

**Triad Region Consumer & Family Advisory Committee
Meeting Minutes
April 13, 2020
WebEx**

Committee Members	Voting Member Present = P Absent = A
CFAC Chair – Obie Johnson	A
Co-Chair- Sarah Potter	P
Dennis Lynch	P
Gladys Christian	P
Glenda Smith	P
Julie Whittaker	P
Kelly Owens	P
LaKessiah Henderson	P
Mary Anecelli	A
Mary Miller	P
Matt Potter	P
Michael Thompson	A
Pam Goodine	P
Ricky Graves	P
Samuel Gavurin	A
Terry Cox	P

Tim Gallagher	A
Staff	Non-Voting
Bob Scofield-Member Engagement Specialist, CFAC Liaison, Cardinal	P
Rhonda Blair-Project Support Specialist, CFAC Clerk, Cardinal	P
Reid Thornburg- Regional Director, Cardinal	P
King Jones-Director of Health and Wellness, Cardinal	P
Guests	Non-Voting
Wes Rider, DHHS	P

Call to Order/ Welcome/Introductions

Obie Johnson

Mary Miller called the meeting to order at 5:54 pm.

Agenda and Minutes Approval

CFAC Members

Agenda-Agenda was approved by consensus with no objections.

Minutes-Minutes were approved by consensus with no objections.

Public comments

Community Members

There were no public comments

Steering Committee Report, State CFAC, Regional Health Council, Corporate Board Updates, Provider Council

Tim/Pam/Ricky/Sarah/Matt/Terry/Gladys

Steering Committee- Pamela's notes for Bonnie Schell.

How can we identify who is a member and who is not?

The Bonnie Schell Committee will continue to use the honesty policy and trust those who apply. We also use addresses to identify region. The scholarship does not ask for specific proof that an applicant is a member due to HIPPA

and the Violation of privacy. The applicant only asks that they identify which area they fall into 1. a person living with mental health or Substance use disorder 2. family member of a person MH/SUD or intellectual disability disorder. 3. Parent or guardian of one of the three.

Members of CFAC have been on the waiting list for multiple years and been excluded to apply for the grant.

They can apply for the Bonnie Schell. If they are receiving any type of service, this includes CFAC members.

Will we drop the 45 day requirement for applications?

No. It will remain in place.

NC TIDES grant payment of \$243 was delayed due to rescheduled date. The balance is \$1525.25. Funds are open to all regions, first come first served.

Steering Committee- Ricky reported the committee agreed to Julie's suggestion to rearrange the order of the duties. He mentioned they also discussed the by-laws and they are planning a statewide meeting next year. Terry discussed TBI and asked if there is a TBI waiver. Matt said they are working on it but he does not believe there is anything operational yet. Sarah mentioned there is a pilot through Alliance for TBI. Lakessiah stated someone mentioned there was an issue with trying to identify individuals with TBI. She said she seen on the DHHS site that they have several data initiatives to help determine the people who has a TBI. She wanted to know if in the future it was possibly to speak with someone or have someone from DHHS to attend a meeting to help word the process of how they help identify the number of people with a TBI, how it would affect representation and to get different ideas about how the process is being screened and how to identify people. Bob suggested adding this topic to the agenda for May.

State CFAC-Sarah's notes for State CFAC.

State doesn't have policy for hospital admittance for IDD and TBI. Some advocates are working on it. Send comments to DHHS Covid website. Children with Autism regressing at home without therapies. Many children don't have access to computers. Kate Barrow gave excellent presentation on Effective Systems Advocacy - how to work together to change a system to better meet the needs of a community, how to achieve a united voice and support one another. Still plan to have SCFAC Legislative Day on May 19

and will use Facebook, Twitter, emails, and fax. Expressed need for training to develop new advocacy leaders for People with Disabilities, like Partners in Policymaking. DHHS is working on something in house, and DD Council gave grant to DRNC to develop program. Discussed impact of Covid: people in need of MH support, increase in number needing Medicaid, increase in domestic violence, suicides, PTSD (especially in First Responders), housing challenges, prison populations, congregate living situations, need for grief counseling. MCOs told they can use up to 15% of risk reserves - flexible dollars. Will work to keep providers afloat. Kate gave presentation on Self-Care: can't pour out of an empty cup. Make a plan (like WRAP and WHAM). Will offer to LCFACs as webinar in the future. Julie reported at the State CFAC Legislative Day, CFAC was asked for a resolution with their county Commissioners. She said she wasn't able to give it to them at their regular meeting but it was on the agenda for their virtual meeting on April 13, 2020. She said she was confident the Commissioners will endorse the document and have it ready in time for the next Legislative meeting. She asked if she should forward the resolution to Kate Barrow or send it back to CFAC. Sarah suggested sending it to Kate.

Regional Health Council-See notes under "New Business"

Corporate Board- Terry reported the next meeting will be on April 24, 2020. It will be a virtual meeting from 9:00 am – 4:00 pm. He mentioned the board is still working with Triad CFAC regarding an additional member for each of the four regions as well as working on the plan regarding accountability issues that Tim wanted info on. Bob will send info regarding the meeting. Mary Miller asked, did they discuss having a regional representative on the board. Terry mentioned adding a new position to the Board.

Provider Council- Gladys notes for Provider Council

1. Need for MCOs to produce disaster plans for review. Providers need to see these plans to align our own with state and federal resource supports.
2. Providers have laid off many employees across IDD, SUD, MH services. Some providers are exploring PPP loans from the Federal government to retain staff.

3. Workers in IDD, SUD, MH services are considered essential workers by Cardinal and providers.

4. Residential providers are feeling the strain of trying to access critical resources to prepare for COVID-19 outbreaks. Limited PPE, limited space in congregate settings and no negative pressure rooms, lack of staff (Support Professional workforce crisis), and inadequate financial resources (10-30% rate increases by the MCOs, which does not equate to substantial pay increases needed to recruit during the COVID-19 outbreak. These increases represent \$2.00 - \$6.00 an hour more for Support Professionals. The average pay is \$10.72, which means that they would still make well below those on unemployment (\$23.00 avg, per hour at home during COVID-19).

5. You can share as a Horizons Board Member that we have been thankful for Cardinals and Partners outreach and partnership throughout this crisis and that we feel they will do all they can to support us. We hope that some of the other MCOs will also make direct contact and discuss the requests for support that have been made (i.e., emergency staffing support, double the funding to double the wages, emergency housing options to reduce exposure in congregate settings, and development of negative pressure rooms in congregate settings).

Reports from SUD, MH, I-DD Advisories/ Registry Project

Dennis/Mary/ Pam/ Potters

MH/SUD- Dennis reported the committee plans to meet on April 16, 2020 via WebEx. He mentioned they are, developing relationships in the community through grants. He said they approved a second grant submitted by Phillip Widener to the Veteran's Court. Phillip is the coordinator of the program. There are also two grants for returning applicants that are up for consideration at the next meeting. Rasheeda is asking for a grant for her new program, 'Oracle of Youth, Inc.' and Diane Walker for 'Little Joe services'.

I/DD-Lakessiah asked which agencies are set up to help families with online support, food and gift cards, etc. Sarah said the one she has heard of the most is Family Support Network. She mentioned there are a few workers

from the agency taking calls from home to help people in need. She said they can contact Rosa Sanchez, director at 336.403.3012 or Chris Gentry. Lakessiah asked does online or phone support include mental health. Sarah said that is the way she interpreted it but she will have to confirm it. Lakessiah asked are other agencies providing online services such as Daymark. Sarah said she wasn't sure. Julie will send a copy to Bob of services that Daymark is providing during covid. Terry said Daymark does offer telehealth to clients. Sarah gave two phone numbers that people can call for assistance. For medication assistance for people who have lost their jobs can call 1-877-490-6642 7 days a week from 7:00am -11:00 am. The other helpline is Hope for NC which helps build resiliency and they provide crisis intervention 24/7 1-855-587-3463.

Registry Project-Bill Donohue gave an update on the Registry Project which has 667 Facebook followers and over 300 has signed up on website with 38 NC counties represented. The Registry Project will need to restart the engine after our March 7 Rally and be more present in community when possible (ex. parades, conferences, etc.). With Covid,, we have expanded what we're standing for - human and health rights - need to be at the table. We are supporting DSPs who make less than you can on unemployment. They don't make a livable wage, yet they are indispensable. They should get hazard pay, childcare, health care, PPE. ICFs need help ASAP. There is lack of support to protect people in congregate settings. Residential providers across the state need to unite. There is a lack of preparation and they need an emergency plan to avoid uncertainty in future. MCOs should work together to submit an emergency plan. Horizons has sent letters to the state to support DSPs which we support (attached). State has released some reserve funds to MCOs to spend (flexible dollars) and each MCO is using differently. Some are using to offer enhanced rates. Legislature and DHHS focused on budget issues and emergency efforts regarding Covid right now. Agencies are reaching out to help families with online support, food, gift cards. We want to work on transportation again, revive efforts we had done under CenterPoint. It was brought up that ABA (Applied Behavior Analysis) therapy for Autism has been ignored. Some MCOs have been moving towards telehealth but not Cardinal.

Cardinal Innovations Report

Bob Scofield/King Jones

Bob mentioned the virtual wellness center programming for April has been finalized. He said he will send something out in May. The programs are Monday -Friday at 11:00 a.m. on Facebook live and the Cardinal website. They will offer various activities. He mentioned there is a new emergency phone line called "ASK." He said he sent CFAC info regarding the grants in order to continue services. King informed members the window for grants to be submitted closed last Thursday and they are not currently accepting any applications. Pam stated someone mentioned that Monarch is closing their doors. Mary said they are still offering telehealth and may have closed the doors to new patients. Bob mentioned Cardinal was in communication with monarch to get it resolved but he doesn't know the outcome. Mary suggested the MH/SUD advisory should reach out to monarch to find out how Covid has affected their services. They will discuss further at MH/SUD advisory meeting. Mary stated she will also contact Mary Annecelli for more information.

DHHS Report

Wes Rider

Wes Rider sat in for Stacey Harward. He mentioned the CFAC self-assessment, SWOT analysis, Bob will email the document to Members. He relayed that Stacey would like to have 45 minutes to 1 hour on the agenda next month to go over the SWOT analysis. Members will need to complete the analysis independently. Wes will ask Stacey to follow up with Obie and Bob regarding this issue. Mary asked if Wes can also send any information that goes to Triad CFAC leadership to Her and Sarah. Wes mentioned DHHS has an email server called 'List Serve' that gives information from DHHS that they update daily. He said if any member or members of the community would like to sign up for 'list serve,' to email him. If anyone in the community would like to receive emails as well, they can. Sarah will also send email addresses for CFAC to Wes. Bob informed Wes that he also forwards all email from the State to members.

Old Business

Obie Johnson/ Mary Miller

1) Measurements of I/DD Supports and Network Adequacy

Tim Gallagher/ Sarah Potter

Sarah emailed Dietrick and asked for a copy of the PowerPoint presentation he showed at the last Board meeting. He said he would give it to her once Tim has added his recommendations. Once she receives it, she will send it out to members. She said he explained the maturity model and adequate staffing.

2) Peer Support Barriers/ Subcommittee

Lakessiah/Kelly

3) County Budget

Reid Thornburg

Reid followed up with Melissa Bunker and Ronda Outlaw to get information regarding the history of acquiring the budgets. During his research he found that the Medicaid and State funding was also included for all five counties as well as the maintenance of effort county budgeting information. Reid sent Bob information regarding the dashboard information for all five Triad counties. He also sent the county budget information for the 1/3 of funds that Cardinal manages for Forsyth County as well as the budgets for Rockingham and Davidson. Reid informed members that Cardinal does not manage funds for Davie and Stokes so those were not included. Bob emailed the information to CFAC members during the meeting. Reid asked that members review budgets and dashboards and let him know if it is the information they were looking for.

4) Transportation Pilot

Reid Thornburg

Reid mentioned, in 2018 there was a transportation proposal from the Seccina resource foundation that did not get approved for the community reinvestment. Matt mentioned he thinks there is a proposal for a program that is like a share-ride program like uber or lyft. Reid suggested that Julie discuss this at the community advisory council for them to consider making a recommendation to the Regional Health Council as part of the Community Reinvestment. Julie mentioned Davie has a service called Yveddi that will transport members in wheelchairs to appointments. Reid mentioned transportation is a a part of the

Medicaid Transformation plan and will be addressed from various aspects.

5) Crisis Plan

Sarah Potter

Sarah asked for a copy of Cardinal's crisis plan but have not received one from Cardinal. She suggested taking it off the agenda until she receives one. King said he will talk with Sarah after the meeting to see about getting her the crisis plan. Lakessiah asked is there anything in place to help Members with TBI and if they need a support person. She also asked what the protocol is if they do not have a support person. Bob suggested adding this topic to the agenda in May. King stated Rudy Dimmling, Chief Strategy Officer, is the head of Medicaid Transformation for Cardinal and can help with questions regarding this matter.

New Business & Action Steps

1) Regional Health Council/CACs/LBP Update

King Jones

King reported the Regional Health Council has not met yet. However; the next quarterly meeting will be next Wednesday evening, April 22, 2020 via WebEx. He announced that all applications for the CACs have been approved except Rockingham. He mentioned the Forsyth CAC met Friday and Tim sent an email reporting the officers have been elected and they set the cadence for the meetings and reviewed the charter so they will know Cardinal's expectations moving forward. King stated he sent an email asking for volunteers to participate in the local business plan and the Triad region responded well. The State pushed back their requirements for the local business plan for now due to Covid-19. He is trying to get more participants from the Northern region as well as other regions. Julie asked when will Davie's CAC meet. King said he will send something out once the members of the group decide what the best date will be.

2) Statutory work plan for year

Sarah Potter

Sarah asked if they could get a calendar for their statutory requirements that will show when they will receive information from

cardinal to help them keep a schedule. King said he will work on it.

3) Community Needs Assessment

Sarah Potter

Sarah stated that Triad CFAC has requested that members be on the committee that creates the questions for the Community Needs Assessments. She said she didn't feel there was good representation from family and members and would like to make the request again. Mary stated she would like to have someone with lived experience on the committee. Sarah mentioned there was discussion of maybe combining all Community needs assessments for the different agencies into one. King stated some counties do collaborate with their hospitals and it is on his agenda for Triad CFAC to have input next year on the Community Needs Assessments. Lakessiah asked if there was a support plan in place for someone who has been hospitalized and cannot communicate. Sarah replied, hopefully DHHS will create a document soon that will help.

4) Ricky's Flyers

Mary Miller

Ricky created a flyer to put up at Daymark, but for some reason it was not displayed. Mary ask if anyone knew why. Bob apologized and explained that due to the various communications between him and Ricky, he forgot to follow through with getting the flyers out. Pam asked if the CFAC brochures will be printed and distributed. Bob responded the brochures are being printed and they are on the communications branding site. Mary expressed her concern about not being included in the planning of the brochures.

Statutes Addressed

CFAC Members

Gaps in Services

Statutory Recommendations to the Board

CFAC Members

There were no recommendations

Community

Involvement

Updates-Trainings/Conferences/Events

CFAC Members

Community Involvement Updates

There were no community updates.

Trainings

Lakessiah asked will Cardinal update the trainings in the learning center and will they put the trainings that were conducted in person online. She also stated she has issues logging into the learning center and would like to know if information could be sent to her to assist with loggin in. Bob said he will let the staff who is over the learning center know about the issue and have them contact her. Gladys also mentioned she needs assistance.

Adjournment

Matt Potter

Matt called a motion to adjourn the meeting at 8:02pm, Pamela seconded all were in favor.

Next Meeting- May 11, 2020

Location TBD due to covid

Submitted by:

Khonda M Blain | *Project Support Professional* 4/20/20

Name, Title, Date