

# Central Region Consumer & Family Advisory Committee

## Meeting Minutes

November 3, 2020 - 5:30PM-7:30PM

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

Note: **Due to the COVID-19 pandemic and the Governor's Stay-At-Home Order, this meeting was held by WebEx and conference call.**

Committee Members	Voting Member Present = P Absent = A
Allen Dittmer	P
Bob Crayton - Chair	P
Candle Hughes	P
Darlene Cooper	P
Ellen Perry	A
Heather Johnson	A
Janet Sowers - <i>Interim</i> Vice-Chair	P
Jeanette Williamson	P
Kyle Reece	P
Lea Ottinger - Vice Chair	LOA
Leslie Matthews	P
Marjorie Davis	A
Paula Harrington	P
Stanley Cotton	A
Steve Furman	P
Timothy Jeffers	P
Staff	Non- Voting
Stacey Harward, Community Engagement Specialist, DMH/DD/SAS, CE&E Team	P
Trey Suttan, Chief Executive Officer, Cardinal Innovations Healthcare	P
King Jones, Health & Wellness Dir,	P
Lynn Inman, Community Operations Mgr/CFAC Liaison	P
Ric Bruton, Central Region Dir	A
Guests	Non-Voting
Mary Miller	P
Sarah Potter	P
Jeannie Irby	P

### 1. Call to Order

King Jones called the meeting to order at 5:36.

## 2. Approve Minutes and Agenda

- a. The agenda for November 3, 2020 reviewed and approved.
- b. The minutes from the October 6, 2020 meeting were reviewed.

Kyle Reece motioned to approve the minutes as presented. Candle Hughes seconded the motion.

Roll call taken. All in favor. Motion carried.

## 3. Public Comments

- a. Meeting remotely – until January, but we will review as time gets closer.
- b. CFAC only meets 11 months in the year – in July 2019 the group voted not to meet in December.

## 4. Special Guest: CEO's Message/Announcement

Trey Suttan did an update regarding Union and Cabarrus counties' request to disengage from Cardinal Innovations. Trey has talked to county managers, and with family members and the message that was relayed is that there will not be any interruptions in the care the members receive. This is a lengthy process, and everything right now will remain the same. The concerns of Cabarrus and Union county stems from child welfare, ED admissions and readmissions. We are working aggressively to address these concerns by providing the resources for our DSS partners. Since March we have added 230 new providers/services to the existing providers array. We have a couple of initiatives around ED admission and readmissions that we are currently putting in place. In reviewing Direct Support Professionals' (DSPs) pay, we notice that the pay was low, we are working with our peer CEO's to make sure that this is at the top of the legislative agenda. We will also be partnering with the NC Provider Association and Benchmarking to ensure that we are driving Direct Support Professionals' pay, when developing the legislative agenda in the spring of 2021.

Questions/Concerns:

1. Janet Sowers had a question about what the State issues are – if there's not enough services or not getting the services they need? – Trey explained their concerns.
2. Janet Sowers - is Partners offering somethings that are new or different from what Cardinal initially has? – Trey, we don't know, but we will continue to take care of our members until told otherwise.
3. **Email sent regarding the resources with the link concerning public comments – if you do not have it let King know.** Trey posted the link in the comments section:  
<https://www.cardinalinnovations.org/About/News/An-Open-Letter-to-Our-Community>

## 5. Cardinal Innovations Reports

### Community Updates

#### a. GCQI (Global Continuous Quality Improvement Team) Update – King Jones

No specific updates – reminder, if anyone is interested in joining, this committee is allowed to have 1 person from each Regional CFAC join, please let King know. The group will approve interested member, this meeting occurs monthly. King will supply group with specific information.

**b. Central Region CFAC Budget – King Jones**

King will circle back regarding the budget; King will send a copy to the group this week.

**Regional Director Report/Member Engagement Update – Lynn Inman**

**a. COVID-19 updates**

No updates currently.

**6. DHHS Report/CE&ET Updates – Stacey Harward**

Sending the CE&E updates to King, he will make sure the group gets the updates. The month of November consists of Alzheimers Month, Diabetes Awareness Month, Caregivers Month, Native American Heritage Month, Military Family Appreciation Month, and National Family Health History Day is November 26<sup>th</sup>.

- a. State CFAC, November 4<sup>th</sup>;
- b. State to Local Collaboration Call has been rescheduled for November 18, 2020 at 7:00-8:30pm due to Thanksgiving Holiday;
- c. Joint DMHDDSAS & DHB COVID-19 Update: Providers Thursday, November 5, 2020 at 3 pm;
- d. Joint DMHDDSAS & DHB COVID-19 Update: Consumers Monday, November 16, 2020 at 2 pm;
- e. Joint DMHDDSAS & DHB COVID-19 Update: Providers Thursday, December 3, 2020 at 3 pm;
- f. Joint DMHDDSAS & DHB COVID-19 Update: Consumers Monday, December 14, 2020 at 2 pm;
- g. Three more LME/MCO Town Hall meetings – Sandhills, November 5; Trillium, November 12<sup>th</sup> & VAYA, November 19<sup>th</sup>. You welcomed to participate and submit questions UNC-TV will be assisting in the Facebook live stream of these events at Thursdays at 6 pm. Go to <https://tinyurl.com/DHHSVirtualTownHallEvents>.
- h. November 11<sup>th</sup> in Raleigh at State Capitol celebration will be held to honor Veterans.
- i. Register for i2i Pinehurst Virtual Conference scheduled for December 2- 4, 2020.
- j. 12th Annual “One Community in Recovery” Conference Inclusion, Justice, and Reflection: The Hindsight of 2020 scheduled for June 9-11, 2021 in Greensboro, NC.
- k. Veterans Resource Guide available from the link that King will be sending. <http://ncgwg.org/wp-content/uploads/2018/07/dmva-guide-2018-rs.pdf>
- l. Contact your health care provider or visit [vaccinefinder.org](http://vaccinefinder.org) to find a convenient location to get a flu vaccination near you.

**7. New Business & Action Steps**

**Central Provider Partners Council Report – Janet Sowers**

Information from October 16<sup>th</sup> meeting – the group to have elections for officers in December - only one vote per agency. It was mentioned that the authorization process was still in the process of being changed from provider direct to guiding care. This change will make authorizations less troubling. This will happen at the end of January and will allow 30 days before the go-live date for providers to test and review the system. Heather

from Freedom House will do the roll-out. (Not sure of which provider) with COVID, concerns with barriers and lack of services and funding. One provider reported reduction of services by 30% since the shut down in March. They have instituted wellness checks with contacts twice a week. Halfway house with limited access, it was difficult to have meetings, all are being conducted virtually. Roanoke Rapids facilities had to suspend services due to limited PPE. Kelly from Cardinal did updates regarding b3 services. Culture competency meeting request made for universal barriers to address later. Michael Norton gave updates. Heather from Freedom House reported that they will have a new director starting November 16<sup>th</sup>. Next Central Provider Partners Council meeting scheduled for December 4<sup>th</sup>.

### **Cardinal CFAC Town Hall – CFAC Members**

Trey Suttan and Victor Armstrong attended this meeting. Weekly calls being conducted regarding COVID. DHHS grants discussed that are being distributed to local organizational groups. COVID restrictions – still in Phase 3, opening some of the businesses. Health impacts of COVID. Substance use, alcohol and opioid abuse are on the rise. Employment is a continued issue. **These town halls meeting have been recorded go onto UNC-TV website page to view them all. Link will be sent to members.** <https://video.unctv.org/show/mental-health-suicide-prevention-series/>

### **8. Old Business & Action Steps**

#### **2020 PSW Summary/Evaluation – Paula Harrington/Leslie Matthews**

50 people registered, and 26 attended. Packets went to 20 people; Leslie printed all certificates. They thanked everyone for their participation. Received evaluations which expressed positive feedback. Updated list will be sent to include those that want to be included.

#### **Ongoing discussion on Membership and Recruitment – CFAC Members**

**Jeannie Irby's Membership** – we will need an application from Jeannie. King will send Jeannie an application for submission to be returned and this will be tabled until next meeting 1<sup>st</sup> Tuesday of January 2021.

### **9. Recommendations to Board**

No recommendations currently

### **10. Community Involvement Updates – Trainings/Conference/Events – CFAC Members**

i2i Pinehurst Virtual Conference – December 2-4, members attending include Leslie Matthews, Bob Crayton, Janet Sowers, Heather Johnson, conference registration fee has been paid, members will need to register for themselves. All sessions will be made available 3 months after conference has ended.

### **11. Comments/Next Agenda Items**

- a. Jeanette – completed certification for CPR and first aid, she is now a first responder.
- b. Next Central CFAC meeting Tuesday January 5, 2021.

## 12. Adjournment

Kyle Reece motioned to adjourn the meeting. Candle Hughes seconded the motion.

All in favor. Motion carried.

Meeting was adjourned.

Submitted By: *Darlene Russell*, Cardinal Innovations Business Administrator for Community Operations