

Triad CFAC Meeting Minutes 12/11/2017 - Notetaker Kanisha Coleman

The meeting was called to order by Chair Obie Johnson at 5:45PM

Moment of Silence, followed by group Introductions

In attendance

Members: Pamela Goodine, Matt Potter, Sarah Potter, Glenda Smith, Ricky Graves, Bill Donahue, Mary Miller, Julie Whittaker, Bob Crayton, Mary Anneckelli, Dennis Lynch, Terry Cox, Obie Johnson

Staff: Derek Bittner, Anna Yon (via WebEx), DHHS, Stacey Haywood

Guests: J.R. Anneckelli, Kanisha Coleman, Bob Crayton, Kelly Owens, Kelly Friedlander, Joan Lynch

Approval of Minutes

The minutes from the previous meeting were not available.

It was proposed that adjustments be made to the Agenda to allow time for presentations by two guest speakers. The Adjusted Agenda was motioned and approved.

Public Comments

The floor was opened for public comments where non-CFAC members are allowed 3 minutes to comment and share.

J.R. Anneckelli: He expressed he is opposed to the work "client", pointing out the "lie" within the work c-lie-nt. He inquired about the strategic plan for CFAC. He questioned what outcomes or changes have come about through the work of this committee. He stated the work "client" is belittling and consumer is reducing. He asked the "lie" be taken out of client.

There were no other public comments.

Member Comments

The floor was opened for Member comments and Group Discussion.

Dennis Lynch, PhD: He shared an open letter he drafted for members of Triad CFAC to highlight concerns he wanted to emphasize. He elaborated on the need for improved communication and transparency with Cardinal Innovations. He emphasized the need for CFAC to become participants in the change process led by the state. He noted the reluctance of Cardinal Innovations to allow CFAC to proceed.

Tara Tucker and the efforts to combat the opiate process was discussed. It was noted that there is a need for additional and improved services. Tara shared that Cardinal Innovations is not interested in feedback from advocates or CFAC Executive Board. This led to the question, how does the Triad Advisory Committee communicate with CFAC Executive Board. It has noted that communication is the "real challenge" moving forward.

Matt Potter: He discussed that communication related to Cardinal Innovations is complicated by it being a massive organization. He proposed meeting to be held with Cardinal Innovations once a quarter due to monthly not being feasible. He stated there is a lot of opportunity with this current administration shake up. He shared a belief that since certain individuals are no longer employed by Cardinal Innovations opens the door for change. He completed the letter presented by Dr. Lynch.

Mary Anneckelli: She shared that DSS re-organization used a former CenterPoint consultant. She questioned what is that individual doing. She expressed the county is doing some good things with "free meds".

Glenda Smith: She reflected back on a comment made by J.R., pointing out that people like to be referred to as individuals.

Julie Whittaker: She questioned the purpose of the letter shared by Dr. Lynch. She proposed the letter not stop with the committee, but pass onto Cardinal Innovations and its New Board of Directors. She shared she doesn't think the issue is the CFAC structure; preaching to the choir. She stated the goal was to weaken the voice of CFAC. She shared a belief that Cardinal Innovations did not want to have a CFAC at all. She advocated for voices to filter up (to Cardinal management) and information to come back down.

Mary Miller: She suggested a delegation give the letter and presentation the Cardinal Innovations New Board.

There was some discussion about sending a modified version of Dr. Lynch's letter to Cardinal Innovations Executive Board, Secretary of DHHS, Local Advisory Board, County Commissioner, and Legislative Oversight Committee. It was stated the letter should be more a "Magna Carta" or "Magna Festo". Establishing a subcommittee to work on the letter was proposed and clarified by the group. It was proposed that an ad hoc committee consist of Bill Donahue and Dennis Lynch who will draft the letter by next Monday. The establishment of the ad hoc subcommittee was motioned and approved with no dissenters.

New Business

- **Presentation by Kelly Friedlander: Clear and Constructive Voices Project – Triad CFAC**

Ms. Friedlander shared a draft of a report compiled from comments and feedback from the Triad CFAC only. The draft was reviewed for comments and discussion.

Mary Miller: She noted the report was excellent. She stated real progress is being made due Forsyth County Commissioners being involved in the process. She said, "Derrick and Joe have been wonderful".

Julie Whittaker: She stated members need more training on statutory requirements plus having data earlier and timely adequate information to make decisions.

Matt Potter: He stated addressing document needs is convoluted. He inquired who gets what first, Executive Board, etc.

David Lynch: He asked have staff been interviewed at Cardinal Innovation's daily operations about communication issues. He inquired if employees were polled without their supervisors.

Terry Cox: He stated regional specific governance is important versus trying to make each CFAC the same. He noted that each catchment area does not "fit the mold" (i.e. dollars, strengths, outreach).

Kelly Friedlander: She shared that Cardinal Innovations thought the consistency would be best to get things going. "Best intention" with "more creativity required for individuality".

Julie Whittaker: She shared being able to view other CFACs minutes helped highlight what was important in that area. She stated she was enlightened to see recommendations from other CFACs. She noted she thought this report was going to be consolidated versus just the Triad CFAC. She expressed positive feeling that Cardinal Innovations was looking to add more Wellness Centers to other catchment areas.

Kelly Friedlander: She stated since CFACS are autonomous, some CFACs opted out of this project. She stated that in January 2018 there will be a Summit Retreat on a Friday night and Saturday. She shared they going to address global issues and the Interim CEO (of Cardinal) is invited. Mecklenburg declined to participate in the project.

Obie Johnson and Julie Whittaker added this is an opportunity to reach back out to Mecklenburg to attend the Summit.

Mary Anneckelli: She stated information about Betsey Blue (Bipolar) and The Hope Way Foundation Aftercare programs. She expressed that people are getting better care from Daymark Recovery than the Wake Forest Baptist Health's Sticht Center. She noted the inpatient unit was "filthy". She added the importance to speak up, stop being so nice, and noted that Forsyth County still does not have a Wellness Center. She emphasized how the hospitals and lack of community care has created "revolving doors". She discussed the huge fund balance that Cardinal Innovations has saved and wonders if some of that money will be spent in the community. She requested the question about spending the fund balance be made into a letter to be drafted.

Kelly Friedlander: She stated it is a unique opportunity for CFAC to "raise their voices". She shared that Cardinal Innovations has to show they care about people and consumers.

Terry Cox: He stated I/DD dollars for people waiting for Innovations for years. He discussed the heartbreak of telling people it would be 10 years or more before they may start receiving Innovations waiver services.

Julie Whittaker: She questioned the fund balance not being used for I/DD.

Matt Potter: He discussed B3 services are not a replacement for Innovations waiver slots. He shared you can't use money from the fund balance to create more waiver slots.

Bill Donahue: He stated that communication and trust are fundamentals. He discussed the collapsed system and 99 counties and committees being involved in this project. He expressed to make an impact you need to re-engage the state of NC, Families, and Service Providers.

Kelly Friedlander: How can you work with MCO to bolster it and make it better. She stated let her know objectives. She stated she may be contacted by email or phone: kelly@cb-cg.com

This was the end of this discussion.

- **Presentation by Anna Yost of Cardinal Innovations via Cisco WebEx**

Anna Yost: She shared information about the new Cardinal Board Recruitment Effort from County Commissioners. The board was scheduled for voting and installation by 12/15/2017. She stated 20 county commissioners are involved in the voting process. The new board will be comprised of 13 to 21 members; 3 positions appointed for CFAC. One CFAC board member will be the Chair of the Executive Board and applications were being accepted for family members of CFAC representing all 3 disabilities and self-declared CAFAC representatives with a disability.

Glenda Smith: She shared there is a limited pool of applicants that have all three disabilities. There was clarification that they must represent all three disabilities not have all three disabilities.

Mary Miller: She asked how is the morale? (of Cardinal Innovations)

Anna Yost: She expressed things are business as usual at Cardinal Innovations. She said, "we are trying to continue our mission". Partnership with the community continues.

Obie Johnson: He inquired with the new board slated to be in place by 12/15/17, when would begin to receive input from committees.

Dennis Lynch: He stated the State Department (DHHS) is only looking at changing the Board not Daily Operations. There was additional discussion about when the first new board of directors will meet.

Anna Yost: Anna noted it will be a typical meeting in January 2018. She stated the positions on the Board won't change. She stated if positions are not filled they will get additional applicants.

Terry Cox: He noted the Board can meet without having all positions filled and the next meeting will be held in Charlotte.

Matt Potter: He asked if there will be rotating sites for meetings. He stated he hopes all meetings won't happen in Charlotte.

Anna Yost: She stated meetings are only scheduled to happen in Charlotte. However, she will follow up with more information about if they are going to rotate.

Mary Miller: She asked who will hire the new CEO and Executives. Anna answered, Board and Human Resources.

Mary Anecelli: She commented about things no longer being local and holding meeting in Charlotte.

Matt Potter: He thanked Anna for taking the time to hear comments from the "firing squad". He noted these types of conversations need to happen more. He stated dialogues are necessary to improve the catchment area.

Anna Yost: She stated Cardinal "values and believe in what you do". She said, "I am open and available will try to attend in person when possible". She stated she wants the conversations to continue.

Obie Johnson: He stated he appreciated her listening and making a sincere effort.

Glenda Smith: She revisited the general statutes noting an Area Board can have no fewer than 11 members and not greater than 21.

Anna Yost: She said, "correct, not 13". Please refer to the statutes.

Julie Whittaker: She thinks she can clarify some questions the group had tonight. CFAC members could have submitted a resume, cover letter, and three letters of reference. She noted she was not sure what CFAC members have applied. After additional discussion, it was noted that no member in the room had applied and probably could not meet the 12/11/17 application due date. Other noted they wished DHHS had accommodated CFAC with statutes.

Sarah Potter: She shared the Joint Legislative Oversight Committee is addressing Cardinal Innovation, tomorrow 12/12/2017. Her second point of interest was more information about Hopeway. And Lastly, she shared an amendment to the Able ACT has been proposed and Senator Burr is no longer taking comments about it because he is no longer running for office. He was the one who initially championed the cause. She went on the share how DMA Advisory Committees are forming subcommittees.

Bill Donahue: He stated the morale of Care Coordinators is poor; underpaid and overworked. He stated Bureaucracy that floats downhill. He stated probably the County Commissioners will do what is right. He noted service gaps and unknown futures.

This ended this presentation and discussion.

Action Steps

- 1- Letter from Ad Hoc subcommittee by next Monday, 12/18/2017

Announcements

Stacey Haywood: State to Local CFAC next Wednesday, 12/20/2017 at Dick's Grill. Reminder they don't have call in availability.

Next Meeting

January 8, 2018

Points for further discussion: 1) Concern about Fund Balance, 2) Concern about severance payments, 3) Concern about how state uses money recovered from MCOs versus general fund, 4) New location for State CFAC meeting, 5) Tangible goals for Triad CFAC (e.g. ACTT, Peer Specialists) and decrease policy talk

Meeting was adjourned by Chair Obie Johnson at 8:10PM.