

Central Region Consumer & Family Advisory Committee

Meeting Minutes

October 6, 2020 - 5:30PM-7:30PM

Via WebEx 1-415-655-0003 | Access Code: 1605386957#

Committee Members	Voting Member Present = P Absent = A
Heather Johnson	Present
Allen Dittmer	Present
Bob Crayton - Chair	Present
Candle Hughes	Present
Darlene Cooper	Present
Ellen Perry	Absent
Janet Sowers	Present
Jeanette Williamson	Present
Kyle Reece	Absent
Lea Ottinger-Vice Chair	Absent
Leslie Matthews	Present
Paula Harrington	Present
Stanley Cotton	Present
Steve Furman	Present
Timothy Jeffers	Present
Staff	Non- Voting
King Jones, Health & Wellness Dir,	Present
Lynn Inman, Community Operations Mgr/CFAC Liaison	Present
Ric Bruton, Central Region Dir	Absent
Guests	Non-Voting
Mary Miller	Present
Jamezetta Bedford	Present
Sarah Potter	Present
Jeannie Irby	Present
Stacey Harward, DHHS state liaison	Present

1. Call to Order and Opening Remarks

Bob Crayton called the meeting to order at 5:40 p.m.

The group welcomed commissioner Jamezetta Bedford, Jeannie Irby and Mary Miller from the Triad CFAC. It was recently learned that since CFAC is a public body, votes that will be held while we continue to meet virtually will need to occur through a “role call” vote. This means that when we have approval of minutes or voting on actions by CFAC, we need to call each person that is present on the call one at a time to record their “Yes” or “No” vote.

2. Approve Minutes and Agenda

- a. The agenda for this meeting, October 6, 2020 was reviewed.

Stanley Cotton motioned to approve the agenda as presented. Heather Johnson seconded the motion.

Roll call taken. All in favor. Motion carried.

- b. The minutes from the September 1, 2020 meeting were reviewed.

Heather Johnson motioned to approve the minutes as presented. Candle Hughes seconded the motion.

Roll call taken. All in favor. Motion carried.

3. Public Comments

- a. No public comments

4. Cardinal Innovations Reports

a. QM Dashboard Report – Michael Norton

- Michael reported on the last FY19 & FY20. This report no longer has incident data included; this information is currently being held in the IRIS system which the states requires for its records. The State benchmark for grievances requires that 90% of grievances are resolved within 30 days of submission; Cardinal is achieving the State benchmark for FYTD 1920; of grievances made about providers in the Central Region, 98.5% (64 of 65) were resolved within 30 days. Eight of the total 483 grievances were from out of catchment. In FY1920, the rate of grievances per 1,000 members ranged from 0.46 to 1.18. Across FY1819, the rate of grievances per 1,000 members in the Central Region ranged from 0.45 to 1.77 while count of members served remained predominately consistent between FY1819 and FY1920. Reviewed the table that displayed grievances by types, it was noted that conflict with provider was at 18, inadequate treatment at 9. Reviewed the top 10 services with grievances. As we review the data, we are looking for trends that we may need to focus on and try to determine the root causes to rectify. Reviewed Provider monitoring reviews – based on the states direction we suspended all monitoring activity of providers due to COVID around the middle of March. Reviewed the NC Provider monitoring review scores – In FY1920, 62.5% or 30 providers of the 48 reviewed in the Central catchment area scored 100%. Only one provider (2%) scored below 85% during FY1920. No reviews were completed in Q4 FY1920. ***Please note – Cardinal Innovations Quality Management requires any provider receiving out of compliances on selected review items and trending out of compliance areas to complete a POC as a standard measure to prevent future out of compliances.***

Reviewed the monitoring review outcomes – For FY1920, 42 of 165 reviews (25%) required a POC and 17 of 165 reviews (10%) required a payback. The next QM dashboard report will take place March 2021.

b. Annual Plan Review – Michael Norton

- Annual plan outlined the requirements of the division of health and human services as well as our accrediting body and the national body of quality assurance. CFAC members wanted to have feedback of the reporting documents before it goes to the board. Included in the plan – Program Structure with Cardinal Innovations. This section focuses on member safety.
- Also listed in the plan for this year will include goals and projects that are currently in place for the coming year. Which out will include integrated care for the members under the innovations waver. Cardinal Innovations continues to exceed the 90% benchmark for members supported by Innovations Services who receive primary care or preventive health service during the year. During the majority of measurement periods, the rate continued at or above 95%. Prioritizing health care for our members served through the Innovations Waiver continues to be an important step toward integration and whole-person care. A cross departmental strategic plan has been implemented to increase care following hospitalizations, as follow-up care is essential to the prevention of further hospitalizations and increased quality of care for members. The impact of those interventions has led to an achievement of the 40%+ target for Medicaid services and 30-day post hospitalization services. Goals from last year will carry over into the new year. Feedback for any further changes or suggestions of information that will go to the board will need to be turned in by Friday, October 9th. Members with important informational changes will be sent from Michael Norton.

c. GCQI Update – King Jones

Discussion within the meeting dealt with members that were coming out of the hospital that needed follow-up visits.

d. Central Region CFAC Budget – King Jones

CFAC budget information sent out earlier. Each region was given \$18,000 as their beginning balance – so far CFAC Central’s balance is currently ending at \$16,285 this amount will decrease to include the requested workshop meeting/event stipends. This includes the stipends and the stipends that will be given to the peer support workshop team members. Going forward due to some budget constraints within the community operations team some funds have been moved that were allocated to all community governance to other parts of the budget. They will be split evenly to include CAC, RAC, etc. We are making sure that we are continuing to get stipends for conferences and trainings. King will make sure final amount is reflected in the budget.

e. Bonnie Schell Scholarship Fund Update – King Jones

As part of the last Steer Committee we some added some clarifications to this scholarship. With us now having 4 chairs, it was determined that the chair from the region that the application is coming from that chair would not vote on that application. Due to COVID and the trainings in the spring not taking place, money that was not used from the Bonnie Schell Scholarship were rolled over in the amount of \$1,907 added to the \$5,000 annual amount, gave us a new total of \$6,907 to be split throughout the committees. Breakdown below:

Allocation for FY21 = \$5,000

Rollover from FY20 = \$1,907

Total funds for FY21 = \$6,907

Each of the four regions are allocated = \$1,726.75

Most recent agreement was that regions would be allocated ¼ of the total funding for Bonnie Schell Scholarship through March and then all the remaining funds are open to all regions as of April 1

Two applicants since start of FY21

Both applicants from Triad region to be trained as Peer Support Specialists for \$250 each scholarship

Remaining Bonnie Schell Scholarship funds for Triad region is \$1,226.75

Remaining funds in Bonnie Schell Scholarship for FY21 = \$6,407

f. Board Member Process – King Jones

King sent a copy of the CFAC 4th Board Member process to the committee that outlines the need to add an additional board member in order to have a board member present in each region. The current CFAC Board members have met to get the process moving. It was presented to steering committee to get additional input and the following item was added: ***The nominated individuals will submit a personal profile outlining their qualifications as outlined by the Board of Directors Bylaws.*** This will also require some By-law changes. We need to make sure that we have representatives from the three divisions of MH, IDD and SA. Since the state is moving toward TDI disability group we wanted to be ready. Going forward we will be split between regions and between 4 disabilities groups. We are asking that each region submit two nominees, a primary and secondary. We want them to be from different disability groups. Each nominee will submit a personal profile outlining qualification which will be reviewed to make sure that they fit the criteria. King outlined the entire document and the characteristics of a good board member. Please review documents sent previously.

g. Regional Director Report/Member Engagement Update – Lynn Inman

Lynn – no updates or reports.

5. DHHS Report/CE&ET Updates – Stacey Harward

- a. Stacey sent the CNE updates to the committee members prior to the meeting. Information included in the CNE consisted of upcoming townhall meetings and trainings. Please email or call Stacey for any questions or updates. Also note that trainings are listed on the website.

6. New Business & Action Steps

a. Alternative Meeting Dates

- Suggestions for meeting changes days and times - no definite day/date or time was decided. Bob will send out a poll for everyone to respond to – it was motioned by Timothy Jeffers to table until next month's meeting.

b. Training Requests – Bob Crayton

Pinehurst Conference will be held December 2nd through December 4th – early bird rate for CFAC members half off at a rate \$125.00 and if there are 4 that commit to going the 5th registration fee is waived. If we have any CFAC members that are wanting to attend, we will be able to get the 5th persons registration waived. Stacey Harward will send information to the group. A head count will be taken and further information on how to proceed will follow. Attendees will include Bob Crayton, Heather Johnson, Janet Sowers and Leslie Matthews.

Darlene Cooper made a motion to approve the training request at \$125.00 for 4 to attend the Pinehurst Conference.

Motion seconded by Candle Hughes.

Motioned carried. Roll call taken. All in favor.

7. Old Business & Action Steps

a. 2020 PSW Summary – tabled.

b. Steering Committee Reports – Janet Sowers

- Relational agreement approved by the Northern and Southern region. Once Triad provides an amendment, it will be brought back to the committee for review. It was discussed as to whether chairs would serve only one year, the current chair and co-chair were asked to stay on for another year. Reviewed the annual reports. Slots for the board of directors were discussed. Next meeting January 7th - 7:00pm – 8:30 pm. Cultural competency report presented regarding the training schedule before the holidays, they decided on “unconscious bias” for the speaking points. The goal will be to have trainings by June with at least 200 attendees. It was suggested that King set up a Zoom meeting to discuss any amendments for CFAC members.

c. Clients Rights Committee Report – Bob Crayton

- Concerns regarding if members that move out of catchment would still be eligible to represent the catchment that they were originally assigned to.
- In order to make this determination it was suggested that everyone please submit your contact information (home address), updated emails and emergency contact information. Send to King and Bob Crayton (Bob will send an email asking for updated information, even if you have not had any changes, please submit).

d. Ongoing discussion on Membership and Recruitment

8. Recommendations to Board

a. FY2019-20 Annual CFAC Report – October 16, 2020 – Bob Crayton

- Bob Crayton suggested that the presentation go to the board.

9. Community Involvement Updates – Trainings/Conferences Events

a. NC Collaborative *Virtual* Regional Policy Institutes

October 6th & 26th

b. NAMI NC 2020 *Virtual* Conference - October 10, 2020

c. Virtual Pinehurst Conference - December 2-4, 2020

10. Adjournment

Janet Sowers motioned to adjourn the meeting. Allen Dittmer seconded the motion. All in favor. Motion carried.

Meeting was adjourned at 8:39 p.m.