

**Triad Consumer & Family Advisory Committee  
Meeting Minutes July 10, 2017  
4045 University Parkway, Winston Salem, NC 27106**

CommitteeMembers	Voting
Obie Johnson– Chair	P
Mary Annecelli	P
Gladys Christian	P
Bill Donahue	P
Tim Flavin	P
Pam Goodine	P
Ricky Graves	Via Telephone
Dennis Lynch	P
Joan Lynch	P
Mary Miller – Vice-Chair/Chair-Elect	P
Matt Potter	P
Sarah Potter	P
Julie Whittaker	A
Glenda Smith	P
Staff	Non-Voting
Stacey Inman, Member Engagement Manager, Triad Region	Present
Bob Scofield, Project Support Specialist, Rockingham County	Present
<del>Stacey Harward</del> , MH/DD/SAS Community Engagement & Empowerment Team	Absent
Guests	Non-Voting
Kelly Friedlander	Present
Angela Petersen	Present

### **I. Call to Order/Introduction**

**Obie Johnson**

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

**II. Consent Agenda and Minutes Approval Mary Miller/Tim Flavin** The agenda was accepted without change. The minutes for June were approved with no changes on a motion by Bill Donahue, seconded by Matt Potter and approved unanimously.

### **III. Old Business**

#### **Reports**

Matt Potter expressed that he was having issues with admin support for local and executive meetings. He is not consistently receiving meeting minutes and the support documents are not user friendly. He was unclear as to who to reach out to for issues regarding executive CFAC. Stacey Inman told Matt Miller that they would improve the support documents.

Mary Miller requested an annual calendar so the group could have a plan to address their six state statutes. She requested a week lead time on documents to be presented at the meeting and to receive all documentation in one email. She reminded the group that when the Crisis Center was in its initial phases the meetings were filled with people giving information, CFAC no longer receives new information regarding changes. Kelly Friedlander asked the group how they

would avoid receiving too much information. Mary Miller also stated difficulty working with pre-fill documents and requested more user-friendly documents. Matt Potter volunteered to write something up for her. Stacey Inman will go to the IT department and get the document issue fixed.

Mary Miller requested to be involved in planning and stated she would like a voice in the formation of material. Being left out of the formation process lead her to feel not valued by the company. Obie Johnson agreed and felt that CFAC was only involved in the final product. Stacey Inman stated that she has an annual calendar. She also offered any training that the group would want on using documents. She reminded the group that they have pre-fill documentation to make filling out documents easier for the group.

Gladys Christian stated that relationship building is important to her. Mary Miller expressed that she has had difficulty with the transition to Cardinal Innovations Healthcare. Mary Anecelli stated that she doesn't trust Cardinal Innovations Healthcare because the sign-in sheet has a request for confidentiality. Matt Potter mentioned that the confidential agreement had wording regarding legal action if breached, the new agreement does not contain that verbiage. Mary Anecelli felt that

the building belonged to the city and not Cardinal Innovations Healthcare so the confidentiality agreement does not belong anywhere on the sign-in sheet.

Bill Donahue would like to know what keeps the CEO of Cardinal Innovations Healthcare up at night. He requested knowing Richard Topping's direction for the company, his heart and his intentions. Bill mentioned that there are differences between Cardinal Innovations Healthcare locations across the state. He requested that there be best practice operations implemented throughout the different locations. He asked if there was a 4B plan to address the waitlist. It did not show up in the 2017 business plan. Sarah Potter mentioned that products appear slick, there is no real meat and she would like more clarifying information. She felt that the CEO did not want to communicate with CFAC. Kelly Friedlander suggested talking to the two or three people below Richard Topping as the people who can enact real change.

Bill Donahue lamented the direct access CFAC used to have to the Board when it was with CenterPoint. Mary Anecelli felt the company hired people to lie. Mary Miller mentioned that the audit focused on one person. The audit focused on the purchase of alcoholic beverages using Medicaid funds. Ricky Graves mentioned that CFAC, MH/SUD and I/DD used to give to the community.

Matt Potter mentioned that issues keep cycling between Executive CFAC and local CFAC. The Executive CFAC only signs off on what local CFAC discusses. David told the group that CIT Training has stopped and he strongly disagreed with that. Stacey Inman assured him that the training was continuing.

Stacey will check this to make sure the local CFAC minutes are on the Cardinal Innovations Healthcare website.

#### **IV. MH/SUD Updates**

**Dennis Lynch**

The meetings will continue on August 17 from 11:30 a.m. to 1:00 p.m. Dennis Lynch requested that Cardinal Innovations say something about concerns for the local areas and their obligations

as an LME/MCO. Rebecca Nagashi from Family Services is having professions come to Head Start Facilities to teach executive functions.

#### **V. IDD Updates**

**Sarah Potter**

The meetings will continue on August 3 from 5:30 p.m. to 7:30 p.m. Tim Flavin is still the chair. They are unsure if a Cardinal Innovations Healthcare will provide a staff

person for their minutes. Sarah Potter asked to be more a part of the process at Cardinal Innovations Healthcare.

**VI. Cardinal Innovations Healthcare Updates Stacey Inman** Stacey Inman had a packet for each member highlighting all the changes with the new fiscal year. The group discussed the CFAC bylaws. Going forward, there will be two Cardinal Innovations Healthcare staff members at every CFAC meeting. She introduced Bob Scofield although other staff members may be present. The group asked if Bob Scofield will help create the monthly agendas, Stacey will find out.

Mary Annecelli requested food other than Mrs. Pumpkin's. She asked if she can order food herself and get reimbursed. Stacey informed her that Cardinal Innovations Healthcare can only order food from stores with an F-9 on file, however, she can make a request for a location and Stacey can order it. The group asked if they get a stipend for the off months, Stacey will find out.

Sarah Potter informed the group that here is a listening session in response to Amy Kendall on behalf of DHHS where members can provide feed back on access and affordability of providers at Forsyth Tech July 13 at 3:00 p.m. The statewide cuts total \$205 million and \$65 million for Cardinal Innovations Healthcare without cutting any services. Cardinal Innovations created 22 new services using B3 money. The group asked where the \$65 million is coming from, it is unknown at this time. James Otterberg, the CFO, presented a quarterly report which included the budget. The group asked for a CFAC advocate on the finance committee.

Kelly Friedlander presented a webinar about the statutes and the group received it well. She gave each member comment forms and compiled responses to learn how to improve how Cardinal Innovations works with CFAC.

**VII. Grants**

**CFAC Members**

There was one grant the group received, they plan to forward it to the Executive CFAC for approval. Mary Miller suggested that if the grant was not approved by the Executive CFAC that they approve it themselves.

**VIII. Recruitment**

**CFAC Members**

CFAC has one vacancy and Ricky Graves will invite someone next meeting.

**IX. Comments & Adjourn**

**Obie Johnson**

The meeting was adjourned at 7:58 p.m. on a motion by Matt Potter, seconded by Dennis Lynch and approved unanimously. The next meeting will be at 5:45 p.m. in the Triad Board Room on August 8, 2017.