

Consumer & Family Advisory Committee Meeting Minutes

April 8, 2019

Forsyth Wellness Center

650 N. Highland Ave. Suite 130, Winston Salem, NC 27101

(Located in the Highland Avenue Center)

Committee Members	Voting Member	
	Present = P	Absent = A
CFAC Chair – Obie Johnson		P
Co-Chair- Mary Miller		P
Dennis Lynch		P
Gladys Christian		P
Glenda Smith		P
Julie Whittaker		P
Kelly Owens		P
LaKessiah Henderson		P
Mary Anneckelli		P
Matt Potter		P
Pam Goodine		P
Ricky Graves		P
Sarah Potter		P
Terry Cox		P
Tim Gallagher		P

Cardinal Staff	Non-Voting
Lindsay Locklear-Member Engagement Specialist, CFAC Liaison-Cardinal	P
Rhonda Blair-Project Support Specialist, CFAC Clerk- Cardinal	P
Stacey Inman	P
Guests	Non-Voting
Samuel Gavurin	P
Michael Thompson	P
Eva Washington, New Hope Solutions and Wellness Center in Eden	P
Lamont Stokes, New Hope Solutions and Wellness Center in Eden	P

Call to Order/Introduction

Obie Johnson

Obie Johnson called the meeting to order at 5:45 pm followed by a moment of silence and introductions

Agenda and Minutes Approval

Obie Johnson

A motion was made and properly seconded to approve the March minutes and April agenda with no changes. All were in favor.

Public comments

Community Members

There were no public comments

Cardinal Innovations Report

Lindsay Locklear

Lindsay showed a presentation on the Impact Report. She showed members how to access the report and how to complete the 'How are you feeling' mental health screening. Lindsay also reiterated two CFAC members are now allowed to join the local Cultural Competence Advisory Committee. If anyone is interested they will need to contact the Chairperson of the local council, Jenny Gadd at jenny.gadd@albertakids.com. Stacey Inman, Member Engagement Manager, spoke to members about Cardinal's CFAC Training Development Team. She mentioned the team would like to develop some video trainings for the learning center for new members to access instead of reading material only. She said the team would like to include pictures and videos of CFAC members doing different activities. It was suggested inviting CFAC members to be a part of the development team since it was pertaining to CFAC. Stacey informed the members that the next meeting will be in June and they are welcome to come.

DHHS Report

Stacey Harward

Stacey was not present at this meeting; therefore no report given.

Old Business

Obie Johnson/ Mary Miller

1) **Measurement of I/DD Supports and Network Adequacy`**

Tim Gallagher/ Sarah Potter

Tim Gallagher reported he attended State CFAC at Sandhills. He stated he communicated the importance of measuring authorized hours versus consumed hours, not only as an aggregate but as a family member as well. Sarah Potter expressed concern that members may not understand the standard plan versus the tailored plan and suggested having someone from Maximus come to CFAC and explain how they will assist individuals with finding the appropriate tailored plan and explain how an individual would transition from a standard plan to a tailored plan if they are in crisis. She suggested maybe they should create a flow chart to give some direction on who an individual would contact in the event of a crisis situation.

2) **Update on By-Laws**

Matt Potter reported the By-Laws have been tentatively approved and they are moving toward working on the relational agreement.

3) **Update on DHHS on Medicaid Transformation**

Sarah Potter gave a highlighted report on the meeting at Sandhills, she said she will send the report out to everyone. She mentioned they spoke about the vision for medicaid managed care and Kathy Nichols focused on the tailored plan, eligibility and enrollment. Sarah encouraged members to go to the Medicaid Transformation website at DHHS to get current the status of what is happening with the transformation as well as the timeline.

Reports from MH/SUD/I/DD Advisories

Dennis/Pamela/Sarah

- **MH/SUD**-Dennis Lynch reported Billy West attended their last meeting and outlined the difficulties of integrative care. Mr. West feels the key element to the transition is communication between parties who will deliver services. Kahlil Nassir, President of the Provider Council, is scheduled to speak at the next MH/SUD meeting about the difficulties providers see as they progress towards integrative care.
- **I/DD**-Sarah reported at the I/DD meeting last Thursday, Nina Poe, head of clients right committee came to recruit members for the committee. The discussion was brought up regarding CFAC members not being allowed to join the CRC. Nina took notes to bring back to the committee for discussion but suggested maybe a member from the Advisory could be on the committee. However; it is stated on Cardinal's website that no one who serves on another committee or council with Cardinal can be a member of CRC. Nina agreed to come back to an I/DD Advisory meeting to give updates and mentioned she would like to come to a CFAC meeting as well. CRC meet in Burlington four times a year on the second Tuesday of the designated month.

ECFAC, State CFAC, Community board, Corporate Board Updates

Obie/Sarah/Matt/Terry/Gladys

- **ECFAC**- No updates to report
- **State CFAC**- SCFAC is Wednesday, April 10, 2019. Sarah reported no agenda was given so there are not updates to give at this time.
- **Community Board**-Will be held Thursday, April 11, 2019 if they have quorum.
- **Corporate Board**-Corporate Board is scheduled to meet at the end of the month in Chapel Hill. No report given
- **Provider Council Report**-Gladys Christian reported Provider council is still recruiting members and trying to get more providers to join the provider council. They discussed ways to get providers to join and someone proposed having a café. It was mentioned to Ms. Christian the idea of having Triad CFAC be a supporter of the café. Ms. Christian stated she would like to have the information regarding the café in writing to present to CFAC or have the person come to a CFAC meeting to expound on what they are

requesting. Some gaps in service that were mentioned at the Provider Council are children staying in the ED too long, training for B3 services and difficulties finding beds for those who are in a mental health crisis. She asked CFAC members what information they would suggest she present at the Provider Council Meetings for them and what information would they like her to bring back.

New Business & Action Steps

Obie Johnson/ Mary Miller

1) DHHS Information Distributed

with this information to CFAC members.

Sarah Potter will send an email

2) State CFAC Survey

Sarah Potter informed members the State CFAC survey needs to be completed and returned by May 1, 2019. She mentioned State CFAC would like comments from CFAC as a whole, not individuals. There was discussion regarding completing the survey during the meeting. After further deliberation, Matt made a motion to give members until April 22, 2019 to send comments to Sarah to compile. Once Sarah has all of the comments she will then complete the survey. If she does not receive any other comments by the April 22nd deadline then she will proceed with the submission of the survey to SCFAC. The motion was properly seconded, all were in favor.

Social Determinants/ Healthy Net Help

Tim Gallagher

Tim Gallagher spoke about social determinants and the importance of finding a way to get Maximus in a common setting to discuss the process of integrative care to providers, members, family members of members and the public. He mentioned supports are social determinants as well as not getting support. He also expressed his concern that the wording in the letters that will be sent from Medicaid may be confusing to some members. Mr. Gallagher encouraged members to contact him if they wanted more information.

3) CRC and RFP Participation

Mary Miller made a motion to make a recommendation to the Board that Triad CFAC members have the opportunity to serve on the Client Rights Committee and participate in RFPs. The motion was properly seconded, all were in favor.

4) Nominating Committee

A motion was made and properly seconded to vote in two new CFAC members. Kelly Owens asked how many times a guest have to attend a meeting before they could become a member. It was stated under the new By-Laws, CFAC can now have twenty one members and they only have to attend two meetings before they are voted in. Satisfied with the response all were in favor of voting in new members Michael Thompson and Samuel Gavurin. In addition to the voting in of the new members a motion was made to approve Ricky Graves for \$839.75 to pay for his registration and hotel accommodations and for the NC Tide training in Wilmington on April 28, 2019 and \$370 each for registration and hotel fees to be paid for Kelly Owens and Lakessiah Henderson to attend the 'Ending Homelessness Conference'. The motion made and properly seconded and all were in favor. There was discussion regarding how CFAC will assist members who are not able to pay for their meals or have transportation to trainings and conferences. Pamela Goodine asked if CFAC would be willing to pay for a Greyhound ticket to and from a conference for someone who did not have a way. There was no definitive answer, However; Obie Johnson did agree to pay for Kelly and Lakessiah's meals at the 'Ending Homelessness' Conference and be reimbursed later.

Statutes Addressed

CFAC Members

Gaps in Services- Eva and Lamont addressed the issue of homelessness of pregnant women and women with children who are in recovery from SUD. Gladys Christian mentioned the concern of the extended length of time children stay in the ED, training needed for B3 services and difficulties finding beds for those in a Mental Health Crisis.

Statutory Recommendations to the Board

CFAC Members

Triad CFAC members are provided the opportunity to serve on Client Rights Committee and participate in RFPs.

Community Involvement Updates-Trainings/Conferences/Events

CFAC Members

Community Involvement-CFAC members expressed how pleased they were with how well the the 'Field of Dreams Fest' that was held on March 30, 2019 turned out. It was estimated to be at least 1000 attendees including vendors, lunch guests, volunteers and the community. Julie Whittaker thanked CFAC members who assisted at the table in her absence. Gina Miller from the Enrichment Center sent a statement saying she has received very positive feed back regarding the Field of Dreams Fest and many are asking if it will become an annual event. As a result of the question CFAC members discussed the possibility of hosting a similar event on a yearly basis. Glenda Smith mentioned she would like to see an event the shows more positive images representing mental health and substance use disorders. She said, instead of posters showing depression or drug use, she would like to see posters that show images of recovery and hope. At the next CFAC meeting in May, Obie stated he would like to request an Ad-Hoc committee to plan an event focusing on homelessness. Samuel Gavurin mentioned he would like to assist with an event that focus on suicide prevention. Eva Washington and Lamont Stokes spoke to CFAC about Their Company, 'Second Chances of Hope', located in Eden, NC. Through this company they run a non-profit called 'New Hope Solutions and Wellness Centers' which provides housing and a safe environment for pregnant women and women with children who are homeless and in a recovery program for SUD. Lamont and Dr. Lynch will get together to discuss the program further.

Trainings/Conferences-Lindsay Locklear mentioned DeDe Severino will be in Chapel Hill on May 9, 2019 to provide OPC CFAC a training on Opioids. This training is free and will be held at Cardinal's Chapel Hill office which is located at 201 Stage Rd, Chapel Hill, NC 27514 in room 104.

Events- 'The Public', a movie about challenges homeless people face is scheduled to appear at the a/perture Cinema at 311 West Fourth Street in downtown Winston Salem on April 23, 2019. Members are encouraged to go see it.

Comments & Adjournment

Obie Johnson

Obie made a motion to adjourn at 8:20 pm. It was properly seconded, all were in favor.

Next Meeting - May 13, 2019

Forsyth Wellness Center

650 N. Highland Ave. Winston Salem, NC 27101

(Located in Highland Center)

Submitted by:

 /Project Support Professional 4/11/19

Name, Title, Date