

**Southern Region Consumer & Family Advisory Committee Meeting
Minutes | May 18, 2021**

| Committee Members | Voting Member |
|---|-----------------------------------|
| 14 members | Present = P Absent = A |
| Beverly M. Morrow, Chair | P |
| Terri Clark, Vice-Chair | P |
| Jean Andersen | P |
| Crista Aldridge | P |
| Michelle Joshua | A |
| Toni Partlow | A |
| Hezekiah Anderson | P |
| Mary Sechler | A |
| LaRhonda Watkins | P |
| Jeff Phillips | P |
| Jessica Aguilar | P |
| Maria Shannon | P |
| Marilyn Sierra | P |
| Dr. Iris Sanders | P |
| Cardinal Staff | Non-Voting |
| Yalanda Williams, Liaison | P |
| King Jones, Director, Community Health & Wellness | P |
| LaKeisha McCormick, Community Operations Manager- Southern Region | P |
| Laura Wilkicki, Community Operations Business Administrator, note taker | P |
| Guests | Non-Voting |
| Stacey Harward-DHHS, DHHS | A |
| Melissa McPhail, advocate and potential member, first meeting | P |

1. Call to Order/Welcome/Introductions

Beverly Morrow called the meeting to order at 6:11 p.m.

2. Public Comment

No public comments at this time.

3. Approval of Agenda and Minutes for April 20, 2021 Meeting

Beverly Morrow requested a motion to approve the April 20, 2021 meeting minutes as written.

Jean Andersen motioned to approve the April 20, 2021 meeting minutes as written. LaRhonda Watkins seconded the motion.

A roll call vote was taken. All in favor. Motion carried.

4. Old Business

- FB Page update: Hezekiah forwarded an update for Crista Aldridge to take over this initiative, until such a time we no longer can.
- Members Disengagement From Southern CFAC Beverly M Morrow
August is the last month that we'll have everyone together here under Cardinal CFAC. Beverly will remain a CFAC member but for Rowan County. Beverly hopes that Cabarrus will continue to come to the meetings, and connecting with Partners. Jeff would be able to stay on the RHC. Cardinal is going to four people to represent each county; two meetings in a row will be virtual and then in person quarterly. MH, IDD, and SU will be representing each county, then adding TBI as the fourth person. King has a meeting with Partners about the member transfers.

The responsibilities at these meetings should be shared by all CFAC members; it seems the same people are doing the same things and other members are not growing when they don't have a chance to do anything.

Moving forward, the Committee will come up with some innovative ways to solicit new members. It was stated that no guests attend the Board meetings which was said to be surprising.

- Questions/Concerns Southern CFAC Moving Forward Beverly M Morrow
A question was asked if a person moves to Cabarrus and Cabarrus is aligned Partners at the time, does the person have an option to choose which MCO they want to continue with, and the answer was no.

Maria asked to use some training dollars out of the budget to become a certified trainer for suicide prevention. It will be presented in English, but they need Spanish speakers present or to provide the training. It runs Wednesday July 21 through Friday July 23, 9:00 a.m. to 1:00 p.m. and costs \$500. Maria is leaving Union County in August. There are no objections by the Committee to allow Maria the training.

The budget allows \$250 per person based on a membership of 21 people, but there isn't 21 members. So if there's enough in the budget, the Committee consented for anyone else to attend. Maria will reach out to Terri who wasn't present at the meeting, and Jessica would like to attend. Yalanda asked that each participant send their training request to Beverly to sign off, and Beverly will send it to Yalanda to process for payment. The Committee would like to ensure this comes out of this year's budget. Here is the link:

Jean Andersen's terms end in August.

- Update on Stanly County Disengagement from Cardinal King Jones
Secretary Cohen looks at the population in the county as part of her decision for disengagement. Her decision has not been made just yet.
- Gap in Services – Peer Support Limited Time Frame Letter Beverly M Morrow/Jean Andersen
The letter was sent to state CFAC regarding limited peer support services. Jean doesn't recall the topic that was discussed at the meeting, so follow up is needed. Beverly is not able to attend.

5. New Business

- Discussion New Member Solicitation Beverly M Morrow/Members
Members were asked to offer ideas on how to solicit new members. To become a Committee member, the applicant must be a Cardinal member or a family member, but ideally commit not just to attending the meetings regularly, but also to actively participate in them.
 - King will be at the DSS offices in June and can bring flyers.
 - Beverly could bring a flyer to the church.

Melissa McPhail has been working within CMS and now is involved with educational software and tools for children with special needs, and will join CFAC as a family member advocate. She was informed that she has to attend two meetings, and on the third meeting she submits an application and will be voted in.

Discussion about the members receiving letters asking them to choose a plan and need direction about this, with regards to being on the standard versus the tailored plan. Anyone confused about what to do should contact their care coordinator. If they do nothing, they will be directed to Direct. They can call talk to the broker first, then to the state. For more information, 1-833-870-5500 www.ncmedicaidplans.gov

- How to Possibly Continue Engagement with Latino Sub-committee Report Beverly M Morrow/Latino Sub Committee
Ashley Conger spoke at last meeting, hoping to come up with ways we can keep the Latino Committee or if it will move in the transition. Maria works with Little-Gerald Services, and knows

someone from Mecklenburg that she will reach out to if she's interested in coming to our next meeting and perhaps becoming a member.

- GCQI Report Michelle Joshua
No update, Michelle not present
- Cultural Competence Committee Report Jeff Phillips
Jeff missed the meeting as he had the schedule wrong; it's every month, not every other month. The meeting conversations in March included getting any training in by the end of the year and what topics, religion, diversity, and how they're impacting rural areas, the Asian community, the violence going on, and COVID. They have a lot of good conversations, but it doesn't really seem to be running very smoothly. This is not lead by Cardinal.
- State CFAC Meeting Jean Andersen
 - Standard plan discussions, supposed to have member advisory committee but there's no consensus on what those will look like; need to know the interface - what happens to the CFAC membership.
 - State CFAC legislative day went well
 - Human Rights presentation by Glenda Stokes' was outstanding, would love to see that in the all-CFAC meeting and Cardinal. The Committee could try an all-CFAC meeting for September or October. Right now, the Human Rights Committee rules out members being a part of any other committee, but has changed that the district can send one representative. CFAC Central has one person. CRC is also recruiting, we have one person already from Meck plus a new person joining. We especially need one person from Rowan and Stanly from this group. They meet quarterly, have stipends, meet in-house and virtually, and rotate the in-person meetings throughout the entire catchment, and in the process of making other revisions. CRC falls under King and is in the process of making other revisions. Only CFAC has that exception of sending one member, so trying to fix CRC to this.
- Conference Planning Committee Beverly M Morrow
Last meeting Beverly put this on hold, perhaps go to 2022. This would just be for Cardinal. New members are needed for this committee and talk about a budget for this. They said he would be the keynote speaker. Budget dollars do not roll over for CFAC.
- DHHS Update Stacey Harward (King Jones)
Not present, but sent updates to King.
 - Stresses that the Regional CFAC meeting is next Tuesday night, one report from Cardinal is needed
 - The i2i and NC1 conferences are coming up
- Updates – Cardinal Innovations Yalanda Williams

- send community activities to Beverly that can be reported out at the regional CFAC
- Milestone might be sold, so next month there's a possibility that we will need another meeting location. Prosperity (Mallard Creek) might be a long drive for Rowan people. Without the other counties, this limits the possibilities of community buildings. We need phone capabilities, a front entrance, internet to start. We would also have to know who is attending by person to be able to let people in (also rsvp by virtual).
- Recruitment flyer and brochure has been sent out.
- If you are doing the training, please fill out the training request completely and Beverly has to sign off and is gone the week of the 24th. Please don't wait until the last minute to register; it takes at least 2 weeks to process.

6. Action Plan

- Achieving Our Six Statutory Obligations
- New Member Solicitation
- Latino/Hispanic Community
- Transition to Community Living (TCL) Annual Report – Need to Know When This Report is Published
- August Terms End Terri, Mary and Beverly

7. Additional Comments

The next meeting is on June 15, 2021.

8. Adjournment

Beverly Morrow called the meeting to adjourn at 7:49 p.m.

Submitted By: Laura Wilkiki, Community Operations Business Administrator

