

Consumer & Family Advisory Committee Meeting Minutes
August 12, 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	P
Glenda Smith	P
Julie Whittaker	A
Kelly Owens	P
LaKessiah Henderson	P
Mary Annecelli	P
Mary Miller	A
Matt Potter	P
Michael Thompson	A
Pam Goodine	P
Ricky Graves	P
Samuel Gavurin	P

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- Director of Community Engagement	P
Guests	Non-Voting
Matthew James- Horizons	P
3 other guests	P

Call to Order/Introduction

Matthew Potter

Matt Potter called the meeting to order at 5:45 pm followed by introductions.

Agenda and Minutes Approval

CFAC Members

Agenda Approval: Ricky Graves called a motion to accept the agenda with the following additions (see addendums in the appropriate sections below). The motion was moved and properly seconded; all were in favor.

Minutes Approval: A motion was called to accept the minutes but there were a few issues that needed clarification. Pamela Goodine asked Gladys Christian for clarification regarding a statement she made in last month's minutes. She wanted Ms. Christian to elaborate on what she meant when she said "Peer Support Specialists no longer need experience to become a Specialist" Ms. Christian explained that at some point she heard that Peer Support specialists no longer needed prior work experience to gain

employment as a Specialist depending on the provider. Lakessiah Henderson made a request to include 'Kelly was approved for \$20 under agenda item 4 under 'New Business' in the minutes. Lakessiah and Kelly also requested to include a statement made by Kelly in last month's meeting regarding Peer Support. There was discussion in an attempt to determine exactly what they wanted added but due to the uncertainty of what was being requested, Emily Bridge suggested postponing the vote for the minutes until September's meeting to allow Lakessiah and Kelly to clarify the information they wish to add and present it at the next meeting. All were in favor.

Public comments

There were no public comments. However; during this section Sarah Potter mentioned there will be two areas on the State CFAC agenda where they will discuss Peer Support. She stated that Cathy Nichols, assistant director of the MH/SUD/I-DD team from DHHS will discuss the Peer Navigation Product Program and Legislative Outcomes. From 2:00 pm - 3:00 pm The Adult Mental Health Team from DHHS will discuss peer support services. The State CFAC meeting will be held on Wednesday, August 14, 2019 from 9:00 am - 3:00 pm.

Quality of Life Presentation

Matthew James from Horizons done a presentation on the quality of life. He spoke to members regarding the 8 domains of wellness and how they work together to increase quality of life. He also talked about the importance of collecting data to support the argument, when it is presented to the MCO that there is inadequate coverage for people being served. He stated how the lack of adequate coverage can decrease the quality of life of a member when the services they need are not being provided. Horizons serves all counties in the state of North Carolina.

Cardinal Innovations Report- (Addendums-Motion was called and properly seconded to add the following to the agenda under 'Cardinal Innovations Report'; all were in favor) Peer Support discussion, How to register for CFAC Meetings in the Learning Center, Cardinal's Response to letter to Secretary Cohan)

Bob Scofield/ Emily Bridge

Bob notified members that the community engagement team update is in their packets. In addition, he informed them that information from Blue Cross Blue Shield and Ameritis are also in their packets for them to review regarding what those insurance providers can do with the standard plan. Melissa Bunker announced the Board of Directors approved the new regional health council governance model at the end of June. As a result she and Reid Thornburg were given the opportunity to switch regions so they will be closer to the region in which they live. Effective September 1, 2019 Reid will transition in his role as Triad Regional Senior Community Executive and Melissa will transition to her role as Regional SCE in the Piedmont Region. Although Melissa Bunker had left the meeting, Obie Johnson wanted to thank her for her service in the Triad area and welcome Reid. Reid introduced himself and gave members some background regarding his previous and current work experience and the assets he hopes to bring to the Triad region. Emily let members know the T-Shirts were in the back of the room for pickup and members are allowed one shirt each. She stated there are a limited amount of certain sizes. Each member signed a sheet to acknowledge receipt of their shirts. Emily mentioned King Jones is the director of Community Health and Wellness and over the regional council design. He would like to come to the Triad CFAC meeting next month to give an update on where Cardinal is with the realignment. Emily stated there was a recommendation made to Cardinal's Board that all regional CFAC consider requiring members to take the sensitivity and conflict resolution trainings which are available online in the Learning Center. Emily went over how to log in to the learning center with members. Members informed Emily of the issues they were having logging in to the Learning Center even after they asked to reset their passwords. There were a lot of feelings of concern regarding the new change that requires them to register through the Learning Center to confirm attendance for CFAC meetings. Many expressed concern that they were not included in

the decision to have them log in to register for CFAC meetings. Kelly Owens mentioned he would like to be updated when Cardinal makes changes that affects CFAC members. They also stated they were not aware their login credentials would expire if they did not login to the learning center frequently. Emily encouraged members to log in frequently to access various trainings and New Member Orientation Packets. Lakessiah Henderson voiced her concern that she was not provided with an orientation packet which had information that would have allowed her access to the information she needed to enhance her ability to help others. Pamela Goodine asked if Cardinal could create a login for Triad CFAC as a whole for members to gain access and create their own individual logins. Emily stated Cardinal will work to get members user name and passwords fixed. Emily informed members that current CFAC Members cannot use the link on the Learning Center that is designated for the general public to login. Emily reviewed the letter CFAC members wrote to Secretary Cohan. Sarah Potter asked how will providers handle self-assessment and what part does Cardinal play in helping with the provider maturity model? She also would like members to be provided with a timeline. Matt Potter asked does the data that Cardinal receives differentiate based off a funding source that varies or a Medicaid based Client? Emily responded it would be either Medicaid B or C. Kelly asked why doesn't Cardinal have a comparison chart for each MCO? Emily stated that is the reason Cardinal is in the process of developing a provider maturity model and once it is complete it will be brought to the CFAC members for more information.

DHHS Report

Stacey Harward

Stacey Harward was not present therefore no report was given.

Old Business

Obie Johnson/ Sarah Potter

1) Measurement of I/DD Supports and Network Adequacy

Tim Gallagher/ Sarah Potter

Due to time constraints, no report was given

2) Review Questions about Regional CFAC Budget/ Others

Not reviewed due to time constraints.

(**Addendums-** Motion was called and properly seconded to add agenda items 3 & 4 to 'Old Business'; all were in favor.)

3) Representative for the State to Local CFAC Call

Obie Johnson volunteered to listen to the State to Local CFAC calls and report back to members of the Triad CFAC. Gladys Christian mentioned she had previously suggested that the position be rotated. Most agreed it would be best to designate one person to listen in on the call and if the designated person was not able to be on the call they would ask a member of CFAC to fill in.

4) CFAC Annual Report

Due to time constraints, no report was given

Reports from MH/SUD//DD Advisories

Dennis/Pamela/Sarah

- **MH/SUD**-Due to time constraints, no report was given
- **//DD**-Due to time constraints, no report was given

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

Obie/Sarah/Matt/Terry/Gladys

- **Steering Committee**- Cardinal's Steering Committee met for the first time on August 1, 2019. Tim Gallagher reported the meetings held to discuss the summits and the conferences will meet once in the fall and once in the spring. He mentioned Triad CFAC is planning to host a statewide CFAC event. Please see below under 'New Business' agenda item 5 for terms of the Steering Committee Representatives.
- **State CFAC**-The State CFAC meeting will be held on Wednesday, August 14, 2019 from 9:00 am - 3:00 pm. Due to time constraints, no report was given
- **Community Board**-Due to time constraints, no report was given
- **Corporate Board**-Due to time constraints, no report was given
- **Provider Council Report**-Due to time constraints, no report was given. However; a motion was called and properly seconded to officially vote Gladys Christian in as a Triad CFAC Representative for the Provider Council. All were in favor.

New Business & Action Steps

Obie Johnson/ Sarah Potter

1) Report on CIH Town Hall Meetings

Due to time constraints, no report was given

Mary/Sarah/Tim

2) MH Court/ Regional Health Council Report

Due to time constraints, no report was given

Mary Miller

3) Review on Board Meeting

Due to time constraints, no report was given

Terry Cox

4) Transportation

Due to time constraints, no report was given

(Addendums- Motion was called and properly seconded to add agenda items 5 & 6 under 'New Business'; all were in favor.)

5) Determine Terms for Steering Committee Representatives

Tim Gallagher was voted in for 1 term on the Steering Committee. He will be overseeing the meetings regarding the two summits and conferences. Ricky Graves was voted in for 2 terms on the Steering Committee as the Vice President. He will oversee the relational agreement. Pamela Goodine was voted in for 3 terms on the Steering Committee. She will also be on the Bonnie Schell committee

6) Feedback for Pamela Goodine Regarding Thoughts and Concerns about the Bonnie Schell Process

Due to time constraints Pamela suggested that members email her with any concerns regarding the Bonnie Schell Committee Process by August 15, 2019. She also stated that if anyone wanted to meet with her in person they could.

Statutes Addressed

CFAC Members

None Addressed

Statutory Recommendations to the Board

CFAC Members

CFAC members would like to have all CFAC members updated prior to finalizing any changes Cardinal makes. Emily recapped the following recommendations from the letter.

CFAC would like an idea of the timeline Cardinal has been following since February 2019.

CFAC would like to provide input for the provider maturity model and would like ongoing updates regarding those efforts.

CFAC would like the issues expressed in the letter assessed across funding sources.

CFAC would like to request that Cardinal rely more on provider driven data instead of claims data only, referencing Therap.

CFAC is requesting a response from the secretary of State CFAC on how this impacts all domains and how it will be managed under the standard and tailored plans.

It was asked if Cardinal is familiar with a system like Therap? Reid will take this question back to network for a response.

Community Involvement Updates-Trainings/Conferences/Events
CFAC Members

Community Involvement-none discussed

Trainings/Conferences-none discussed

Events-none discussed

Comments & Adjournment

Obie Johnson

Obie Johnson called a motion to adjourn at 8:10 pm. All were in favor

Next Meeting- September 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* 8/14/19

Name, Title, Date