

Central Region Consumer & Family Advisory Committee Meeting Minutes

Tuesday July 7, 2020, 5:30PM-7:30PM

WebEx 1-415-655-0003 | Access Code: 160 713 6074 | Meeting password: Central12345

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	P
Heather Johnson	P
Janet Sowers	P
Jeanette Williamson	P
Kyle Reece	P
Lea Ottinger-Vice Chair	A
Leslie Matthews	P
Paula Harrington	P
Stanley Cotton	A
Steve Furman	P
Timothy Jeffers	P
LME/MCO and State Staff	Non-Voting
Stacey Harward, MH Program Coord, DMH/DD/SAS, CE&E Team	Present
King Jones, Health & Wellness Dir,	Present
Lynn Inman, Community Operations Mgr/CFAC Liaison	Present
Ric Bruton, Central Region Dir	Absent
Paula Newman, Northern Region QM Team Lead	Present
Guests	Non-Voting

- I. **Call to Order/Introduction** **Bob Crayton**
Meeting called to order with a quorum present at 5:45pm. Introductions made.
- II. **Consent Agenda and Minutes Approval** **Bob Crayton**
Heather made a motion to approve the minutes from June 2, 2020. Kyle seconded the motion. All in favor. Motion carried.
- III. **Public Comments** **Community Member/s**
No public comments.
- IV. **Quality Improvement Report / Executive Summary** **Paula Newman**

Paula reviewed the Executive Summary explaining that Cardinal Innovations Healthcare is required by contract with the Division of Health and Human Services (DHHS) to prepare a document that outlines our Quality Improvement program annually. CFAC members discussed the Quality Improvement Initiatives and provided feedback.

- CFAC doesn't have access to the **County Dashboard reports** that Rick Bruton used to share with them and they want this report that includes a gaps and needs analysis, etc.
- Regarding direct care staff retention, is Cardinal monitoring turnover of provider agencies? How is Cardinal monitoring the loss of staff during COVID-19? How many members currently do not have any staff and are being covered by parents/family, only?
- What is Cardinal doing about the under-utilization of authorized services?
- **Proposed Goal:** monitor the use of crisis plans and monitor the compliance with crisis protocols by the emergency and community crisis responders
- CFAC member(s) need to be on the Client Rights Committee, CGQIC and Clinical Advisory Committee.
- Is CFAC represented on the Member Provider Stakeholder Satisfaction Committee (MPSSC) regarding ECHO Survey Impact?

V. **New Business and Action Steps**

CFAC Members

Relational Agreement

King went over the final draft of the Relational Agreement. Board of Directors and Trey Sutton have signed off on the agreement. Regional CFAC chairs still need to sign the agreement. Janet made a motion to approve the Relational Agreement. Darlene seconded the motion. All in favor. Motion carried.

Steering Committee Report

Next Steering Committee meeting will be on July 9, 2020 at 5:30pm via Webex/conference call.

2020 Peer Support Workshop Planning Committee

Discussion regarding a virtual Peer Support Workshop. 4th Friday in September was agreed upon by CFAC members for the 18th Annual PSW to be held. Next conference call for PSW Planning Committee on July 13, 2020 at 6:00pm. Heather and Leslie to be included on the PSW Planning Committee.

Survey Impact Project

Still working on the report. Paula Newman shared that a Member Provider Stakeholder Satisfaction Committee (MPSSC) was created regarding ECHO Survey Impact. New Survey Impact Project getting ready to come out. Please send out documents as earlier as possible to be able to be reviewed before the meeting.

Membership and Recruitment

Central Region CFAC has received a letter of resignation from Sharon Hartwell.

V. **DHHS Report/CE & ET Updates**

Stacey Harward

Wes and Stacey will be teaching CE&E Training Series via webinars:

- | | |
|---------|---|
| June 25 | CFAC Roles and Responsibilities |
| July 9 | Making the Connection: Membership Recruitment and Retention |

July 23 Systems Advocacy

Flyers will be sent out with webinar information.

State-to-Local CFAC Collaboration Conference Call will be the 4th Wednesdays from 7:00-8:30pm.

Mark Fuhrmann is the new SCFAC Chair and April DeSelms is the Vice-Chair.

COVID-19 Update Call for Consumers, Family Members and Community Stakeholders with NC DHHS is every Monday at 2 p.m. and you will receive a phone number to call after registering.

VI. Cardinal Innovations Report

King Jones/Lynn Inman

Resource numbers shared with everyone via email.

Counties split the management of their County Budgets. Cardinal manages a percentage and county manages the Maintenance of Effort (MOE), at the direction of the county managers or commissioners.

Networking with providers on contracts for crisis plans. Once completed they will be sent out.

Resource numbers sent out to CFAC members, information on stimulus payments. If there are any virtual trainings that you would like provided reach out to Cardinal Innovations.

Lynn Inman will be the Central Region CFAC liaison.

VII. Statutes Addressed / Statutory Work Plan

King Jones

Following N.C.G.S. 122C-170 statutes were discussed and commented on:

(c) The CFAC shall undertake all of the following:

(2) Identify service gaps and underserved populations.

(3) Make recommendations regarding the service array and monitor the development of additional services.

(5) Participate in all quality improvement measures and performance indicators.

Still working on CFAC Work Plan is a work in progress. To have in either July or August.

VIII. Recommendations to the Board

Next Board of Directors meeting will be June 19, 2020 via conference call.

IX. Community Involvement Updates

NC TIDE was virtual this year with Deputy Secretary Kody Kinsley discussing the State of the State: NC's Public Behavioral Health System in a COVID-19 World beyond the safety net.

Wes and Stacey presented Community Empowerment "Nothing About Us Without Us" on how to use our voices to empower ourselves and community inclusion social capital.

NAMI Conference will also be virtual this on July 13-14, 2020 at NO cost and registration.

NC MedAssist/Alamance OTC Drive-Thru - August 15, 2020 at Trinity Worship in Burlington.

Janet gave a brief overview of the cultural competency meeting with a new chair and co-chair.

X. Adjournment

Tim made a motion to adjourn. Jeanette seconded the motion. All in favor. Motion carried.

Meeting Adjourned at 7:17 PM

Next Meeting will be July 7, 2020

Submitted by: *Bob Crayton*