

Central Region Consumer & Family Advisory Committee

Meeting Minutes

January 5, 2021 - 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
Jeannie Irby	P
Kyle Reece	P
Lea Ottinger - Vice Chair	LOA
Leslie Matthews	P
Marjorie Davis	A
Paula Harrington	A
Stanley Cotton	P
Steve Furman	P
Timothy Jeffers	P
Staff	Non- Voting
Stacey Harward, Community Engagement Specialist, DMH/DD/SAS, CE&E Team	P
Rose Le, Director, Learning & Development, Cardinal Innovations Healthcare	P
King Jones, Health & Wellness Dir	P
Lynn Inman, Community Operations Mgr/CFAC Liaison	P
Ric Bruton, Central Region Director, Community Operations	P
Guests	Non-Voting
Mary Miller, Triad CFAC member	P
Jamezetta Bedford, Orange County Commissioner	P
Jean Andersen, Southern CFAC member/Cardinal Board of Directors CFAC Rep.	P

1. Call to Order

Meeting called to order at 5:30 p.m. with a quorum present.

Members introduced themselves and their county/area of behavioral health.

2. Approve Minutes and Agenda

a. The agenda for January 5, 2021 reviewed and approved.

b. The minutes from the November 3, 2020 meeting were reviewed.

Kyle Reece motioned to approve the minutes with corrections. Timothy Jeffers seconded the motion.

Roll call taken. All in favor. Motion carried.

3. Public Comments - Community

Bob shared Kathy Chrisco-Getkin, a previous Alamance-Caswell CFAC member, recently lost her mother last month; our hearts and condolences go out to her and her family – she is a long-time NAMI member and advocate for mental health.

Question from Stanly - any resources to get the COVID vaccine – state has not published anything on DHHS website. Check your doctor's website for dates and times. Jamezetta Bedford will forward information regarding Orange County dates and times. A link from Quintana Stewart was sent regarding vaccinations that will be taking place in Orange County.

Ric Bruton shared he would no longer be with the Central Region.

4. CFAC & DHHS Agency Presentation – Stacey Harward (**Lynn Inman forwarded this PowerPoint to the members**)

CFAC Statute Roles and Responsibilities – Stacey presented the North Carolina General Statutes and CFAC By-Laws which govern all the activities of the CFAC. Examples of how the CFAC has worked to accomplish statutory goals. The SCFAC is currently reviewing 122C, if any committee members have any recommendations or comments, please submit to Stacey. CFAC Statute roles and responsibilities are as follows:

- a. Review, comment on and monitor the implementation of the local business plan.
- b. Identify service gaps and underserved populations.
- c. Make recommendations regarding the service array and monitor the development of additional services.

- d. Review and comment on the area authority or county program budget.
- e. Participate in all quality improvement measures and performance indicators.
- f. Submit to the state consumer and family advisory community findings and recommendations regarding ways to improve the delivery of mental health, developmental disabilities and substance abuse services.

Stacey discussed the following:

- g. How to Carry out their Mission – CFACs receive training on how the system works from:
 - LME/MCO staff
 - DMH/DD/SAS Community Engagement and Empowerment Team
 - Conference/Workshops
 - Provider and other organizations
- h. CFACs may request training in a wide variety of topics such as:
 - Identifying gaps and needs
 - Identifying underserved populations
 - Understanding budgets
 - Interpret quality management dashboards
 - Other areas of interest - Please inform them if additional trainings are needed by Cardinal or Community engagement.
- i. Typical CFAC Operations are self-governing bodies who have support from the LME/MCO to carry out their statutory responsibilities consisting of Logistics, Communication, Training
- j. Examples of CFAC subcommittees – CFACs may also have subcommittee to work to address specific areas of focus and may have an Executive Committee that plans for the larger CFAC – (Standing and Ad-Hoc)
- k. CFAC Membership guidelines (122c-170 subsection B) each of the disabilities groups will be equally represented on the CFAC; the CFAC shall reflect as closely as possible the racial and ethnic composition of the catchment area; the terms of members shall be 3 years; no member may serve more than 3 consecutive terms.
- l. Members of CFAC – adult citizens of NC; ages 18 and over who are consumers and family members of services for mental health; development disabilities and substance abuse services
- m. What is CFAC – CFACs usually have somewhere between 12 & 24 members; have membership in multiples of 3's such as (12, 15, 18, or 24); equal representation among the three service categories of mental health, developmental disabilities and substance use disorders.
- n. CFAC Members – access services within the LME/MCO services; voted into the CFAC; trained on an ongoing basis; volunteer advocates
- o. Successful CFACs – work in partnership with the LME/MCO and DHHS
- p. Work across all services categories to create a unified voice; members understand the importance of systems advocacy and providing advisory products; participate in community engagement to help achieve a place where all people can live, work, plan and participate
- q. Ideas from your sister CFACs – outlined in the PowerPoint that was sent out by Lynn Inman

Budget information – committee is to review and question items within the budget. Currently 2021/2022 budget being developed. Last year the committee reviewed the budget with Mary Hamilton – King to set up meeting with Mary/Jean Anderson has information on how to enhance budget information for review for CFAC members.

5. Cardinal Innovations Reports/Community Operations/Updates – King Jones/Lynn Inman

RA 2020/CNA 2021/EVV Updates:

Relational agreement – no updates – Steering Committee to meet Thursday, January 7, 2020.

Community Needs Assessment 2021 – A subgroup from all CFAC met before holidays and have not circled back – we have implemented some of the changes that were suggested. All issues will be addressed at an all CFAC meeting that will be scheduled. Mary Miller shared

Electronic Visit Verification – no updates. Bob received a copy of an EVV Factsheet Handout from two representatives, Jennifer Davis and Lauren Wiggs with Aymira Health Technologies he had met at their *virtual* Exhibitor Booth at the i2i Pinehurst *Virtual* Conference who discussed the upcoming EVV implementation in 2021. Bob will send information to group.

EVV is a method used to verify visit activity for services delivered as part of home- and community-based service programs. EVV offers a measure of accountability to help ensure that individuals who are authorized to receive services in fact receive them.

6. County Action Plan Updates/Child Welfare Model Updates – Nicole Six (PowerPoint presentation will be shared with King to distribute to the group)

Nicole Six presented the new program to help children in the Child Welfare System – the process began around 11 months ago. A consultant firm that has helped us develop this program. We took information from the community, providers, stakeholder, members, DJJ, DHHS to get an understand of how the community felt we were doing with our services, and our population in order for us to make significant changes. We took the information that we gathered to rebuild our model of care in how we touch these kids within our community. With this new program we have developed our mission and vision statement that is very much in line with Cardinal's. Our vision states what we are trying to accomplish – a voice in what works best for them, access to individualized, strength-based services approaches within their communities; and support in navigating all systems that impact their lives.

Early Accomplishments – Intercept developed by Youth Villages, is an integrated, intensive in-home parenting skills program used to safely prevent children from entering custody or to reunify them with family as quickly as possible if a period of out-of-home care is necessary. Family intervention specialist work with both the child and the caregivers to address issues impacting the stability of the family, meeting an average of three times weekly in the home or community, depending on family need and providing 24-hour on-call crisis support. Trauma informed care is provided.

Future orientation – to transfer from care coordination to a care management lens. This will be a different approach to care. New timelines and faster turnaround times will be developed to improve access to care. Our access call center will develop an additional call line to help as well. We have a one-page document that outlines our new process that can be shared throughout the community. j

7. Central Region CFAC Budget Update – King Jones/Lynn Inman

King will send a .pdf copy of the budget information to each member after tonight – we have used \$5600 of the budget - \$18,000 earmarked – the monies can be used for trainings \$250 per person. PSW subcommittee reimbursements have been distributed, please check with King if you have not received yours. Mary Miller said the budget presentation has improved since 2016, but still needs work and that Jean Andersen has some good ideas on how that can happen.

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

Sending the CE&E updates to King, he will make sure the group get these updates.

- a. January 7, 2021 – Consumer and Provider Call – link provided
- b. January 25, 2021 – Consumer call
- c. January 26, 2021 (6:00 -7:30 pm) Regional CFAC Meetings (Vaya, Partners, Alliance & Cardinal) will be done quarterly
- d. January 19 – March 30, 2021 – SCOOP (Facebook Live)
- e. January 18, 2021 - MLK Day of service
- f. COVID-19 vaccination information to be announced
- g. Bicycle helmet initiative – to help the deserved population to get helmets
- h. January 27, 2021 - State to Local Collaboration Call (anyone can attend)
- i. January 13th - State CFAC meeting
- j. June 9-11, 2021 The One Community in Recovery' Conference (Greensboro, NC)
- k. TBI updates will be added

9. New Business & Action Steps

BIAC update – Jeannie Irby

Jeannie – Scott Pokorny, TBI state representation for North Carolina, has announced that they cannot ask for more funds for traumatic brain injuries – Jeannie Irby has been asked to speak at a function today on the subject on brain injury, Scott Pokorny has agreed to provided Jeannie with information that will be relevant to the population of North Carolina. It has been a journey for all families that suffer and have families that suffer with TBI. There are big gaps between those that suffer an injury at a young age versus those that suffer after the ages of 21. Alliance has participated with this pilot program and in doing so have discovered that some of the rules will be changing. Some of the changes will consist of, instead of covering patients with TBI after the age of 21 they will lower the age to 18 in

order to cover a greater amount of people. They will reach out to other MCOs in hopes of them participating as well.

NC DSP Workforce Updates – Bob Crayton

Weekly meeting every Thursday at noon that include parents, family members and people on the innovation's services waiver, staff professional, etc., the group is currently working towards raising the minimum salary for direct support professionals to \$15 dollars an hour. Jeannie Irby along with Heather Johnson are a part of this workforce. Janet Sowers has also received an invitation to join, congratulations to Janet. The workgroup is working with both DHHS and General Assembly to achieve this goal – www.ncspworkgroup.com and they have a Facebook page as well.

i2i Pinehurst Virtual Conference Report – Janet Sowers/Leslie Matthews/Heather Johnson/Bob Crayton

Janet – Very interesting conference, some technical issues – Janet will send her information out to anyone that is interested.

Leslie – they spent time talking discussing the injustices that people are currently suffering with hopes of working through these situations.

Bob – Jean Andersen created a *virtual* Meetup for CFAC members and interested parties discussing issues and opportunities in NC for the coming year. We are going to try to form a statewide workgroup to update 122C. Mary Hamilton – Thank you Jean for the great idea to be proactive in writing new guidelines for consumer/family input on laws governing our new system. If you want more information on working on the 122C, please contact Mark Fuhrman during the state to local call.

10. New Member Appointments/Consideration

- a. Jeannie Irby's Membership – Kyle Reece made motion to approve membership, Jeanette Williamson seconded motion

Roll call taken. All in favor. Motion carried.

- b. Lea Ottinger LOA extension request for 4 months– Kyle Reece made motion to approve, Candle Hughes seconded motion

Roll call taken. All in favor. Motion carried

Marjorie Davis transfer request from Central back to Northern – King informed the group that this is a vote that the Northern division would need to vote on.

11. Recommendations to Board

If anyone would like to make public comments concerning the counties that are wanting to disengage with Cardinal – if you would like to make a comment it would be good idea to do so. All comments are taken into account by the Secretary when she is making her decision along with other factors. Please if you have any questions, concerns don't hesitate to reach out to Stacey and she will assist you in any manner that she can. She knows that several people voiced concerns during the all CFAC meeting with Trey and during our local CFAC meetings. Remember this move affects us, so use your voice whether it is to support the move or to voice your concerns against the move. Your voice matters!! Links for county disengagement were sent – Bob will resend if needed.

12. Community Involvement Updates – Trainings/Conference/Events – CFAC Members

January 30, 2021 - 43rd Legislative Virtual Breakfast on MH
May 6, 2021 – Faith Connections on MI Virtual Conferences
June 9 – 11, 2021 – NC “One Community in Recovery” Conference

13. Comments/Next Agenda Items

Next Central CFAC meeting Tuesday, February 2, 2021 at 5:30 pm

14. Adjournment

Stanley Cotton motioned to adjourn the meeting. Candle Hughes seconded the motion.
All in favor. Motion carried. Meeting was adjourned at 7:35 pm

Submitted By: Darlene Russell, Cardinal Innovations Business Administrator for Operations Team.