

**Consumer & Family Advisory Committee Steering Committee
Meeting Minutes
Thursday July 9, 2020 via Webex**

Committee Members	Voting Member Present = P Absent = A
Beverly Morrow-CFAC Chair	P
Ricky Graves-Vice Chair	P
Pamela Goodine	P
Tim Gallagher	P
Jean Andersen	P
Crista Aldridge	P
Angelena Kearney-Dunlap	P
Dianna Talley	P
Shirley Robinson-Flood	P
Janet Sowers	P
Jeanette Williamson	P
Steve Furman	A
Staff	Non- Voting
Agency: Cardinal Innovations Healthcare Title: Director, Community Health & Wellness Name: King Jones	PRESENT
Agency: Cardinal Innovations Healthcare Title: Manager, Member Engagement Name: Deborah Hendren	ABSENT
Agency: Cardinal Innovations Healthcare Title: Manager, Member Engagement Name: Stacey Inman	ABSENT
Agency: Cardinal Innovations Healthcare Title: Manager, Member Engagement Specialist Name: Ronald Clark	ABSENT
Agency: Cardinal Innovations Healthcare Title: Member Engagement Specialist/CFAC Steering Committee Liaison Name: Tim Simmons	PRESENT
Agency: Cardinal Innovations Healthcare Title: Project Support Specialist, CFAC Steering Committee Clerk Name: Laura Wilkicki	PRESENT
Guests	Non-Voting
Agency: Division of Mental Health, Developmental Disabilities and Substance Abuse Services NC Department of Health and Human Services, Community Engagement & Empowerment Team Title: Program Coordinator Name: Stacey Harward	PRESENT
Public: Sarah Potter	PRESENT
Public: Mary Miller	PRESENT

I. Call to Order/Introduction

Beverly Morrow called the meeting to order at 6:02 p.m.

II. Minutes Approval for April 2, 2020 meeting

Lots of typos that need to be made. Pamela Goodine motioned to approve the minutes from April 2, 2020 meeting. Shirley Robinson-Flood seconded the motion.

All in Favor. Motion carried.

III. Public Comments

Sarah Potter: Pam was asked to step down and wanted to understand more about that.

Mary Miller: She personally as well as Triad believes that Pam has done a great job and we're proud of her. She also wants to understand more about her stepping down.

IV. Old Business

Relational Agreement: The Steering Committee submitted the Agreement to the Board and it had a very slight change. King was asked to explain the change and Triad's opposition. King displayed the Agreement and explained the change. Line 5 under section A. "Review and comment on Cardinal's annual budget", previously said is the local program budget but as an MCO, this is not a local program budget. It is the area of ambiguity. So we changed this to further clarify. The Members want to see the details of the budget and Triad wanted more information about the local county budget. To date the three regions have signed the Agreement except Triad. A discussion was held on the options of approving it with the majority and not wait until the next meeting. Tim Gallagher suggested that Ricky Graves get involved as the point person and speak to this and not make the decision for him to approve the Agreement; as Ricky Graves was not on the call at present to speak.

Further discussion continued around reviewing the budget and Triad's standpoint about the Agreement. Tim Gallagher stated that while he supports and admires Cardinal's efforts to standardize processes into the tailored plan, Triad CFAC still believes that local autonomous control of services provided within the county, if not the five counties within the Triad, is the best way to manage.

Ricky Graves was able to join and spoke. The county is providing the budget money and is not broken out into detail about where the services are going to. We can't see how the money is divided up to see where the service gaps are so Triad can meet those service gaps. Triad wants access to those county budgets. King addressed his concerns and said he could see what our CFO can help to provide this. More discussion went around the subject and opinions on whose responsibility it is to provide this information with no end result.

Beverly concluded that the problem is how this is stated in the Agreement. She stated we need to table this to get Triad's views in conversation with King and see how this could benefit all of us, and not wait until next October's meeting to finalize.

Last additional comment made was by Ricky Graves stating that the majority of the counties perform performance measures, and measure success in what they're doing with their dollars. So they can should easily provide this information in some type of matrix along with what Cardinal provides.

Agenda: Beverly now states there are additional items to the agenda.

Bonnie Schell Balance. There was a question to King about why the B.S. balance can't be rolled over after the year end, additionally, there was a mistake in finance using budgeted dollars from FY18/19. King said \$1,907 was carried over to the new year. The new total \$6,907 for the new year. King thought the carry over was due to COVID19 and not sure if carry overs will occur in the future.

Beverly asked who was in agreement with the rollover for all funds in the future and a few spoke; Pam, Shirley, Janet, Jean, and Jeannett spoke and agreed. Beverly said if we all agree, we would like to we want to King will advocate for this and CFAC regionals will advocate and that we have a basic agreement; there's no disagreement.

Annual Reports are due to the Board, and as King concurred, absolutely needs to be done before October so that the Steering Committee (per the By-laws) has time to compile the annual reports. As discussed previously, we need a consistent format on which to agree. She suggested we come up with a committee to establish a format or do it the same way in coming up with a format.

Discussion: Tim Gallagher hasn't seen the other regions annual reports and was disheartened to learn that Triad detail wasn't shown to the Board, only a summary, after all the time spent on a format and the level of detail they thought was necessary only to be minimized. Beverly: It is imperative that we come up with a format, and we need to put it on our agenda before next fiscal year so we have an agreeable format on length, content, etc.

Tim Simmons will no longer will be our liaison for the Steering Committee and the other regions will change. But for the Steering Committee, this is his last meeting. King will now be the liaison moving forward (starting next meeting). Beverly thanked him for all the work he has done. Moving forward it will not be their responsibilities. Reina Merino has left Cardinal who was taking minutes.

V. New Business

SWOT. By Stacey Harward

Before the SWOT analysis, Stacey reviewed the following six questions which had been addressed a long time ago but didn't get any responses. This is for CFAC Members to vote. Stacey took specific comments on the votes which provoked some discussions, questions and answers. Below are just the results.

Please answer for all Cardinal, not any region specifically.

Ratings:

1. Does not meet
2. Discussed but is no advisement
3. Meets
4. Exceeds

Question 1: Does your local CFAC perform the task of reviewing, commenting on, and monitoring implementation of your LMC's local business plan.

Votes: all regions with 12 votes for 1=does not meet

The local business plan wasn't reviewed/presented for a while, because of COVID19 and the process was not able to be moved forward.

Question 2: Does your local CFAC identify service gaps under the population and provide comment regarding these to your respective Governing Board?

Votes: 3 regions vote 3=meets

Question 3: Does your local CFAC communicate to its respective Governing Board recommendations regarding the service array and monitor the development of additional services?

Votes: all regions vote on 3=meets

Question 4: Does your local CFAC perform at commenting on the local LME/MCO program budget and relaying this information to the respective Governing Board?

Votes: northern votes 1=does not meet
Southern votes 3=meets
Others: meets but need more information

Question 5: Does the local CFAC function at the participating in all quality improvement measures and performance indicators and provide advisement to the respective governing Board?

Votes: all regions vote 2=discussed but no advisement

Question 6: Does your local CFAC perform submitting to the state CFAC findings recommendations regarding ways to improve the delivery of MHDDSA services

Votes: all regions vote 3=Meets

How are we engaging in new CFAC recruitment?

12 total seats for steering committee, three from each region representing each disability group. All seats are full. After hearing the Member's efforts, it was determined that all regions vote 4=exceeds

Stacey Harward conducted SWOT

Strengths? Persistence. Commitment. Trainings. Knowledge. Community. Visibility. Actively listening and advocating. Effective communication.

Weaknesses? Diversity. Adequate operational data. Communications. Autonomy.

Opportunities? Designing policies for tailored plan. Figuring how to keep going and stay connected virtually. Relational Agreement. Collaboration and communication between regions. Update by-laws with regions and corporate committees. Release Agreement. Better data towards consumer choice and knowing how the other MCO's handle their data. DHHS does not collect some of that data we want and should.

Challenges/threats towards CFAC? Webex meetings. DHHS doesn't mandate data and Cardinal doesn't collect it. How will it work together. Legislative changes.

Stacy will distribute the report when she gets it together.

By-Laws.

1. Chair terms: Steering Committee Chair serves one year. Do we keep it this way, needs to be brought up in next meeting. Either elect a new Chair or change the By-laws. Should we nominate today or discuss. Discussions evolved around ideas. Beverly and Ricky would be willing to stay on until October which allows time to think about this and would allow consistent leadership. The majority agrees, not everyone. So it was decided to move on until October and move on with remaining agenda items as we are running out of time (it's now 7:50 p.m.).
2. Member status: Beverly began the discussion took place around Jean continuing to be a CFAC Member and Board of Directors as a family member after her son's passing. Several people took different positions on this, and questioned the terminology of the By-laws surrounding this. Ultimately, the verbiage does not state you must be a "current" family member.

Beverly enforced the need to make a decision.

Pam made the motion of taking no action until her term expires and was voted on. Tim Gallgher seconded the motion.

All in favor. Motion carried. Oppositions were requested after the motion was carried. There were no oppositions.

3. Stipends: There is no stipulation in the By-laws that addresses how long you have to attend a meeting to receive a stipend. King said 75% of the meetings you need to be present, and not how long you are at each meeting. The consensus say this should be added to the By-laws to receive stipend and mileage. The stipend is addressed in the Relational Agreement, but doesn't state how long you have to be at each meeting. It should be that a Member must be present at least 50% of the scheduled meeting time regardless of the actual meeting time. It is unacceptable for someone to sign in, eat, then leave and receive a stipend. We will address putting this in the By-laws in our October meeting.

8:07 p.m. Dianna Talley, Tim Gallagher left the meeting

Bonnie Schell. Pam was elected to be Chair but brought to the committee's attention that it is a conflict of interest. The topic was brought up to Beverly that it should be on today's meeting agenda. Pam is receiving funds, not necessarily because she's on the committee. The question is Pam willing to step down from the committee (clarified that not as Chair) and can still do the training, or do we need to take a vote or have Cardinal decide. She offered the option that perhaps there shouldn't be a committee and Cardinal should take it over.

King said in the past year, we had 16 people apply; of the 11 approved, 8 of them took Pam's training. An outside person might view this unfavorable; but we know this isn't the case and she is doing a great job at chairing the Bonnie Schell Committee. So to outsiders, this is viewed as a conflict of interest.

Pam explained her view in this and how she has performed her duties fairly and that she didn't recruit people to take her training. Also, there are discrepancies in the amounts of monies and pending applications without any communications, and would like to know what the balance is. King apologized and responded that the request was only just received and there wasn't ample time to respond but is not relevant to this discussion. He stated he would follow up.

It was reinstated by Beverly that it wasn't about what Members thought, it was about the external views and that Pam should not continue. This is not meant to cause hard feelings.

Jean made a suggestion, as it was originally, that Cardinal should make the decisions since they process the payment activities. Shirley doesn't agree because of the time limit for approvals; the committee can respond more timely.

King Jones commented that Samantha Kelen, Cardinal's Chief Ethics Compliance Officer, stated that she feels this is a clear conflict of interest. King reiterated and guaranteed to Pam that any training to come through would be based on the merit of the individual applying, not what the actual training is.

Pamela Goodine volunteered to step down and suggested that all the Bonnie Schell committee Members of five should step down and we select new Members. One at a time the remaining committee Members volunteered to step down: Jeanette Williamson, Jean Anderson, Janet Sowers, and Christa Aldridge. Beverly agreed we need to form a new Bonnie Schell committee. Any applications will be put on hold until October until we can get a committee together. At this time, it was mentioned that one application was received today. Tim Simmons commented that to speed that decision up, perhaps that application could be voted upon by the Chair of each regional CFAC. Beverly requested consensus for this action and if there were any oppositions. Jim asked if any of the Chairs do training. King believes Bob Crayton does; perhaps we can use Chair and Vice Chair if there is anyone that does training.

Ricky Graves requested the motion that the Chairs of each regional meeting, or the Vice Chair if appropriate to avoid any trainers, to vote on applications starting now and moving forward until a new committee is formed. Pamela Goodine seconded the motion.

All in Favor. Motion carried.

Beverly Morrow ended the agenda.

VI. Comments and Adjournment

Beverly Morrow motioned to adjourn the meeting at 8:48 p.m. Angelena Kearney-Dunlap seconded the motion.

All in Favor. Motion carried.

Submitted by:

Laura Wilkicki, Business Administrator, Community Operations 7/9/2020

Name/Title and date