

Consumer & Family Advisory Committee Meeting Minutes
September 9, 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	P
Kelly Owens	P
LaKessiah Henderson	P
Mary Anecelli	A
Mary Miller	P
Matt Potter	P
Michael Thompson	P
Pam Goodine	P
Ricky Graves	P
Samuel Gavurin	P
Terry Cox	A

Tim Gallagher	P
Staff	Non-Voting
Timothy Simmons-Member Engagement Specialist, Cardinal	P
Rhonda Blair-Project Support Specialist, CFAC Clerk, Cardinal	P
King Jones- Director of Community Health and Wellness, Cardinal	P
Guests	Non-Voting
Dexter Webb	P
Gloria Graves	P

Call to Order/Introduction

Obie Johnson

Obie Johnson called the meeting to order at 5:54 p.m. followed by a moment of silence and introductions.

Agenda and Minutes Approval

CFAC Members

Agenda Approval: A motion was called to approve the September agenda. Lakessiah and Kelly requested to add the item 'Peer Support Barriers' to the agenda. The item was accepted and added as item #5 under 'New Business'. A motion was called again to approve the agenda with the addition. The motion was moved and properly seconded; all were in favor.

Minutes Approval:

A motion was called to approve the July minutes. Lakessiah stated that the information regarding Peer Support Barriers had not been added to the July minutes as previously requested. It was decided in the August meeting that due to confusion and lack of time the information would be addressed, clarified and added to the July minutes during the September meeting. After further deliberation, Mary Miller called a second motion to approve July minutes with corrections. Tim Gallagher seconded; all were in favor. Obie

called a motion to approve the minutes for August. Lakessiah requested that changes be made to the August minutes to reflect the peer support barriers. It was previously voted that those changes be added to the July minutes. Kelly gave a copy of the suggested changes for the August minutes to this writer to make corrections. Matt Potter called a second motion to approve the August minutes with forthcoming corrections. The motion was moved and properly seconded; The majority were in favor with one abstention. Due to the length of time spent on approving the minutes, Samuel Gavurin suggested that members review the minutes and submit any corrections that need to be made to this writer prior to the meetings. This writer clarified that the corrections need to be sent to Bob Scofield the CFAC liaison instead. Tim Simmons suggested the members get clarification from Bob once he returns as to when the deadline will be for corrections to be submitted. Samuel called a motion to accept his suggestion. Glenda Smith seconded. the majority were in favor, Lakessiah opposed. Kelly Owens suggested using a progression sheet to help keep track of things mentioned in the meetings. Julie Whittaker suggested adding time limits to the agenda to save time in the meetings.

Public comments

Although there were no comments from the public, Glenda Smith used this time to express her concern regarding the lack of support groups for members with mental health issues. She suggested that hospitals and doctors should give patients resources for these groups when they are discharged from their care. She mentioned a few support groups she was able to find on her own. They included First Presbyterian Church in downtown Winston Salem, NAMI and Depression and Bipolar Support Alliance. This group meets every Thursday. Julie Whittaker also mentioned "Andy Hagler at the Mental Health Association has a very easy document to follow on how to get help." Glenda stated she would like to see more support groups for mental health and would like to continue to work on compiling a list of support groups to give to providers and hospital for them to distribute to their patients.

Regional Health Councils

King Jones, Cardinal

King Jones, Cardinal Innovations Health and Wellness Director gave a update presentation on the Regional Health Council Model. Tim Gallagher expressed his concern that there were no metrics in the presentation. King Jones explained the presentation was simply feedback from the surveys therefore there would be no metrics shown in the presentation. King informed members that charters are being developed and will be proposed to the Cardinal Board of Directors for approval in October. He reported all of the Regional Health Councils will go live in January. He stated the Regional Health Plans will be developed by the Regional Health Councils. The Councils will consist of one hundred percent feedback from the community to ensure it is not a top down approach. There will be a unified approach to developing the health councils. The purpose of the health councils will be to develop, approve and oversee the regional health assessments and regional health improvement plan. The proposal will be for one Community Advisory Council per county to include the membership of five designees or one chair from each community advisory council. There will also be one member from the Board of Directors, one Cardinal Healthcare Representative and one regional CFAC representative. It will also include at least one Non-CFAC member or family member and at least one representative from the following agencies: DSS, regional CFAC, a County Commissioner or designee, one other community stakeholder, a behavioral health provider and one physical health provider. Glenda Smith asked "what is the range for the Community Advisory Council." King's response was seven to fifteen. He stated although there is no cap as to how many members can attend the meeting the council would like to keep the voting group at fifteen. Sarah Potter voiced concern regarding the lack of input from consumers and families in the presentation. She stated she was concerned their voices would not be represented. Due to the limited time of the presentation Obie asked members if they would like to continue the presentation for five more minutes. Mary Miller called a motion to continue for five more minutes for Q & A. The motion was moved and Dennis Lynch properly seconded; the majority were in favor with 3 opposed. Mary Miller called a motion to compile a list of concerns for the

Board to be sent to Bob . The motion was moved and properly seconded; all were in favor.

Cardinal Innovations Report (CareForNC) Timothy Simmons

Timothy Simmons, Member Engagement Specialist for Cardinal referred members to look in their packets for further information regarding CareForNC. He reported Medicaid Reform has been moved back until February 1, 2020. He stated those with high frequency of services will stay in the tailored plan until they are more stable and independent then they will move to the standard plan. Tim Gallagher asked if the backlog will be eliminated for those who are waiting for the innovations waiver or will they automatically be enrolled in the tailored plan once the tailored plan is in effect. Tim Simmons response was he did not know. Tim Simmons informed CFAC members of the upcoming Peer Support workshop on October 4, 2019 at the Friday Center in Chapel Hill. He encouraged them to sign up early to ensure seat availability.

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

Tim Gallagher reported that a care provider who was scheduled to care for his daughter on Saturday did not show. He stated they contacted the worker around 9:30 and she informed them she was scheduled by the agency to work with someone else. Mr. Gallagher continues to express his concerns regarding the unresolved issue of hours not being met by agencies and the lack of accountability for Cardinal or the agencies to correct the issue. Mary Miller called a motion to send Mr. Gallagher's story along with their questions regarding the issue to the Cardinal Board of Directors. The motion was properly seconded; all were in favor. Obie recommended that Gladys Christian also take this issue to the Provider Council. Tim will email Gladys with action steps for the Council. Kelly Owens

reiterated the need to use progression sheets to document Cardinal's progression on the issue. Obie suggested that five or ten CFAC members show up to the Cardinal Board meeting on October 18, 2019 at 6:30 pm in Chapel Hill to voice their concerns regarding this issue during the public comments section of the meeting. It was decided to make a decision at the CFAC meeting on October 14, 2019 as to how many members will actually attend the Board meeting. They also would like to establish how many members can meet to come up with a strategy on how they will present the issue to the Board.

2) Update Relational Agreement

Ricky Graves reported the Relational Agreement Sub Committee met on September 4, 2019 at the Cardinal office in Burlington to review the relational agreement. He stated they are working on the agreement along with two Cardinal staff and the plan is to finish it at the next meeting on September 18, 2019 at the Highland Avenue Center in Winston Salem. He also reported The Partnership for Community Care will close October 31, 2019. They currently serve Rockingham, Randolph and Guildford Counties.

Reports from MH/SUD/I/DD Advisories

Dennis/Pamela/Sarah

- **MH/SUD**-Dennis Lynch reported Crossnore gave an excellent presentation at their last meeting regarding the new plan they have that deals with trauma. He stated this new plan addresses the providers and how they can help children deal with trauma, especially children who are waiting to be adopted and do not have a home. He also mentioned he is trying to get a report on the success of a challenge grant regarding an initiative that Cathy Fritz-Jeffries, the head of the drug and safety department and Stephanie Daniels who is the CEO of the In-school Health Care Program are heading. The grant is to assist with their combined efforts in addressing the opioid epidemic as well as the issue of the dangers and deaths that surround youth and some adults regarding the use of the electronic cigarette, Juul. He hopes to receive an update by the next meeting.

- **I/DD**-Sarah Potter reported Matthew James from Horizons returned to present at their I-DD advisory meeting. She stated he has a project that he would like to discuss with CFAC regarding a way to address the legislature on how to assist providers who will be under the Medicaid Transformation. He is concerned that Legislature is requiring providers to do things they are not funded for. He would like to lead the initiative in addressing this issue. She stated the advisory continues to review and try to address the issue with the I-DD wait list. She also mentioned they had a presentation by McNeil Cronan who recently won a lawsuit against the school system regarding his daughter. She wanted to attend Whitaker and after nine days of being there, the school requested she be transferred. The school lost since it was decided they did not provide an environment for an appropriate education and was not compliant with the I-DDA and the ADA. It was reported she was accepted by Forsyth Country Day at the expense of the Forsyth County School System and is doing well. She is now included in all classes with all children. Matt Potter also added that Mr. Cronan stated that the school system may appeal the decision. He mentioned that In the event the school system does not appeal they and still do not take disciplinary action it will not be favorable for the them. Matt stated as soon as he receives more information regarding the appeal he will give an update to the CFAC members.

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

Obie/Sarah/Matt/Terry/Gladys

- **Steering Committee**- Pamela Goodine reported the Bonnie Schell Sub-Committee reviewed the flyer and guidelines for the Bonnie Schell Funds. The sub committee made edits to the guidelines to present to the Steering Committee for approval at the next meeting. Pamela mentioned she sent an email with the suggested edits for members to review and include what they would like to see improved. She stated is was suggested by the Steering Committee to split the Bonnie Schell funds among the

four regions. She remarked if this suggestion is approved it would leave the Triad region without any funds since it was revealed in the meeting that the Triad region has already exhausted their funds. She mentioned she attended a PSS trainers meeting in Burlington and asked the trainers if they were aware of the Bonnie Schell grant and if they have used it to support anyone for their trainings. She said that most of them were not aware of the grant and stated that it was not promoted in their area. Pamela requested that the funds be increased and continue to allow Triad CFAC to utilize the funds. She informed members that the Bonnie Schell fund is on hold until the next Steering Committee meeting on November 7, 2019. There was discussion regarding how the issue with the Bonnie Schell funds should be handled. Some stated a letter should be written to send to Cardinal requesting an increase in the Bonnie Schell funds. Obie suggested that Pamela relay this information to the Steering Committee instead. Dennis Lynch stated since Cardinal informed him they are examining the effectiveness of their Peer Support Specialists that he did not favor adding more money to the funds and would be more in favor of Cardinal giving CFAC a report on their efforts to add quality Peer Support trainings and evidence that the trainings are paying off in an effective way. Pamela pointed out that the Bonnie Schell funds are not just for Peer Support trainings but for other trainings as well. After further deliberation, Obie tabled the discussion until the next meeting on October 14, 2019.

- **State CFAC**-Sarah Potter reported they discussed Medicaid transformation, the budget not being passed and the postponement of the implementation of Medicaid Reform until February 2020.
- **Community Board**-Matt Reported he ran the Community Board meeting as a result of a family emergency for the Chair. He stated the majority of the meeting was spent discussing the new governance structure and the upcoming changes. Matt suggested that the Board call one final meeting in October to

close up any remaining board business and hopefully establish a board presence on the new Regional Health Council. That meeting is currently slated for October 10 at 5:30 p.m.

- **Corporate Board**-Terry Cox was not present, therefore there was no report given
- **Provider Council Report**-Gladys Christian mentioned they would like Andrea Curtch to present at the next Provider Council to present on reducing homelessness. She stated she mentioned Obie's name at the meeting since he is also involved with the homeless and they would like to have other representatives as well. Gladys also expressed she would like to send a thank you card to Matthew James from Horizons for his presentation at last month's CFAC meeting; all agreed. Gladys asked Pamela to read a letter from Dave Richard in reference to Peer Support and Medicaid. Gladys gave the letter to Tim Simmons to give to Bob to email to CFAC members.

New Business & Action Steps

Obie Johnson/ Sarah Potter

1) Annual Report Update

Mary Miller asked if everyone received a copy of the annual report. She stated she would send a copy out to everyone. Tim Gallagher mentioned there was a question about scheduling to have private conversations with officials. It was suggested that members sit down with Commissioners to understand what CFAC need. Tim volunteered to be the one to sit with whoever they need to meet with. Obie suggested that five to six people form a group with Tim to compile a list of concerns to address with the Commissioners. Sarah Potter stated she would like to see the issues go all the way to the State. Ricky Graves informed members that the process is for Members to give the information they wish to present to the Steering Committee for review. Tim stated he will set up the conference call to speak with the commissioners.

2) Review on Board Meeting

Terry Cox

Terry Cox was not present, therefore no report was given

3) Support for Pamela G

Sarah/ Pamela

Pamela reported she is one of four nominees for the Peer Support Specialist of the year in the State of NC. The winner will be announced on October 5, 2019 at the banquet hosted by NC Hope to celebrate heart work. Sarah Potter mentioned buying a table or an ad in the program to support Pamela's nomination. Obie asked how much a table or ad would be and if they would be able to buy one. Julie Whittaker called a motion to find out the specifics of obtaining an ad or table and send out the information along with the specifics to Members. It was moved and properly seconded; all were in favor.

4) Kristen Wilson, Manager Digital Marketing

Sarah Potter

Sarah Potter reported she had an issue signing into LMS or the Learning Center and expressed concern regarding the level of difficulty it is to navigate the system. She stated that Kristen Wilson is willing to come to a CFAC meeting if there is space on the agenda, to walk members through the website. Tim Gallagher suggested having someone from Cardinal come to the Highland Avenue Center to meet with members individually and walk them through the process instead of using meeting time to go over it. Julie Whittaker and Glenda Smith suggested keeping the group presentation and waling through it during the presentation on their laptops and phones or take notes but also have someone on site for those who may need further assistance. Obie stated they can make it a fifteen minute presentation. Tim Simmons suggested that members who could come early before the meeting around 5:00pm bring their laptops to be trained in one of the conference rooms at the Highland Center. Members agreed with Tim's suggestion. Sarah will contact Emily Bridge to let her know CFAC would like Kristen to come at 5:00 pm to give a fifteen minute presentation. Sarah will send an email to Members with the details once the presentation is scheduled. Sarah suggested Members look for information on the Cardinal website to present feedback to Kristen for things Members may see that's lacking or things they would like to see on the website.

(Addendum- A motion was called and properly seconded to add item #5 to the agenda under 'New Business'. All were in favor)

5) Peer Support Barriers Lakessiah Henderson/ Kelly Owens

Lakessiah Henderson mentioned issues regarding the barrier of the lack of transportation for Peer Support Specialists. She mentioned the issue with Cardinal no longer offering Peer Support Classes and the financial barrier surrounding it. Kelly mentioned that his hope is for Cardinal to add more money to the Bonnie Schell fund as this could help with the financial barrier. Kelly Owens also mentioned the barrier that hinders people with minor criminal records from becoming Peer Support Specialists. He suggested that CFAC brainstorm to come up with some solutions to overcome the barriers. To save time Obie suggested to add this item to the agenda next month and possibly future months to brainstorm for solutions.

Statutes Addressed

CFAC Members

#2 Identify Services Gaps...

#3 Make recommendations regarding Services

#6 Submit findings to State CFAC

Statutory Recommendations to the Board

CFAC Members

Mary Miler suggested taking Tim's story to the Board. Please see 'Measurement of I/DD Supports and Network Adequacy' for the story.

Community Involvement Updates-Trainings/Conferences/Events

CFAC Members

Community Involvement-Global Peer Support Event. October 17, 2019 at Goodwill.

Obie Johnson proposed to have the November's CFAC meeting in Davidson county in order to reach out to Members there. Kelly Owens disagreed with having the meeting in November, stating that it could be a barrier for some people to come out in cold weather and there could also be transportation issues. He suggested having the meeting in Davidson county on a warmer month when people are more likely to attend the meeting. There were a couple who agreed with Kelly that a warmer month might be better but the majority agreed on the November date. Due to the Veteran Day holiday, it was decided by CFAC members to move the date of the meeting from November 11, 2019 to November 4, 2019. Pamela Goodine called a motion

to move the November meeting from Forsyth County to Davidson County on November 4, 2019. It was moved and properly seconded; the majority was in favor, two opposed.

Trainings/Conferences-Pamela mentioned a Forensic Peer Support training scheduled in NC, date to be determined. They are looking to implement Peer Support in areas that do not currently offer it and help Specialists learn how to interact with Judges, DAs and Sheriffs. She also mentioned a 24/7 online training that may be beneficial for Members. It is regarding substance use and co-occurring disorders, stigma and stereotypes, PSS and how to integrate the skill set in communities, working with the medical community and Opioid education for community health workers. The website is www.OpioidEd.com.

Events-NC Hope Peer Support awards banquet, October 5, 2019 in Raleigh, NC. Julie Whittaker called a motion to have CFAC purchase and ad for \$100 congratulating Pam on her nomination. The motion was moved and properly seconded; all were in favor.

Comments & Adjournment

Obie Johnson

Obie adjourned the meeting at 8:39 pm; all were in favor.

Next Meeting- October 14, 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

Name, Title, Date