

Consumer & Family Advisory Committee Meeting Minutes

January 28, 2019

Forsyth Wellness Center

650 N. Highland Ave. Winston Salem, NC 27101

(Located in Highland Center)

Committee Members	Voting Member Present = P Absent = A
CFAC Chair – Obie Johnson	P
Co-Chair- Mary Miller	P
Bill Donohue- Resigned, effective 1/28/19	A
Dennis Lynch	P
Gladys Christian	P
Glenda Smith	P
Julie Whittaker	A
Kelly Owens	P
Mary Annecelli	P
Matt Potter	P
Pam Goodine	P
Ricky Graves	P
Sarah Potter	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
Melissa Bunker	P
Karen Glenn	P
Amy Barrier	P
Guests	Non-Voting
Joan Lynch	P
Lakessiah Henderson	P
Bob Crayton	P
Rick Samuels	P

Call to Order/Introduction

Obie Johnson

CFAC Chair, Obie Johnson called the meeting to order at 5:46 pm followed by a moment of silence, welcomes and introductions.

Agenda and Minutes Approval

Obie Johnson

A motion was made by Obie to approve the November Minutes and January agenda. All were in favor of approving the agenda with no changes and the minutes were approved with the following corrections: Change the sentence that stated "She also mentioned there were changes to the Wellness Recovery Action Plan, it is now called the daily plan" to say "She also mentioned there were changes to the Wellness Recovery Action Plan, **the daily maintenance plan** is now called the daily plan." The first letter in each word of Wellness Recovery Action Plan was also capitalized in the same sentence.

Public comments

Community Members

There were no public comments

Cardinal Innovations Report

Karen Glenn

Karen reviewed QM dashboard reports on behalf of Jill Queen. She reported there were more level 3 incidents and less level 2 incidents in 2017. She mentioned these are higher because any allegations of abuse, neglect or exploitation involving staff are automatically considered a level 3 incident and are reported immediately. All level 3 incidents are reviewed by the state.

She mentioned complaints decreased from last quarter and in the top ten, the highest grievance types were provider related. She stated almost 100% of grievances are resolved within a 30 day period. Sarah Potter wanted to know if an incident involves sexual abuse or exploitation by a staff member, would there be a plan of action to have the alleged offender removed or to prevent the incident from reoccurring again in the future. Karen stated the decision varies by each incident. However; staff is automatically suspended until the investigation is complete. Mary Miller wanted to know if there is a committee comprised of both staff and advocates that review grievances, If so, what are the names of the committees what advocates are on those committees, how are the advocates chosen and which discipline do they represent. Karen stated there is an internal incident reporting committee within Cardinal that review all incidents but due to HIPPA they do not allow anyone outside of Cardinal to review cases. This discussion was tabled by Obie Johnson, pending further discussion during 'New Business'.

DHHS Report

No Report was given.

Old Business

Obie Johnson/ Mary Miller

1) Ronda Outlaw's retirement celebration

There was a brief intermission to celebrate the retirement of Ronda Outlaw, one of Cardinal's Senior Community Executives.

Reports from MH/SUD/I/DD Advisories

Dennis/Pamela/Sarah

MH/SUD-Dr. Lynch mentioned he attended the Forsyth County Mental Health Collaborative where there was discussion regarding the process of integrative care. He inferred the standard plan is zeroing in on the health home concept. Dr. Lynch indicated, under the health home concept, members with minor mental health issues will access their mental health services through their primary care physician. He also mentioned, Duke is developing a mental health collaborative care program that adds to the health home concept by introducing case managers and consulting psychiatrists to aid in the efforts of recovery.

Bob Scofield informed Dr. Lynch the program is also active in other states as well. Dr. Lynch reported the MH/SUD Advisory is working on grants to sponsor some of the upcoming programs as well as the existing ones. They are encouraging members to get involved in initiating ideas for grants and presenting them to the committee. Pamela Goodine announced the next MH/SUD Advisory meeting will be held at Green Tree on February 21, 2019 instead of The Highland Ave Center. She suggested, anyone who is interested in attending the meeting to contact Derek Bittner at his email address

by February 15, 2019 to inform him of your plan to attend so he will have a head count. The location change is due to the Board meeting that will be held on the same date during the same time at the Highland Avenue Center. The Board meeting will be an open meeting. Everyone is encouraged to attend.

I/DD-The I/DD Advisory has not met in two months due to inclement weather. Therefore, there are no updates to report.

ECFAC, State CFAC, Community board, Corporate Board Updates

Obie/Sarah/Matt/Terry

ECFAC- Sarah Potter reported the meeting discussion was mostly about the by-laws. She also mentioned there was a proposal for ECFAC to become a steering committee. This proposal has not yet been finalized.

State CFAC-Sarah reported State CFAC had a presentation at UNC-Chapel Hill on how the function of CFAC and 122C may change. There was discussion that legislature may need to make changes to 122C in regards to the expectation of CFAC and how it will perform under the new Medicaid transformation system. She mentioned some history was given by the presenter regarding the state statutes and that it was implied there is a need for change due to the current statutes have been in place for ten years.

Community Board-Matt Potter reported the Community Board did not meet earlier in the month because they did not have enough members for quorum. They are scheduled to meet this coming Thursday, January 31, 2019.

Corporate Board-Terry Cox stated, the last Corporate Board meeting was in early December. He mentioned they went over the by-laws but otherwise there was nothing much to report.

New Business & Action Steps

Obie Johnson/ Mary Miller

1) Consumer Advisory for Standard Plans

Sarah Potter

Sarah Potter mentioned there was also concern at the State CFAC meeting regarding the standard plan pilot program that will begin in February. The concern is, under this plan the people being served will not be eligible to become CFAC members. She stated some feel it is critical for DHHS and State to identify an advisory made up of beneficiaries and family members within the standard plan. Although she stated Secretary Cohan suggested this be handled at the contract level, Sarah expressed there is a need to ensure there is a recognized voice for members. She advised it should be more than just an annual contract but should be inserted into the state statute to maintain representation. Dr. Lynch asked how Cardinal will be involved in the standard plan. Melissa Bunker explained that Cardinal will operate under a tailored plan

but in order for Cardinal to continue to operate under a tailored plan they will need to partner with an entity that is on the standard plan. Dr. Lynch inquired about the roles Cardinal will play under the standard plan. Melissa stated, Cardinal's role as a tailored plan will not change much but what will be added is medical and pharmacy services for members who are served under Cardinal for MH/SUD/IDD needs. She gave an example of the best way to remember how the plan will work. She said, if there is an individual that has minor mental health issues and only require therapy and medication at the time of services, they would be on the standard plan. If for some reason, due to some type of incident or trauma the individual develops a severe and persistent mental health issue, they would transition under Cardinal's tailored plan. She stated, Cardinal will be in a partnership with a standard plan but it has not yet been determined if there will be a merger or a multiple company partnership. She mentioned it is possible they could have contracts with all four standard plans that are operating in the state of North Carolina. Dr. Lynch also asked if Cardinal will be involved in deciding if a person under a standard plan will need more mental health services under the tailored plan. Melissa stated the provider will determine where an individual is in their level of care and if they will need more enhanced services in order to step up to the tailored plan.

2) Cardinal Board Meeting Information

Mary Miller will send an email out to members with further information regarding the Board meeting. It will be held on February 21, 2019 at The Highland Avenue Center. There will be a public comment section and it is encouraged that everyone attend. Mrs. Miller mentioned she attended the mental health collaborative and there were concerns regarding children services and foster care. At this time she turned the conversation over to Melissa Bunker to further elaborate. Melissa announced, through quarterly meetings with county managers and DSS Directors, a pilot has been developed that suggests a plan for a new foster care system. The pilot will combine the therapeutic foster care system with the traditional foster care system in order to better support the children and the foster care families. The concept of the pilot is for all foster care families to be trained at the same level with additional therapeutic trauma informed supports. This will ensure the child has better support regardless of the situation. Melissa mentioned the pilot also will include additional supports for the parents which will include an emergency 24 hour crisis response team that parents can call for immediate assistance. The goal is to help reduce the parents frustrations by having additional support when a child is in a crisis situation therefore possibly preventing displacement of the child. It is desired to keep the child with the family they are placed with to avoid further trauma.

Melissa also mentioned there is a mini pilot in Davie that is implementing these concepts with selected families and tracking the outcomes. The pilot in Davie has been turned into a model that could potentially work for all four counties. This pilot was funded through Cardinal's Community Reinvestment Initiative. Bob and Anna will present a powerpoint on the Proposed Community Governance Structure in the March meeting.

3) By-Laws Update

Mary Miller sent an updated copy to CFAC members of the proposed by-laws of some changes that were made to each CFAC. Matt expressed an issue he has with the proposed by-laws. He mentioned under the new by-laws they are proposing there only be 15 CFAC members which has to include three members from each county that represents each discipline and a possible clause that will allow up to four at large members. He would like to propose an edit to the by-laws that allows Triad CFAC membership to continue as is until someone from one of the other underrepresented disciplines would like to join.

Statutes Addressed

Statutes addressed at the meeting were gaps in services and QM dashboard reports

Statutory Recommendations to Board

Tim Gallagher had a concern during the QM dashboard report and was requesting a recommendation be made. Due to the reporting of the dashboards being sidetracked Obie Johnson asked that all recommendations be tabled until this section of the agenda was reached. Mr. Gallagher had to leave before his recommendation was made but once his recommendation has been received, Melissa Bunker will follow up with Jill Queen and get back with CFAC members.

Community Involvement Updates-Trainings/Conferences/Events CFAC Members

Community Involvement-

- There will be a Legislative Breakfast on February 2, 2019 from 10:00 am - 1:00 pm in Chapel Hill, registration is closed.
- Community Needs Surveys were put in CFAC members meeting packets , Bob will also send it electronically.
- The MH/SUD Advisory meeting will be held at Green Tree on February 21, 2019 from 11:30 am - 1:00 pm

Trainings/Conferences and Events-Dr. Lynch was approved to receive reimbursement for \$199 from the Bonnie Schell Scholarship fund. He is being reimbursed for the registration fee he paid to attend the behavioral health collaborative in Durham on January 26, 2019. The Bonnie Schell application and supporting documentation will be sent to the Triad CFAC Clerk fo be processed

Comments & Adjournment

Mary Miller

It was reported, Bill Donohue has resigned from Triad CFAC. Mary Miller will obtain a letter of resignation from Mr. Donohue to be put on file. There was a request and application from Lakessiah Henderson to join Triad CFAC. Since there were not enough members present to vote, Bob Scofield will send an email for members to vote electronically. The decision will be revealed at the next CFAC meeting. Mary Miller adjourned meeting at 8:10 pm. All were in favor.

Next Meeting- 2/11/19

Highland Center

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Submitted by:

Thonda M. Blain / Project Support Professional 1/31/19

Name, Title, Date