

**Consumer & Family Advisory Committee Meeting Minutes –
August 08, 2016
Triad Community Office, Board Room, 5:30 p.m.**

Committee Members	Voting Member
Obie Johnson, CFAC Chair	Present
Bill Donohue	Absent
Gladys Christian	Present
Glenda Smith	Present
Janet Childress	Absent
Julie Whittaker	Absent
Mary Anneckelli	Present
Mary Miller	present
Matt Potter	Absent
Reid Penn	Absent
Ricky Graves	Absent
Terry Cox	Present
Sarah Potter	Present
Staff	Non- Voting
Stacey Inman, Member Engagement Manager	Present
Jane Clark, Member Engagement Director	Present
Guest	Non-Voting
Carrie Loftin	Present
Ruby Loftin	Present
Dennis Lynch	Present
Gail Allison	Present
Pam Goodine	Present
Joan Lynch	Present
Tim Flavin	Present

I. Call to Order/Introduction

Johnson

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

II. Consent Agenda and Minutes Approval

Johnson

June 13, 2016 minutes were not reviewed, the group did not have quorum. Obie Johnson wanted to listen to audio tape because he did not feel he said what was written.

There was a discussion about mistakes made to the minutes coming from the admin not being in the room and the length of the meeting. It was felt that someone should be in the room taking the minutes. In the interest of keeping the agenda, moving a decision was made to vote the minutes in. A motion to approve the minutes with the changes or amendments that have been expressed to the minutes. Motion seconded and all Approved.

Public comment:

The group returned to the advisory committees being taken away or collapsed into CFAC.

Tim Flavin- "In advocating for the advisory group, I don't want to take away from the work that CenterPoint has done but, It is clear that we are moving forward with that. I do think that it is necessary to question whether or not dialog has been done prior to this decision being made because I think that if you look at the rule that these advisory committees make I put IDD is in a class by itself for recognizing advocate groups that exist in our community. The one that I attended was guardianship CenterPoint put up the money for these things to exist.

We have a panel coming up in October we are working with the Mental Health Association on suicide prevention among other things. These things are dependent upon people having the time and interest to put into them and then with CenterPoint's connection and support, we went through Green tree the other day and saw the support that we did for Girl scouts with a professional presentation. It was a series of

interviews of people that benefited from Green Tree. There was a wealth of clinical information over and above what therapists could bring. I question whether if CFAC will have the time.

Glenda Smith-The wellness centers have been brought into existence but the potential and development of these centers have not been met. Keeping in contact with the people in these wellness centers and bringing information to Cardinal Innovations will be beneficial. I feel that what is missing here is dialog based on this decision being made. The room where you would teach a class in Davie you can only get 10 people in and it needs to hold at least 17 people. At Trillium, Stacy could find out about programs that are offered there. There are just a lot of programs out there with some meat to them, I know that Yoga is nice and line dancing but I would like to see more of meaty things.

Matt Potter -On the second page of the minutes under section 4 under Cardinal Innovations update, on the second full paragraph... due to the frustration we feel regret that we merged....what was said that was that I took my position as a board member very seriously.

III. Old Business

Johnson

There was a discussion on the one page paper developed by Matt Potter. All members received an emailed copy, feedback sent back was very positive, and there was no request for changes. The hope is that people will process it, look at the purpose that it serves to the people in this room and how it benefits everyone. The hope is for the paper to assist in more effective dialog with Cardinal Innovations Healthcare and the former CenterPoint community moving forward.

Obie Johnson shared that the protocol was to take it to the Executive board of CFAC. Motion was made to take to Executive CFAC By Sarah Potter– Motion seconded by Mary Miller and Terry Simultaneously – and motion passed

IV. New Business

Questions on Specifics of the confidentiality agreement were presented and Jane will take them back to Cardinal to get answers

There was a question on how long the Cardinal Innovations grace period would extend to this CFAC

Jane Clark is the new Director of Member engagement – “It is new for all of us to be a part of Cardinal Innovations Healthcare. One of the ground rules of staff meetings or CFAC meetings – three words “Assume positive intent”. To answer your question the grace period is actually only for this meeting. After discussion, a decision was made to meet the following month to get on the Cardinal schedule and talk things out. There are adjustments that will need to be made for this group and things might not flow as smoothly initially but we will work together.

Starting next month, Triad will go back to every other month supported by Cardinal Innovations Healthcare cycle, but CFAC can decide to meet independently of Cardinal in an outside location.

There was a question about how frequently the IDD meetings are supported and Jane will check on this.

There was also concern over lessening the number of meetings and Jane reminded them that the months the CFAC do not meet the executive CFAC meets and there are three members from Triad on this board, (Matt Potter, Obie Johnson, and Mary Miller. Everyone was reminded that anyone could attend these meetings to listen.

Several members expressed that it will be difficult for CFAC to conduct business on an every other month basis and effectiveness may be lost. There was also concern about trying to meet without admin support for minutes and everything it takes to put on the meeting. There was concern that these meeting would not be effective without Cardinal.

Jane brought up that since CFAC strongly wants to operate independent of Cardinal that CFAC should appoint someone in the meeting to take the minutes to insure what is said is correct. Although minutes are required, it is not a requirement that Cardinal staff be the ones to take the minutes. Cardinal does this as a courtesy.

Jane also asked that Matt, Mary Miller or Obie consider the Vice Chair position open on the executive board. Just because they are new to the Cardinal Umbrella does not mean that Triad should leave that seat vacant.

The group expressed that CFAC members took minutes in the past and it is a lot for volunteers to take on since they are already stretched thin.

Jane reminded members that minutes are not easy and we recognize that. Cardinal staff is put into a very unfortunate position where they are ripped apart verbally because the minutes are not up to par and yet nobody at the local level wants to do them. For the record, she wants to recognize that it is hard work and our staff put a lot of hard work into the minutes and just as it is for someone in the community to take on the task, mistakes might be made and things may not be perfect.

Mary Anneckelli –“ I direct this to Jane -One of the things that you all are going to have to realize is that we are all volunteers, we are not paid to do anything, I look at it like you all are paid, if you are paid as well as CenterPoint staffing was then you are paid very well. I believe that if Cardinal could find a way and I have said this before, and I am going to be one of the few people that will put it on record that if you are going to find the money to pay Mrs. Taylor former CEO to be a consultant then you need to acknowledge these volunteers that have put their blood sweat and tears into this for years. You need to realize that Tax dollars are paying for all of you and it is our tax dollars paying for this building. If you want to take things away from us, how can we assume where your positive intent that you are talking is. These are just words so we want action!”

Jane Clark shared that the budget starting July had less administrative positions and our resources are less. Cardinal is only mandated to have one CFAC but Cardinal sees the importance of giving the local offices a voice and allows a great deal more. This is one area you should assume positive intent.

Cardinal is a managed care organization who has to take the State and Federal mandates and forward them to the communities and often it is shooting the messenger. One of the positive things that Cardinal does that does not get recognition is they support seven CFACS. No other MCO allows this and the closest is Partners with three CFACS. Cardinal is only mandated to do one. The whole point of this group is to make sure that your voices are heard so you can advocate for children, siblings, spouses, families, and neighbors who need assistance. When you start working with the government and with companies, they forget what the people side of it is and that is the value of these meetings. That is the value of having seven of these meetings instead of just one. We need to be able to go beyond mandates. That is what we do but I am hearing unhappiness. I do not know how to fix that.

Tim Flavin-question came up earlier about IDD Advisory and we have a meeting on the 15th of this month with Jessica Moore. We will be able to give some more updates about that later. My position is that we have a desperate need to meet more than 6 times a year. The work that goes on just like in CFAC and mental health advisory board, goes way beyond those meetings and that is the formal hour and a half that we dedicate to that cause.

Matt Potter-acknowledged that he knew that the Cardinal staffs present are only the messengers and that Cardinal has set their Fiscal Budget for the year. There is less in the administrative budget perhaps, because of costs associated with the transition and it is understandable based on the context of this conversation. He acknowledged that fact that cardinal only has to have one CFAC meeting and that they do go beyond their legal duty in having as many as seven meetings. The first thing that I want to say is it is an issue for the budget for this year, not factoring in those administrative costs, then I encourage Cardinal Innovations executive team for the next year's budget to factor in those administrative costs. If we have to go through a year without administrative staff support or if we have to go a year without the advisory committees having their budgets or whatever I will not be happy about it but I will take my medicine and I will be fine. As long as going back to your assumption of positive intent; going forward this is something that will change for the next fiscal year since they acknowledge that he budget for this year is already set in stone. The last thing that I wanted to mention has to do with you talking about how Cardinal goes beyond its legal duties and that is true. My first reaction to that is congratulations you go beyond a set of legal duties that is frankly speaking embarrassing. If we are just talking about the legal standards that is forward by our states legislature it is an embarrassment. I think that even the cardinal staff would agree that the legal standards are embarrassing. The fact that Cardinal goes beyond those

standards is not necessarily the greatest endorsement. I will say that they do a very good job at what they do. I will go on to say that when we were in the talks of the merger and I spoke directly with Richard Topping, who is the CEO of Cardinal Innovations Healthcare, and he talked at length about wanting input from the local communities. He talked about Cardinal being the Example that everybody looks to for LME/MCO. I don't care whether it is business motivated or whether it is morally motivated or ethically motivated or an accommodation thereof, the fact of the matter is that Mr. Topping is really invested in being the best then you need to make the investment to be the absolute best. In addition, that investment includes investing in things like Administrative support. I certainly hope that the conversation takes place about next year's budget is a whole lot opened ended. If Cardinal wants to be the best then they need to be on board with things being discussed.

Glenda Smith- asked for the total budget for Cardinal Innovations. I would like to know what we got last year and I would like to know what percentage that is to the total budget. I know that this is a multimillion-dollar organization. What would the budget be for all seven CFACs?

One thing that Mike Bridges did say is that everything needs to be equitable and to trust. Cardinal has to go across all 20 counties and I understand this, but I still think that they are wrong.

Jane Clark-We have dashboards that we are putting together for next Month. This should answer the budget questions at a larger level. At the local level, you had a question about the cost of supporting seven meetings and I can find that out. I think this CFAC had \$18,000.00 last year and this year it is \$5,000.00.

Terry Cox – I have been with CFAC for quite some time. One of the things that was brought to CFAC last time was what happened when CFAC had our first interaction or Open House with Cardinal and was told “we love what you guys are doing” we love your interaction with the public! We love your wellness centers so what happened? What Changed?

Jane Clark– As in any organization, I think the executive level of this company has a broad perspective of what needs to happen and then there is a grassroots level that knows what works for the community. The executive level in any company have great intentions about what “could” happen, but the difficulty is when their intention is disconnected from actual budget needs, project awareness etc.. In this case, there is recognition that CFAC is a valuable local level initiative, but then they go back to their office and don't remember the details because of the many other details they are responsible for. The intention is there to hear and support the local CFACs and the operation level is developing to meet that intention. This is what becomes challenging. We have to keep it on the radar. I think that what happens generally is the intention is good but the operationalizing of it is where the meeting the intention becomes challenging.

Mary Miller-I can tell you that the executive CFAC is not happy meeting every other month. The chair was very unhappy when Cardinal told them they would meet every other month. I keep hearing that budgets are written in stone, I think budgets can be revised. I think that we are not talking in the grand scheme of things.

The group expressed that so far, all the changes have been negative and the CFAC voice is being taken away. They expressed that the group cannot be effective six times a year and not having any power. They expressed wanting to work with Cardinal Innovations Healthcare to make the organization great. Triad CFAC is asking for support to continue the great work in the community.

Jane Clark-This is a passionate group and there are opportunities to do budget modifications but one of the things you need to be aware of this year is that there was an acquisition and CenterPoint and Cardinal merged which has a huge impact on this year's budget. Additionally, CenterPoint's merge with Cardinal is why there is a new confidentiality agreement. We need to use Cardinal's form now that CenterPoint is part of our system.

Matt Potter proposed that it be put in the minutes to have 12 meetings a year and let it be discussed at the next executive CFAC. The issues brought up today are added to the one page document. For the record, it will be brought to the executive CFAC who can then bring it to the executive directors who can then speak more directly to the team.

Matt Potter- "Cardinal said things to us that we took to heart and now all of a sudden that is not the way things are anymore so forgive me but you all are going to have to earn my trust again. I was not born a cynic but I am quickly becoming one and I do not like to see this scenario. As far as I am concerned, those committees were a fringe benefit. We had our finger on the pulse of this community and Cardinal should be giving us their blessings for connecting them to this local entity that we have here. CMS requires stakeholders input and if you want to get in trouble, all we need to do is start-writing CMS and tell them our input is not being taken. CMS would not give their blessing to the Medicaid reform and it is harder to get it back once you let it go!

The State CFAC meeting in Raleigh allows no public comment at that meeting but on September 14 9-3pm Topping and Frasier will be talking, you can go listen.

They was a question of did Cardinal meet its goals in spending the B3 Money.
Jane Clark did not know but felt the dashboards would show this.

Matt Potter-Some of what we are talking about is administrative dollars and we cannot reinvest administrative dollars but that does not mean that they cannot increase the administrative budget for the next fiscal year. I am sure it might get a lot murkier when talking about getting money to support the additional administrative staff.

Gladys Christenson – I became the chair to state CFAC and it seems like there is a basic cry throughout the state. We need to be about the mission. The community depends on the local CFAC. What works in one area does not mean it necessarily works in other areas. We need to be able to move.

Pam Goodine– IDD Specialist has been coming to both CFAC meetings. I was welcomed at these meetings. I liked when it was said that we connect and reach out to the community. I go out and connect with people and I offer support that was offered to me. I cannot give up I have to keep pushing to help others.

Stacey Inman shared that Wellness centers are still in place and Cardinal has plans to look at expanding them in the future. We regularly schedule activities and events from all 8 dimensions of wellness and we regularly offer programming beyond exercise classes such as AA meetings, I-DD education classes, Autism support groups, self-harm support groups and much more. The fourth Center will be opening in January in Forsyth County

VI. Action Steps:

Pam Goodine and Gail Allison have submitted applications to the Triad CFAC requesting to become full CFAC members. Obie asked for a vote from each of the CFAC members and both were voted in to full membership

Recommendations to the Board

VII. Comments & Adjourn

Submitted by:

Kimberly Donaldson

Kimberly Donaldson, Recorder