

Triad Region Consumer & Family Advisory Committee Meeting Minutes

July 12,2021 | Via Zoom

Committee Members Total count=20	Position/Representation	Voting Member Present = P Absent = A
Matt Potter (Forsyth: IDD & MH)	Chair Recipient of IDD/MH services independently	P
Tim Gallagher (Forsyth; IDD)	Vice Chair Advocacy; Steering Committee Member, Forsyth CAC, local IDD Day Program Finance Committee; attends the all CFAC calls, State CFAC	P
Ricky Graves (Rockingham; MH)	Co-Chair Steering Committee Vice-Chair, Policies & Procedures Lead; RHC Chair	P
Abbi Jackson (Davidson; MH/SU)		
Dennis Lynch (Forsyth; MH/SU)	Triad Advisory Committee MH/SUD Chair and IDD Member, Greentree Board	P
Gladys Christian (Forsyth; MH)	Director of Horases Residential Care, Advisory Disability Rights of NC Member, Peer support.	P
Glenda Smith (Davie; MH)	NAMI NW Piedmont, retired educator; Triad MH/SUD Advisory Member	P
Guynette Hartman (Davie, MH/IDD)	Advocacy	P
Jon Carroll (Forsyth; MH/SU/IDD)	Peer Support Councilor and ECPR as well as Greentree	A
Julie Whittaker (Davie; MH/SU/IDD)	Davie CAC Co-Chair and RHC Member, NAMI member, Advocacy	A
Kelly Owens (Forsyth; MH/SU)	Advocacy	P
LaKessiah Henderson (Forsyth; MH/SU)	Advocacy	P
Mary Miller (Forsyth; MH)	Advocacy	P
Mary Anacelli (Forsyth; MH)	Triad MH/SUD Advisory Member	A
Michael Thompson		A
Obie Johnson (Forsyth; SU)	Immediate Past Chair, Triad Advisory Member MH/SUD	A
Pam Goodine (Forsyth; SU/MH)	Peer Support Specialist & ECPR Educator, Triad Advisory MH/SUD Member, Greentree. Steering Committee Member	P
Sam Gavurin (Forsyth; MH)		A
Sarah Potter (Forsyth; IDD/MH)	Advocacy; IDD Triad Advisory Member	P

Terry Cox (Forsyth; MH/SU)	Cardinal Board Member, Peer Support Specialist, Triad MH/SUD Advisory Member, Greentree Peer Center	A
Cardinal Members		Non- Voting
King Jones	Director of Member Engagement	A
Deborah Hendren	Member Engagement Manager	P
Laura Wilkicki	Business Administrator, Note taker	P
Chelsea Allen (Bullins)	Member Engagement Specialist	P
Allison Stewart	Director of State Affairs	P
Melissa Marshburn	Regional Affairs Manager	P
Guests		Non-Voting
Suzanne Thompson	Proxy for Stacey Harward	P
Bob Crayton	Central CFAC Member	P

1. Call to Order/Introductions

Tim Gallagher called the meeting to order at 5:45 p.m. Attendance was taken and members introduced themselves.

a. Moment of Silence/housekeeping

b. Opening remarks

2. Minutes Approval and Agenda Consent

Matt Potter requested a motion to approve the June 14, 2021 minutes as written.

Mary Miller motioned to approve the minutes as written. Gladys seconded.

A roll call vote was taken. All in favor. Motion carried.

A request was made to state provider's name in the May meeting minutes in which a member discussed some difficulty getting services. Taking a look back at those minutes, it does state that Daymark was the provider mentioned.

In the May's meeting minutes, the discussion was captured as below, and in a separate email the member was contacted and asked for suggested changes.

"A CFAC Committee member asked if Daymark was providing individual therapy and heard that they were not. Outreaches to that provider were unanswered, while other conversations and outreaches directly with Daymark and GreenTree had conflicting information about their staffing, scheduling, services, and billing. Robinson believes they will continue with the same services for Partners, but this should be followed up by Cardinal. Robinson texted Billy West at Daymark Recovery during this conversation and he responded immediately confirming that they do offer individual counseling with a 70/30 split with the 30 being individual. They push group therapy, but offer individual. He also confirmed that turnover is a challenge in the clinic. He has invited anyone to contact him or Ashley, his deputy, for concerns. Robinson has always

gotten a quick response from Billy, and will be happy to facilitate a conversation with him if these issues continue. She can be reached at robinssa@forsyth.cc.

King will follow up with this concern with Cardinal's Network and will get back to the member as soon as possible. He stated that committee members should address questions and concerns through their Cardinal CFAC liaison who now is Bob Scofield."

A request was made to detail the exact route route to the waiver chart on Cardinal's website. This has been edited to read as follows:

The status of the Registry of Unmet Needs is currently serving 3,694 in innovations waivers. 3.2 million individuals live in Cardinal Innovations Healthcare coverage area, 68 slots filled this year, 4,178 individuals on Cardinal Innovations Healthcare Registry of Unmet Needs, 0 new allocated slots by the General Assembly this year, 1,665 individuals receive B3 and/or state-funded services. To apply, call our Registry Department at 1-800-958-5596. See the Chart on Cardinal Website:

[Innovations Services Waitlist](#)

Ms. Andrews addressed a question that explained that based on claims, Cardinal can see if an individual receives B3 or state-funded services, and the difference between being qualified or having received services. Many more people actually qualify, but are not actively engaging in those services. There is a chart of data on Cardinal's website that displays how many individuals received services per county. To find that, follow the below:

Go to www.cardinalinnovations.org

Go to "Members" and look down the list for "IDD".

You will see two pages that contain information about the Innovations Waiver and RUN (linked below):

1. "**[NC Innovations Waiver](#)**" scroll down, see "Resources" and find the **[Innovations Services Waitlist](#)**
2. "**[Registry of Unmet Needs](#)**"

The agenda was consented as written, without changes.

3. Public Comments

There were no public comments at this time.

4. Direct Support Professionals Advocacy Presentation, Allison Stewart

Allison Stewart' legislative update on Efforts to Address NC's Direct support Worker Crisis. The Behavioral Health Coalition 2021 Legislative Priorities with efforts and details were reviewed. Addressing the DSW Workforce Crisis is Cardinal's priority that will have a great impact to members and providers. It was specifically stated the suggested rate should be \$15 per hour, which is what the General Assembly voted a few years ago in state facilities. She also reviewed the DSW Coalition Advocacy efforts, which has been supported by a range of providers. There have been a number of proposals submitted; Governor Cooper's Budget, HB 665, SB 610, SB615, HB 914, SB 105 Appropriations Act for Senate and House. The Senate addressed HB 914 as a one-time bonus, but it needs to include a recurring appropriation for all direct support workers and it's not enough. Stewart asked the members to express their concerns, and gave a list of the Representatives' names for their counties. The follow-up Resources (Behavioral health Coalition-2021 Legislative Priorities and the NC Invisible Heroes Competitive Wages for Employees Providing Care & Support Services) were

distributed to the Committee via email, and Stewart's contact information was given to the members with an invitation to contact her with questions or concerns.

5. New Business & Action Plan Review

- a. County Data Dashboard Presentation – Melissa Marshburn. Cara Townsend will present the dashboards at next meeting.
- b. Forsyth County Disengagement – officially sent their package to the Department for the consideration to transition to Partners.
- c. Davie County Disengagement – commissioners have voted and sent the Letter of Intent to the Secretary to disengage and transition to Partners.
- d. Davidson County Disengagement – voted and approved, sent a disengagement letter to the Secretary to transition to Sandhills.
- e. Rockingham County Disengagement – Melissa will send a notice out to clarify confusion with what was said at the RHC meeting, but she announced the most current state is that they have also been interested in disengagement and opened the conversation with different LME/MCO's, with emphasized interested in Sandhills. They have not officially voted or sent their Letter of Intent to date. The latest is they met with Vaya to compare with Sandhills.
- f. Stokes County Disengagement – has sent a Letter of Intent to the Secretary, and also has requested to transition to Partners. However, their Board of Commissioners has not held a formal vote yet but intends to. (They perhaps have voted to disengage after the Letter of Intent.)
- g. Vaya Health/Cardinal Innovations Healthcare Consolidation Update – there is not much information at this time. Directors and VP's of each department are meeting weekly, sometimes daily, with their counterparts at Vaya, working towards a consolidation plan and timeline. There is much more to be determined. The official consolidation will take place likely next summer, and will remain Cardinal as such time there is a full consolidation with Vaya. It was believed that the Secretary gave a deadline for counties to submit their letters end of June, but it was actually "encouraged" by end of June, and they all have the statutory right to submit when they can and the Secretary will take those into review.
- h. Community Reinvestment Awards – the awards have not been announced; leadership has delayed the distribution awards announcement due to the current Vaya consolidation. Additionally, it has been from an internal advocacy that we have been supporting the dollars to be distributed as suggested and planned, we have been doing that consistently 100%. Everything has been submitted by the RHCs; the Chairs have that list now and could possibly share that list for those details. Julie Whittaker asked who leadership is and feels the need for transparency and honesty. Melissa empathized, and explained leadership is the Executive Board and CEO, COO, CCO, etc. and, and further explained that the Triad and Southern Regions

did submit by the stated deadline for the awards. The awards were to be distributed by the fiscal year end, however, Melissa did not have a specific explanation why the consolidation held it up. Julie expressed her frustration that members worked hard on all the reinvestment activities, striving to meet hard dates and then the due dates were changed, and then the process changed, and then the funds distribution date of June 30 has changed and still, no announcement of approvals. Ricky got a list of those award recommendations, but was waiting for the green flag to share. Melissa is worried about the potential awards not being approved and disappointing folks, so she will follow up to see if that list is the final and asked that Ricky not distribute the list quite yet.

Mary Miller is disappointed about not having county dashboards as she knows Central got theirs some time ago, and can't understand why this is such a problem. CFAC should have been more involved.

6. Old Business

There were no topics of discussion under old business. Glenda Smith, as follows, had talked about the brochure earlier in the meeting before the minutes were approved.

Glenda Smith let the members know that the Piedmont Triad Mental Wellness Peer Support Group brochure has been printed and copies were provided for distribution in packs of 50 to GreenTree, MHA, and NAMI and of course Glenda has some. Glenda asked that members carry them and hand them out at every opportunity. Gladys asked for copies, and if Glenda is not able to deliver, Gladys can go to GreenTree. Perhaps she will get a supply to Daymark and Monarch for distribution, as well as the Davie Wellness Center. The Davie County Enterprise will cover the brochure information. Please email Glenda if anyone does distribute them so she can have an idea of who might attend.

7. NC DHHS Updates – Suzanne Thompson

- July 1 was the effective date for all standard plans to go live.
- Dr. Dowler is doing her fireside chat via AHEC on Thursday afternoons, will send out the link.
- State CFAC meeting is Wednesday this week. The agenda changed, Deputy Richard on the managed care rollout, and Brian Ingram, Vaya CEO, requested time on the agenda.
- The DHP provider call will be by July 8.
- Individuals who are tailored plan eligible but chose to be on the standard plan will be receiving letters of instruction on how to change their decision if they so desire. The enrollment broker has all the accurate information. If someone was auto-assigned, they can choose within the first 90 days of their plan to change without question, or wait until the next year unless there is a compelling reason out of their control.

8. Cardinal Innovations Healthcare Updates

There were no updates offered at this time.

9. Recruitment and Membership Efforts

There was no discussion on this matter.

10. Community Involvement Updates – Trainings/Conferences/Events

Pam Goodine mentioned several months ago, several members expressed an interest to take the ECPR training, and for some reason there was no advancement about this. Hopefully this will still be possible, and a discussion needs to be schedule for the details. This is a 12-hour session (4 hours, three different days), and someone from Cardinal, perhaps King, need to be in on the conversation, as well as the Chairs. Bob Crayton shared a comment from King that he shared with Central CFAC that all Regional CFACs will have \$18,000 each in our Budgets again! He said training allotment per member is still \$250 each.

Ricky Graves gave an update on the Steering Committee meeting that was held last week. Because of all the disengagement activities, lots of things are on hold (by-laws, where CFAC members will go, etc.). Regional updates were provided. There were a couple of late scholarship applications that came in and discussions surrounded on how to handle them. The Steering Committee will undergo some structural changes as September's disengagements become effective. For the members that remain with Cardinal, there will be a vote on Chair and Vice Chair at the next meeting in October. There needs to remain three Board members until the merge is complete; one Board member is in Cabarrus and plans to represent Rowan where the family member is receiving services, and will remain with Vaya instead of transitioning to other MCOs. A general discussion surrounding the legality/rules of this county transition continued with shared opinions and the need for clear rules.

Suzanne Thompson offered that there is no actual verbiage stated in the statute, but representation at least needs to reside in North Carolina. Pam Goodine inquired if there was any preparation required to make a change. Gladys Christian inquired if there was an individual or team within Cardinal that is working more closely with individual members to help navigate Medicaid Transformation. **Deborah will follow up and share what she finds.**

Pam Goodine informed the members that Partners doesn't have a Steering Committee, but their CFAC of 27 members, has each of the three disabilities of each of their counties. Pam sent Chelsea their CFAC Application and Interest Brochure for Chelsea to distribute to the Committee. It was unclear that TBI was included. Suzanne said TBI was formerly approved 122 C 71 at the state level, but there were no changes to 122 c 70 local statute. Alliance has already added TBI to their group and CFAC. Statute languages for both groups were proposed for the General Assembly, but only the CFAC one made it

through this time and CFAC can decide themselves to represent TBI. They are having meet and greets with Stanly and Cabarrus Counties, but no final structural decisions have been made at this time. Miss Julie inquired if the Cardinal Board will continue to meet, and if the Committee still needs to submit recommendations. Suzanne stated that the Board is still meeting and just elected a new Chair, and still has an obligation to monitor their business.

11. Statutes Addressed

Committee structure rules as above.

12. Statutory Recommendation to the Board

None at this time.

13. Adjournment

Matt Potter motioned to adjourn the meeting. Julie Whittaker so moved the motion, and Ricky Graves seconded.

All adjourned at 7:58 p.m.

Next meeting is August 9, 2021 at 5:45 p.m.

Submitted by Laura A. Wilkiki, Community Operations Business Administrator