

**Consumer & Family Advisory Committee Meeting Minutes**  
**July 17, 2018 6:00pm**  
**VGCC Warren Campus, Bldg 4, Room W4103**

Committee Members	Voting Member
	Present = P
	Absent = A
CFAC Chair- Angelena Kearney-Dunlap	P
CFAC Chair Elect- George Bridges	
Barbara Johnson	
Bertha Hargrove	P
Dianna Talley	
Marietta DeLoache	
Marjorie Davis	P
Rosemary Lewis	
Rayshell Horton	P
Lisa Branch	
Lagolia Price	
Lakeisha Perkins	P
Shanita Hawkins	P
<b>Staff</b>	<b>Non- Voting</b>
Mary Pearce- PSP	P
Deborah Hendren- ME Manager	P
Paula Newman- QM	P
Elliot Clark- SCE	P
<b>Guests</b>	<b>Non-Voting</b>
Shirley Robinson-Flood	P

**I. Welcome / Introductions**

**Angelena Kearney-Dunlap**

Chairperson called the meeting to order at 6:05pm

**II. Call to Order/Pledge of Allegiance/Blessing of Food**

**Angelena Kearney-Dunlap**

**III. QM Dashboard Report**

**Paula Newman**

FYTD March 2018 dashboard report was presented. Hard copy reports were provided to each attendee. Level II incidents decreased, Level III incidents increased, and there were no restrictive interventions in the 3<sup>rd</sup> quarter. Most incidents reported were member behavior related. There were 43 grievances reported for the FC area with an average resolution timeframe of 19 days. Most grievances were filed with regard to conflicts with providers, or delay in treatment.

The services with the most grievances were outpatient and residential services. Five County's provider monitoring score was 94.6%. The top out of compliance trend was "plan does not include the required elements". Provider monitoring of Peer Support documentation procedures was discussed. Discussed the importance of proper documentation from peer support, versus the lack of training on documentation procedures. Suggestion was made to hold Peer Support documentation training.

**IV. Cardinal Innovations Healthcare Updates**

**Deborah Hendren**

Deborah-State to local CFAC call to be held this week. (Deborah will have info) OPC is hosting a SUD event in September. Jeanie Chamberlain from SHIP is interested in providing information to the committee regarding healthcare assistance for seniors. SHIP provides free assistance to seniors.

Elliot- Community Reinvestment plan money has been awarded to the selected entities. All five counties received funding. Warren received funding for a non-clinical Mental Health Officer to liaise with the Sheriff dept (one year of funding). Halifax received funds for new HVAC at Roanoke Valley Adult Day program. RHG received funding for clinic expansion; will be able to serve 200-300 more people per year. Vance/Granville Public Health was awarded funds for an integrated primary and behavioral health care clinic. Granville county funds were issued to Telehealth services in the county jail. Franklin Co was issued funds to expand Safe Space domestic violence center.

**V. Minutes Approval**

**Angelena-Kearney Dunlap**

Rayshell Horton made a motion to approve April 10<sup>th</sup> minutes with no corrections, and May 8<sup>th</sup> minutes with one correction. Seconded by Bertha Hargrove; motion carried by unanimous vote.

**VI. State CFAC, Community Board, and/or Executive CFAC Updates**

**Angelena Kearney-Dunlap**

Angelena is now a member of the State CFAC board. The August 8 meeting is open to the public from 10am-3pm in Durham. The meeting with present information regarding the new Tailored Plan business model. Corporate CFAC- in the process of appointing a new chairperson. The next corporate CFAC meeting will discuss updated bylaws and Chair appointment. An invitation was issued to the committee to attend the corporate session in Burlington on July 26. Rosemary Lewis attended the last corporate meeting via phone as well. George Bridges, previous FC representative to the corporate CFAC is no longer a member, so a new rep will need to be appointed. Madam chair requested volunteers; Shirley R.Flood volunteered once she is appointed as an official CFAC member.

**VII. Recommendations to the Board**

**CFAC Members**

Concerns were raised that there are not enough shelters or homeless resources in Halifax. There are no MH support groups in that county as well. NAMI services are no longer offered in Halifax. Warren County does not currently have a women's shelter, housing resources and funding are either being reassigned or cut. Halifax parks and rec has offered to discuss service needs with Cardinal. Issues with providers honoring Medicaid coverage were also discussed. Elliot advised that members can request additional unmanaged service units via their providers. Concerns were raised for improvement for therapeutic care for adolescent mental health, vs immediately prescribing medication.

**VIII. New Business**

**CFAC Members**

- Bertha Hargrove motioned to appoint Rayshel Horton as a new member. Seconded by Lakeisha Perkins; unanimous vote of approval.
- OPC will host a Peer Support workshop on September 28<sup>th</sup>. Hard copy notices were handed out to the committee. Bertha Hargrove expressed interest in attending. Motion was made by Marjorie Davis, and seconded by Lakeisha Perkins to sponsor Bertha’s attendance (CFAC will reimburse mileage); approved via unanimous vote.
- March 2019 IDD event: Lakeisha will support IDD talent show. There is a \$100 budget for this event.
- May 2019 MH Awareness: Rayshell will chair (will report plans at September meeting)
- Motion was tabled until September to supplement Angelena’s stipend and mileage to State CFAC on June 13.
- Rosemary Lewis has been attending Provider Council meetings, but is looking for a replacement from the CFAC committee. Request was made to the committee for another volunteer to attend Provider Council meetings.
- Seneca Nelson and Alan Pitt are no longer members. All other members are active.
- September meeting will be held at New Beginnings in Halifax.

**IX. Action Steps**

**CFAC Members**

A request was made for Jennifer Munch to review the Local Business Plan in September.

**X. Recruitment and Membership Efforts**

**CFAC Members**

The committee needs representation from Vance and Granville counties. Shirley R.Flood made a request to use a sign-in sheet that allows guests to provide address and or contact info.

**XI. Public Comment**

**Community Members**

Floor was opened for public comment; Shirley R.Flood advised she is coordinating with teen court in Warren Co. Deborah Hendren announced that Monet Davis will be the new CFAC liaison for FC. Hard copy info was given to the committee for access to the Cardinal Innovations Learning Center website.

Adjournment- Chairperson adjourned at 8:03pm

Submitted:

*Mary C. Pearce, CFAC Clerk 07/17/18*

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Name/Title and date