

Consumer & Family Advisory Committee (CFAC)

Date this meeting: 4/18/17

Date/time/location of next meeting: May 16, 2017, 6:15 p.m. – 1120 Seven Lakes Rd, West End, NC

Attending: Leann Henkel, Stephen Cohen, Loida Colonna, Shirley Hart, Ron Huber, Libby Jones, Chris Laughlin, Cindy Mallernee, I. Azell Reeves, Lori Richardson, Ronald Unger, Ashley Wilcox

Absent: Stephanie Antkowiak, Ann Flaherty, Marianne Kernan, Irma Robledo, Jennifer Tarlton

Excused: Stephanie Antkowiak, Ann Flaherty, Marianne Kernan, Irma Robledo, Jennifer Tarlton

Unexcused:

Sandhills Center Staff Liaison Present: Anne Kimball

Sandhills Center Guest Staff: Anne Gable, Theresa Clark

DHHS Representative Present:

Recorder: Sandra Dunlap

TOPIC/SUBJECT	DISCUSSION/CONTENT	DECISION
<u>Call to Order</u> Chair Leann Henkel	The meeting was called to order at 6:20 p.m. by Chair Henkel.	
<u>Approval of Minutes</u> March 21, 2017	The committee reviewed the minutes from the 3/21/17 meeting.	The minutes were reviewed by the committee. Ron Unger made a motion to accept the minutes as written. Stephen Cohen seconded the motion. The motion carried.

<p><u>Development of Provider Training Plan FY 2016-2017</u> Anne Gable, M.Ed., Training Coordinator</p>	<p>Chair Henkel introduced Anne Gable, Training Coordinator for Sandhills Center. Ms. Gable reviewed progress on the Sandhills Center 2016-2017 Training Plan and asked for input into development of the plan for 2017-2018. Ms. Gable answered questions from the floor and noted training requests.</p>							
<p><u>ECHO Survey Analysis/Provider Satisfaction Survey Results</u> Theresa Clark Project Manager/ Business Analyst</p>	<p>Ms. Clark presented the Experience of Care and Health Outcomes Survey (ECHO) and the Provider Satisfaction Survey for 2016.</p> <ul style="list-style-type: none"> • The ECHO is a consumer’s perception survey. • The Provider Satisfaction Survey results show that Sandhills Center has a 95.3% overall satisfaction rate. 							
<p><u>Consolidated Balance & Income Statement</u> Anne Kimball</p>	<p style="text-align: center;">Consolidated Balance & Income Statement for: February 28, 2017</p> <table border="1" style="margin-left: auto; margin-right: auto;"> <tr> <td style="text-align: center;">Total Revenues (YTD)</td> <td style="text-align: right;">\$192,508,155</td> </tr> <tr> <td style="text-align: center;">Total Expenditures (YTD)</td> <td style="text-align: right;">\$202,226,521</td> </tr> <tr> <td style="text-align: center;">Change in Fund Balance (YTD)</td> <td style="text-align: right;">(\$9,718,366)</td> </tr> </table>	Total Revenues (YTD)	\$192,508,155	Total Expenditures (YTD)	\$202,226,521	Change in Fund Balance (YTD)	(\$9,718,366)	
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<p><u>Committee Reports</u> Chair Henkel Tonya Gray Lori Richardson</p>	<p>Board of Directors Ms. Gray reported:</p> <ul style="list-style-type: none"> • Evaluation of Sandhills Center’s CEO, Victoria Whitt was completed. • Victoria Whitt is visiting with County Commissioners to request continued County funding. <p>Chair Henkel reported:</p> <ul style="list-style-type: none"> • The Board received an update on Sandhills Center’s new building. • Bill 403 was presented to the House that would restrict the salaries of CEO’s of area MCOs. <p>Network Leadership Committee Ms. Richardson reported:</p> <ul style="list-style-type: none"> • Anne Gable presented the Provider Training Plan FY 2016-2017 and asked for input into development of the Plan for 2016-2017. • Anthony Ward gave updates on Federal, State, and local levels of behavioral 							

	<p>health care.</p> <ul style="list-style-type: none"> • Facility based crisis will be provided by Daymark Recovery Services and located in Asheboro. • There were 97 Access2Care screenings in March. • Late incident reports continue to be an issue. • Providers will be assessed quarterly on their ability to provide an appointment to a consumer within 14 days. • Probation officers will be asked to follow up with probationers about their appointments with providers. <p>Quality Management Committee Ms. Reeves reported:</p> <ul style="list-style-type: none"> • A new QIP was introduced due to an increase in obesity in children in Polypharmacy. The project will assure prescribers are screening for metabolic syndrome in children and adolescents ages 1-17 years of age who have been prescribed two or more anti-psychotics within 12 months. <p>Program Planning & Operations Committee Ms. Richardson reported:</p> <ul style="list-style-type: none"> • The Sandhills Center lobbyist is keeping leadership updated on relevant bills that are being introduced. 	
<p><u>CFAC Member Announcements</u></p>	<p>There were no member announcements.</p>	
<p><u>Staff Liaison Announcements</u> Anne Kimball</p>	<p>Ms. Kimball made the following announcements and reviewed the handouts in members' packets.</p> <p>The marketing CFAC has done for Access2Care is helping communities be aware of the initiative. Posters for Access2Care have been developed and committee members will be asked to help distribute.</p> <p>Sandhills Center recently participated in a forum with Governor Cooper and Dr. Cohen in High Point related to the heroin epidemic. Sandhills Center is also participating in several collaboratives addressing opioid use throughout the</p>	

	<p>catchment area.</p> <p>Anson County recently graduated its first ever CIT class of Thirteen first responders participated. Richmond County will host a CIT training May 1-5, 2017. Lee County will host a CIT training the week of May 15, 2017.</p> <p>Wes Rider of DHHS has asked that committee members review the CFAC self-evaluation and as a group collectively at the May CFAC meeting.</p> <p>A Community Stakeholders' Breakfast Meeting for Lee County will be held on Friday, April 28, 2017, at The Flame Steakhouse in Sanford at 8:30 a.m.</p> <p>Ms. Kimball pointed out the Sandhills Center organizational chart that is in member packets, as requested by a CFAC member at an earlier meeting.</p> <p>Committee Member Meeting Packet:</p> <ul style="list-style-type: none"> • CFAC April 2017 Meeting Agenda • Sandhills Center Provider Training Plan FY 2016-2017 • ECHO/Provider Survey Results • Unapproved Minutes, March 2017 • Consolidated Balance and Income, February 2017 • CEO Report, April 2017 • 1915 (b)/(c) Medicaid Waiver Operations Report, March 2017 • Lee County Dashboard • Sandhills Center Organizational Chart • DHHS CFAC Self-Evaluation • Sandhills Center Handbook (Revised) 	
<p><u>Other Business</u></p>	<p>There was no other business.</p>	

<u>Speakers from the Floor</u>	There were no speakers from the floor.	
<u>Adjourn</u>	The meeting adjourned at 7:25 p.m.	Stephen Cohen made a motion to adjourn. Ron Unger seconded the motion. The motion carried. None opposed.