

Consumer & Family Advisory Committee Meeting Minutes
October 8, 2018
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		A
Dennis Lynch		A
Gladys Christian	P	
Glenda Smith	P	
Julie Whittaker	P	
Kelly Owens	P	
Mary Anecelli	P	
Matt Potter	P	
Pam Goodine	P	
Ricky Graves	P	
Sarah Potter	P	
Terry Cox		A
Tim Gallagher	P	
Staff	Non- Voting	
Bob Scofield-Member Engagement Specialist, CFAC Liaison-Cardinal	P	
Rhonda Blair-Project Support Specialist, CFAC Clerk-Cardinal	P	



Guests	Non-Voting
Tammy Anderson	P

Call to Order/Introduction

Obie Johnson

CFAC Chair, Obie Johnson called the meeting to order at 5:51 pm followed by a moment of silence. There were no introductions.

Agenda and Minutes Approval

Obie Johnson

A motion was made by Tim Gallagher to approve the September Minutes and October agenda. All were in favor with no changes.

Public comments

Community Members

There were no public comments

Cardinal Innovations Report

Bob Scofield

Bob reported the wellness centers are now allowed to have exercise programs. He mentioned they are looking for instructors to get this effort started. Bob also informed Triad CFAC members they will be required to review the stipend report for errors then sign it at each meeting. Bob requested CFAC members please respond to emails, especially when they require a vote. He explained this is to ensure we have an accurate count for meals when requesting attendance and to insure they have quorum. He also asked that when members are responding to their attendance that they also include any guests they are bringing.

DHHS Report

Stacey Harward

Stacey called Obie to let him know she would not be able to attend this month's CFAC meeting due to illness.

1) Summit Meeting Update

Obie Johnson reported there will be nine members attending the Summit. The following CFAC members are planning to stay overnight: Obie Johnson, Mary Miller, Dennis Lynch and Gladys Christian. Mary Miller stated the structure of CFAC will be the main topic of the summit on Friday and the by laws will be discussed Saturday. DHHS will facilitate the Summit, Suzanne Thompson from DHHS will give an update on the Innovations Waiver.

2) CFAC Reconfiguration Update

Mary Miller mentioned it has been rumored that Davidson County may join Triad's CFAC but it has not been confirmed yet. Sarah Potter mentioned you can find the order of the the structure under statute 122C, however; it could change with another medicaid transformtaion. It was mentioned local CFACs may be called another name. There is a possibility there will no longer be an Executive CFAC . Julie Whitaker asked if the five suggestions to reconfigure and Terry Cox's model will be on the table at the summit. Obie stated that at this point it is unknown what models will be discussed. Glenda Smith asked if it would be possible to remove the word "consumer". Matt Potter informed her that would be a decision that is made a state level. Sarah Potter will send out the revised agenda to everyone. Julie Whittaker wanted to know how CFAC will be asked to vote but the answer was unknown at this time.

3) Update Tim's Request

At the CFAC meeting in September, Tim Gallagher asked how Cardinal is monitoring unfulfilled shifts by providers. He wanted to know how Cardinal measures the hours agencies bill them vs hours authorized. The question arose from his concern that providers often do not fulfill their required hours of care resulting in families losing hours from work. Bob reported that Cardinal does not have this specific data because of other variables in the data they collect. Mr. Gallagher presented a handout that gave an illustration of two agencies measuring the frequency of how often hours are not fulfilled by staff based on their hourly allotment. In the first example agency one had four people out of seventy-two that did not receive services that week, that was a total of 82% covered which left 18% of hours to be provided by families. Agency two had nine people out of thirty-five that did not receive service, with a total of 75% coverage. This left 25% of

families that had to fill in for services authorized. This data was based on an agency. On a consumer basis, the member was authorized for 65 hours but only 35 were billed which left 54% coverage. Bob suggested the CFAC members make a recommendation to ECFAC regarding the service gaps. The question was asked does families verify staff hours and is there a way to to show if an absence is excused or unexcused? Mr. Gallagher reported that agencies use a standard application which is a time keeping system called Therap that shows the budget of a member. Within this system staff will not be able to bill over the authorized hours but it does not prevent them from billing under. There is currently no system in place for families to verify hours worked or show if an absence was excused or not. Mr. Gallagher was asked to provide a solution to this issue. He proposed the data collected by the agencies be measured against authorized hours vs hours billed and reported to the next level for evaluation. Ms. Miller restated the question to have Mr. Gallagher verify the information to be presented to the Board. It was determined he would like Cardinal to gather information from each agency stating how many times they do not provide staff per shift when needed and he is also requesting there be rollover minutes for the time not used. Ms. Miller suggested Mr. Gallagher's contact information be added to the recommendation should the Board have further questions. Ms. Miller requested she and Mr. Gallagher meet to finalize the letter to bring back to the CFAC members for approval. It was suggested Mr. Gallagher attend the community and corporate board meetings to voice his concerns. Sarah Potter wishes to have the letter sent to State CFAC as well since it is a statewide issue.

Reports from MH/SUD/I/DD Advisories

Dennis/Pamela/Sarah

MH/SUD- Dennis Lynch was not present to give a report. Pamela Goodine reported Phillip Weiner and Amber Humble were present at the last meeting in September. Mr. Weiner gave an overview of what he does and Amber Humble presented on the stepping up program. The next meeting is next Thursday at 11:30 am. Kathy Fitz Jefferies from WSFC Schools will attend to give the status on the school program for which she received a grant. Tara Tucker will give an update on the camp for children affected by opioid addiction. Denita Mitchell and Christy Respits will give an update on the grant received for Hawley House. 10/18 Global Peer Support Recognition Day Celebration at Green Tree from 11-2. Several providers will set up exhibit tables. Ms. Goodine announced the Forsyth County

commissioners passed a resolution on October 4th to deem the month of October as Peer Support awareness month. Ms. Goodine left copies of the resolution for CFAC members to give to anyone of if they know of any PSS, she will also send an electronic copy upon request.

I/DD- Sarah Potter reported they discussed authorized hours for which staff does not show and families do not report. They will also have a voter registration booth at the dash stadium event.

ECFAC, State CFAC, Community board, Corporate Board Updates Obie/Sarah/Matt/ Terry

ECFAC- was discussed briefly earlier in the meeting regarding if there is a need for ECFAC. It was mentioned there is a possibility ECFAC will be disbursed and broken down into summits instead.

State CFAC- Pamela Goodine announced she has resigned from State CFAC. Next meeting will take place October 10, 2018, Sarah Potter passed out the agenda with the call in number on it.

Community Board-No update. Next meeting is Thursday, October 11, at 5:30 pm

Corporate Board- No update, Terry Cox is out of town.

New Business & Action Steps

Obie Johnson/ Mary Miller

1) CFAC vision for future

was discussed at September's meeting and not reviewed

2) Go over six statutory requirements

Mary Miller and CFAC members review the statutory requirements. Mary Miller suggested having a calendar to address state statutes. In November she would like CFAC to obtain an update on the local business plans which are updated every three years. Ms. Miller stated the old plan needs to be checked first before drafting a new one to make sure all goals have been met. She also believes CFAC should monitor the LBPs as well as Cardinal. Mr. Johnson recommended revisiting the plans on a continuous basis and get updates on how gaps are addressed or Cardinal's plans to address them. Lynn Widener and Leslie Gerard will identify service gaps in underserved populations. The statutes that were addressed were statutes 2,3,5 and 6.

3) Technology and MH, SUD, I/DD

Sarah Potter spoke about Simply Home. Simply Home plan to go to different cities to present what technology is available in terms of removing community based services and taking members out of ICFs and putting them in the community. Ms. Potter suggested putting a group together and have someone from Simply Home come and demonstrate the technology they have available and have people try out their apps. With this technology providers will be able to reach people in rural areas where services are not available. Ms. Potter will reach out to Simply Home and obtain a date to start marketing. She would also like to representation from the school system come to learn about the new technology. Gladys Christian suggested having a space for the visually impaired as well.

4) Statutes Addressed

CFAC Members

Numbers 2, 3,5 and 6 were addressed. Ms. Miller is requesting network adequacy of Community Supports.

5) Statutory recommendations to Board

Identify service gaps and revisit service plans

Community Involvement Updates

CFAC Members

Tim Gallagher passed out flyers for the event at BB&T Field in March. If anyone would like to volunteer, contact Beth Beal. Tim Gallagher will send out an electronic version of the flyer and Ms. Beal's contact information.

Comments & Adjournment

Mary Miller adjourned meeting at 7:38 pm, it was seconded by Obie Johnson

Next Meeting- 11/12/18

Forsyth Wellness Center

650 N. Highland Ave. Winston Salem, NC 27101

(Located in Highland Center)

Submitted by:

Rhonda M. Blain | *Project Support Professional* 10/12/18

Name, Title, Date