library in Lexington for the meetings. Reid is also talking to other people to obtain ideas for other meeting spaces. Bob said he will keep CFAC members up to date. CFAC members agreed to meet at Highland in December and will discuss meeting in Davidson at that time.

Reports from MH/SUD/I-DD Advisories

Dennis/Mary/Pam/Sarah

- **MH/SUD**-Dennis reported the 503C behavioral health agencies who are getting money through Forsyth County will have to go through a new application process to receive further funds. he reported their applications will have to be reviewed regarding the amount they will receive. He stated the advisory committees do not have to go through the application process because they do not fit the definition of a 503C. He said Ronda Tatum is scheduled to attend their next meeting to clarify any questions the committee may have. Dennis said he will pass along any additional information to CFAC that she provides. King Jones is also scheduled to come to that meeting as well. Dennis asked how does CFAC input flow through the councils to the Board for recommendations. Pamela reported that many members of the MH/SUD advisory attended the Peer Support Celebration last month. She said there were over eighty people who attended.
- **I/DD**-Sarah reported I-DD is working on an initiative to identify those who are on the Forsyth County registry of unmet needs. They are planning to assemble everyone in the Spring for a possible visit to Raleigh for a Legislative Day. The goal is to tell their stories and to try to raise the attention that is needed to address the length of the registry. The registry waitlist is currently between fourteen thousand to fifteen thousand people and the B3 services funding is being cut every year. She announced they will run an editorial in the Journal regarding this matter. The Journal advised that they would benefit more thorough social media so it can go beyond Forsyth County. Sarah announced the advisory now

has a FaceBook page. They are looking for funds to help with trainings to help them learn to advocate and train other people how to advocate and ask for policy changes.

Steering Committee Report, State CFAC, Corporate Board Updates, Provider council **Tim/Pam/Ricky/Sarah/Terry/Gladys**

- **Steering Committee-** Ricky reported they met on the seventh and went over Bonnie Schell and the Relational Agreement, which is included in the members packets. The Relational Agreement was emailed to CFAC member for review prior to the meeting. Members were asked to come to this meeting with suggestions and ideas. He said CFAC need to vote on the final draft of the Relational Agreement so it can be submitted to the Board. Julie suggested rearranging the set up of the responsibilities under "CFAC Shall" so it is less confusing. She suggested the six statutory requirements be listed together and have the other three statements follow. Mary Miller voiced her concern regarding roman numeral VI-B in the relational agreement that states "Members of the CFAC may escalate questions or concerns to the Cardinal Board of Directors through the appointed CFAC members that sit on the Cardinal Board." She stated that there should be a CFAC member from each region on the Cardinal Board since they would be more familiar with the issues that may arise. Julie suggested asking Triad CFAC's appointed Board member, Terry Cox present this proposal to the Board. Terry stated he will bring it up in the next Board meeting on December 13, 2019. Sarah asked who determines who is appropriate under 'Cardinal Shall' 2-B in the relational agreement. It reads "include CFAC members, as appropriate, on Cardinal committees and/or collaboratives." Emily responded the committee defines the structure. Ricky announced Cardinal is in the process of updating the orientation packets online. They are also looking for CFAC members to participate in webinar videos.

- **State CFAC**-No Report Given
- **Corporate Board**-Terry Did not attend the last meeting, therefore no report was given.
- **Provider Council Report**-Gladys was not present at this meeting, therefore no report was given

New Business & Action Steps

Sarah Potter

1) County Crisis Plan

Sarah stated she heard everyone is responsible for turning in a County Crisis Plan. She said some counties asked for Stakeholders' input but she doesn't know anything about Forsyth's County Crisis Plan for this upcoming year. She stated she thinks it is important for CFAC to have some idea about the plan. Emily suggested conveying this information to Reid and asking him to address it in their December meeting.

2) Standard Plans vs. Tailored Plans- Questions? Sarah Potter

Sarah asked a question she said came up in State CFAC and other places regarding the Standard and Tailored Plans. She asked if a family picks the Standard Plan based on the value added incentives and due to a crisis have to transition to the tailored plan will they continue to receive the value added incentives. She went on to say It is a concern for some family members that a family may become depended on some of the value added incentives and will not want to transfer to the Tailored Plan if needed. She wanted to know if a plan should be considered on how to address the families should this situation arise and also how the family will continue with services. She asked if the incentives will become another kind of service under the tailored plan. Dennis mentioned If the decision is made that a person needs to move to the Tailored plan it should be based on an evaluation of their needs, therefore the incentives would no longer be serving the primary needs of that person. He stated the Tailored plan should be monitored to make sure those services are being delivered. Sarah asked if someone is on the innovations waitlist and they choose to go to the Standard plan will they stay in the same place on the waitlist or lose their slot. Stacey said

If someone chooses to go to the Standard Plan who is on the waitlist they will lose all services. Sarah declared it is an issue that needs to be clarified because they were told they wouldn't lose them all. Stacey said she will check to make sure that information is accurate. Sarah said that will also be a good opportunity to ask the status of the Ombudsman and to see if CFAC can have a presentation on how the Ombudsman can help them to mediate before it is taken to that level. Dennis stated the person being served should also have input in the decision making process.

3) Training Grant/Mileage Requests

(Addendum-This addendum was not voted on but no one objected to its addition) **Pamela/Ricky**

Pamela requested a grant for a total of \$498 from the training funds to cover \$200 of the \$400 registration fee to attend the three day 'NC Forensic Peer Support training' on December 11, 2019 thru December 13, 2019. The request also included \$223.56 for mileage and \$75 for meals. Obie asked if she would like to modify her request to use all of her allotted \$250 to cover a portion of the registration fee, she agreed. Since members are only allotted \$250 for trainings per fiscal year, Terry volunteered to gift his training funds to help cover the remaining portion of her grant request. Obie called a motion to approve her request, Sarah seconded; all were in favor. Ricky requested reimbursement for mileage to attend the Pinehurst i2i Community Inclusion training. Mary Miller called a motion to approve his request for mileage, Sarah seconded; all were in favor. Ricky will submit a form for the mileage request once he has attended the training.

Statutes Addressed

Gaps in services

CFAC Members

Statutory Recommendations to the Board

CFAC Members

Julie requested a recommendation to add a CFAC seat to the Cardinal Board for each region giving a total of four CFAC members on the Board. Emily stated the suggestion has to be submitted on a comment form. A Comment form was given to Obie Johnson by the CFAC Clerk to add the suggestion and submit to the Board. Obie said he will give the completed form to Terry.

Community Involvement Updates-Trainings/Conferences/Events

CFAC Members

Community Involvement-No announcements were given in the meeting. Please see Community Engagement and Empowerment Update.

Trainings/Conferences-No announcements were given in the meeting. Please see Community Engagement and Empowerment Update,

Events-No announcements were given in the meeting. Please see Community Engagement and Empowerment Update.

Comments & Adjournment

Obie Johnson

Obie called a motion to adjourn the meeting a 8:00 pm. Matt seconded; all were in favor.

Next Meeting- December 9, 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 11/18/19

Name, Title, Date