

**Northern Region Consumer & Family Advisory Committee Meeting Minutes
October 13th, 2020**

Microsoft Teams Meeting: 1 (980) 221-1052 Conference ID: 670 572 848#

Committee Members	Voting Member Present = P Absent = A
Ravetta Crockett	P
Gladys Foster-Young	P
Martha Green (Northern CFAC Vice-Chairperson)	P
Bertha Hargrove	P
Sheila Holt	P
Rev. Mark Jones	A
Angelena Kearney-Dunlap (Northern CFAC Chairperson)	P
Lakeisha Perkins-Tabron	P
Shirley Robinson-Flood	P
Dianna Talley	P
Michael Tane	P
Penny Tane	P
Tameeka Williams-Burchette	A
Staff	Non-Voting
Deborah Hendren (Northern CO Manager/Liaison)	P
Monae Davis (Northern ME Specialist)	P
King Jones (Dir. Community Health & Wellness)	P
Michael Norton (Quality Assurance Manager with Quality Management)	P
Guests	Non-Voting
Latisha Teachey (Freedom House Recovery)	P

I. Welcome | Introductions | Call To Order | Opening Devotion

Angelena Kearney-Dunlap

- o Meeting called to order at 6:04 p.m.

II. Agenda and Minutes Approval

Angelena Kearney-Dunlap

- o The September 2020 Minutes were reviewed. One error was noted. Sheila Holt is listed as a Warren County resident. She is a Halifax County resident. Deborah Hendren will edit the minutes to reflect this correction.
- o Shirley Robinson-Flood motioned for the September 2020 Minutes to be approved with the requested edit. Bertha Hargrove seconded the motion. The voting was unanimous, the motion carried, and the September 2020 Minutes were approved with edits.

III. Freedom House Recovery – Agency Presentation

Latisha Teachey

- Latisha Teachey shared information about Freedom House Recovery in Warrenton. Freedom House Recovery provides support and treatment for children and adults with behavioral disorders or mental illness. They also specialize in recovery treatment for those struggling with substance abuse. Freedom House Recovery recently moved to new location in Warrenton at 133 South Main Street. They have been providing services in Warrenton for more ten years. They provide outpatient treatment, medication management, intensive outpatient services along with prevention and substance use intensive services. They have a men’s halfway house in Norlina. Walk ins are allowable and their hours are 8:30 am – 5:00 pm, Monday through Friday. Ms. Teachey indicated that they see clients beginning as young as five years of age. Freedom House Recovery is hoping to have a mental health therapist on staff by the end of October.
- Ms. Teachey shared that Freedom House Recovery has had difficulty during COVID-19. There has been a notable increase in substance use and mental health needs due to job and home loss. Providing services while social distancing has been challenging and telemedicine has slowly been accepted by clients. Freedom House Recovery accepts clients from the Five County area. A new client assessment is the first step in receiving services and placement for services such as peer support, individual, group services, etc. Freedom House Recovery receives B3 funding for those without Medicaid or insurance; they are billed as IPRS clients with state funds. Ms. Teachey indicated that the highest need is for transportation due to their location in a rural county and many clients do not have good internet/phone services which has made telemedicine services difficult.

IV. Cardinal Innovations Healthcare Updates

Monae Davis, Deborah Hendren,
King Jones

- Monae Davis shared information about a Cardinal Innovations campaign called Cardinal Innovations Goes Pink. The Northern region Community Operations team is planning a Virtual Breast Cancer and Mental Health Awareness Event on Wednesday, October 28th, 2020. This will be a two-part virtual event to highlight Breast Cancer Awareness. From 10:00 am – 12:00 pm is presentation and panel; will include details on breast cancer awareness, screening, available resources from local agencies, health providers, and regional influencers. From 2:00 pm - 3:00 pm there will be a Secondary Trauma and Self-care session. All sessions will be provided via WebEx and registration is required. Ms. Davis requested assistance in promotion of the event. Ms. Davis invited a CFAC member co-present the first session. Angelena Kearney-Dunlap encouraged Northern CFAC members to consider co-presenting and will fill that role if no one else states that they are interested.
- Deborah Hendren addressed the need for the August 2020 Minutes to be reviewed and voted on. There were comments to Board that were omitted from the approved Minutes. Ms. Robinson-Flood motioned for the updated August 2020 Minutes to be approved with the inclusion of the comments to the Board. Dianna Talley seconded the motion. The voting was unanimous, the motion carried, and the August 2020 Minutes were approved with edits.

v. CFAC Relational Agreement

King Jones

- King Jones shared that in June, the Northern CFAC reviewed and approved the edited Relational Agreement. The Triad CFAC did not agree to the change of the Relational Agreement due to an issue with statement of CFAC reviewing Cardinal Innovations budget. State statute indicates that CFAC should review the county program budget or the area authority budget. Cardinal Innovation is an area authority and not a county program. The state statute was written when counties were responsible for managing mental health funds but that is not the state structure now. Given that Cardinal Innovations is an area authority, the Relational Agreement was edited to reflect this and what Cardinal Innovations CFAC committees are responsible for. Triad CFAC wants to review county budgets and have input in Maintenance Of Effort (MOE) funding that go toward behavioral health services. Some counties choose to give 100% or a portion of their MOE funds to Cardinal Innovations, to serve as a pass through of these funds. Cardinal Innovations does not take administrative costs nor give direction in where the MOE funds should go. Each county indicates how their MOE funds should be allocated. Triad CFAC wants to review the MOE funds for the counties in their region. This request is out of alignment with the state statute. Triad CFAC sent a detailed letter to all CFAC chairs, outlining their concerns. This request was presented at the CFAC Steering Committee meeting in October. Mr. Jones requested that the Northern CFAC vote on whether to approve Triad CFAC proposed changes. Ms. Kearney-Dunlap requested clarification if the MOE funds allocation is detailed or a lump sum per each county. Ms. Kearney-Dunlap requested that Northern CFAC delay voting until the November meeting to give time to clarify how the Northern Region MOE funds are being allocated. Given that the CFAC Steering Committee does not meet until January 2021, there is time to accommodate this request.

vi. Fourth CFAC Board seat

King Jones

- Mr. Jones shared that the County Commissioner Advisory Board (CCAB) decides who serves on the Cardinal Innovations Board of Directors. The CCAB agreed to add a fourth CFAC member the Cardinal Innovations Board of Directors, to have CFAC representation from each region. Mr. Jones met with Cardinal Innovations' General Counsel Chuck Hollowell and the three current CFAC Board members, Beverly Morrow, Jean Andersen, and Terry Cox, to lay groundwork. The CFAC representation on the Cardinal Innovations Board of Directors will need representation from each of the three required populations served, including SUD, MH and IDD, and adding TBI. DHHS is considering adding Traumatic Brain Injury (TBI) as a targeted population group. Those with TBI are frequently grouped within the IDD population but their needs are different. Mr. Jones indicated that each regional CFAC will need to submit two individual nominations to fulfill this fourth slot on the Cardinal Innovations Board of Directors. The CFAC Steering Committee (CFAC-SC) would review all nominations to ensure all disability groups are represented. If all the required disability groups are not represented within those nominations, there will be a request for a third nomination from each regional CFAC. The commitment for the Cardinal Innovations Board of Directors is one full day every other month as well as serving on a subcommittee. Interested individuals must submit a personal profile, outlining qualifications to be reviewed by CFAC-SC to make sure applicants meet the statutory requirements. Once CFAC-SC makes those approvals, the applications go to CCAB. Mr. Jones indicated that this process needs to be formally voted on by Northern CFAC. Ms. Talley motioned that the process for the fourth seat to serve on the Cardinal Innovations Board of

Director be approved. Martha Green seconded the motion. The voting was unanimous, and the motion carried.

vii. Annual Quality Management Plan

Michael Norton

- Michael Norton indicated that Paula Newman is still working with Cardinal Innovations but now with a clinical unit in Quality Management, so she will not be presenting the dashboard to Northern CFAC moving forward
- Mr. Norton reviewed two documents with Northern CFAC, beginning with the Five County Community Office Quality Dashboard. This dashboard reflects the grievance data from FY20, which reflects information from June 1, 2019 – June 30, 2020. There was a notable decrease in grievances from last year across all Cardinal Innovations. This could be associated with COVID-19. In FY19, there was a total of 74 grievances and in FY20 there were 37 grievances in the Five County area. For grievances for all the regions, there were 625 grievances in FY19 and 483 grievances in FY20. For FY20, the highest number of reports were made in August with a general slow decline. Mr. Norton reviewed the grievances by types. The highest is for Conflict with a Provider. There was one grievance for potential fraud but in FY19, potential fraud was the second highest. Mr. Norton shared information on grievances by service. Peer Support and Innovations Waiver received the highest number of grievances. Two services that are now on the list that were not in the top 10 the previous year are Assertive Community Treatment and Community Support Team, but both had a relatively low in number of grievances. Mr. Norton indicated that regarding provider monitoring reviews, the state asked all MCO's not to do monitoring activities due to COVID-19 as of mid/late March 2020. The request was made so that providers could figure out how to continue to deliver services and not focus on monitoring reviews so there is little activity in the fourth quarter. Mr. Norton shared that Quality Management does not review cultural competencies any longer because it was duplicative with when they applied to become a licensed provider. Any reviews in fourth quarter were done virtually for new sites and providers and were only health and safety reviews. Review Scores were reviewed, with an average above 90% which is typical. A Review Score of 85% is required by the state. If there is a Review Score of less than 85%, Cardinal Innovations requires the provider to develop a Plan Of Correction (POC). We typically see more POCs than paybacks needed from a provider.
- Ms. Robinson-Flood requested clarification on specifics of why the highest number of grievances are for Peer Support and more details on what the grievances are. Mr. Norton was uncertain but can provide that information during the next meeting with future dashboard reports.
- Mr. Norton reviewed highlights of the Annual Quality Strategy and Performance Improvement Plan, which is a 99-page document. Mr. Norton indicated that he could share a written summary of the Plan to CFAC members but said that the document isn't official and requested not to share document. Mr. Norton will email the summary report to Northern CFAC members with the expectation that it is not shared. The report is an annual requirement by NCQA (credentialing

body) and DHHS. Feedback is solicited from CFAC and other stakeholders; the summary report is still in draft form, pending input from CFAC.

- The program description (pages 3-13) reviews the Performance Improvement program that discusses the role of each department, with a focus on member safety through existing Continuous Quality Improvement (CQI) activities along with health and safety reviews of newly contracted sites. In addition, the Quality Critical Incident Review Committee (QCIRC) meets to review serious incidents involving issues of member health and safety to prevent a reoccurrence of issues. Quality Improvement accomplishments during the past year are reviewed on page 17. One of those accomplishments involved members on the Innovations waiver with a focus on integrated care and ensuring that they have a medical appt with physician during this year. An in-depth review of the Quality Improvement goals and outcomes from last year, as well as goals carried over from last year as well as new goals for this year, are highlighted on page 17-53. Mr. Norton said that input from Northern CFAC is encouraged.

VIII. NC DHHS Updates

Stacey Harward

- No report; Stacey Harward was not present during this meeting

IX. Old Business

Angelena Kearney-Dunlap

- Ms. Kearney-Dunlap shared that she had received a quote from an outside vendor to produce a Northern CFAC video for \$2500. Dianna Talley expressed concern with paying a vendor from the CFAC budget versus using the services from the Communications Department at Cardinal Innovations. Ms. Talley indicated that timing for video delivery may be similar but utilizing the Communications Department will save on costs. Deborah Hendren will inquire about the timeframe from the Communications Department and report to the group. In the meantime, Angelena asked each Northern CFAC member to prepare a paragraph on what they would like to individually discuss during their time on the video.
- Ms. Kearney-Dunlap indicated that the bags for community distribution will need to be restocked and kept up to date. Ms. Kearney-Dunlap suggested the need for hand sanitizer to be offered in the community bags.

X. State CFAC, Community Board, and Corporate CFAC Updates

CFAC Members

- Ms. Kearney-Dunlap informed the group that State CFAC meets tomorrow virtually at 9:00.
- Ms. Kearney-Dunlap will recommend that the Community Board and Corporate CFAC examine providing assistance in the following areas:
 1. Transportation
 2. Better internet and telephone for telehealth provision
 3. Training on forms so service delivery is not delayed for providers
 4. Release of members too quickly without allowing prescribed medicines to show effectiveness
 5. Supports for individuals that are blind

XI. Recommendations to Board

CFAC Members

- See notes above for reporting to the Community Board and Corporate CFAC.

XII. New Business & Action Plan Review

Angelena Kearney-Dunlap

- Nothing reported.

XIII. Action Steps

CFAC Members

- Nothing reported.

XIV. Community Involvement Updates – Trainings/Conferences/Events **CFAC Members**

- Provider Council:
 - a. Penny Tane reported that there are issues in rural areas that urban areas don't experience, pertaining to the lack of PPE safety equipment to include gloves, masks, sanitizer. PPE equipment can be difficult to locate in the rural areas and are frequently more expensive. Providers are purchasing in bulk when they are located.
 - b. Many staff at providers got a salary bump for COVID-19 related risks. Providers are concerned they will lose residential staff when salaries are adjusted "back to normal" once the risk of COVID-19 decreases.
 - c. Ms. Tane shared that there is a job opening with Vance Recovery for a front desk receptionist. Ms. Tane will email information to CFAC membership.
- Regional Health Council
 - Per Michael Tane (via Ms. Tane) there isn't a report because the group hasn't met. The group meets later in the month.
- Steering Committee
 - Ms. Kearney-Dunlap provided details on the Bonnie Schell Scholarship. The CFAC Steering Committee is comprised of the Chair of each of the four Regional CFACs, who will review all pending applications for scholarship funds, excluding the Regional CFAC Chair from the corresponding region where the scholarship application originated from. Ms. Kearney-Dunlap encouraged CFAC members to promote the Bonnie Schell Scholarship in the Northern Region.
 - Mr. Jones informed the group of the email address for the Bonnie Schell Scholarship: scholarship@cardinalinnovations.org

XV. New Member Appointment/Considerations

CFAC Members

- Ms. Kearney-Dunlap shared that she reached out to Reverend Mark Jones regarding his ongoing interest in serving on Northern CFAC. Reverend Jones confirmed that he remains interested in serving on Northern CFAC. His membership was in question due to absence of more than three meetings as of September 2020. Ms. Kearney-Dunlap will reach out to Reverend Jones again due to his absence tonight.

XVI. Public Comment

Community Members

- Ms. Tane was excited to share that her daughter received the Leadership award from the Special Olympics of NC.

- Ms. Tally shared that there will be COVID-19 testing on Thursday in Soul City from 4:00 – 7:00 pm at the fire station. Free testing is offered regardless of insurance status. Testing will continue through December. Please share this information in your communities.
- Ms. Kearney-Dunlap shared that there will be a Warren County Citizens Advisory Committee meeting on Thursday from 6:00 – 7:00 pm.

xvii. Adjournment

- Meeting adjourned at 8:00 p.m.

Angelena Kearney-Dunlap

Deborah Hendren, CPS

Community Operations Manager – Northern Region

10/13/2020

Date