

Consumer & Family Advisory Committee (CFAC)

Date this meeting: 4/21/20 - Note: **Due to the COVID-19 pandemic and the Governor's Stay-At-Home Order, this meeting was held by conference call.**

Date/time/location of next meeting: May 19, 2020, 6:15 p.m. at 185 Grant Street, West End, NC 27376

Attending: Leann Henkel, Stephen Cohen, Stephanie Antkowiak, Loida Colonna, Shirley Hart, Cindy Mallernee, Azell Reeves, Lori Richardson, Irma Robledo, Libby Jones, Tonya Gray, Ron Huber

Absent: Chris Laughlin, Ron Unger

Excused: Ron Unger

Guest:

Sandhills Center Staff Liaison: Anne Kimball

Recorder: Joann Cozart

Sandhills Center Guest Staff: Heather Odendahl, Anne Gable

NC DHHS Representative: Wes Rider

TOPIC/SUBJECT	DISCUSSION/CONTENT	DECISION
<u>Call to Order</u> Chair Leann Henkel	Chair Henkel called the meeting to order at 5:00 p.m.	
<u>Welcome & Introductions</u> Chair Henkel	Chair Henkel held a roll-call of members on the conference call, and welcomed everyone to the meeting.	
<u>Approval of Minutes</u> February 18, 2020	The committee reviewed the minutes from the 2/18/20 meeting. (Note: The committee did not meet in March due to COVID-19).	Libby Jones made a motion to accept the minutes. Shirley Hart seconded the motion. The motion carried.

<p><u>Annual Review of Sandhills Center Website</u> Heather Odendahl</p>	<p>Chair Henkel introduced Heather Odendahl, Communications Specialist of Sandhills Center. Ms. Odendahl reviewed a PowerPoint presentation about the Sandhills Center website, noting changes and improvements since the committee's last review. She acknowledged Sandhills Center IT staff for revising the Provider Directory to allow for more search features. She also recognized CFAC for their past recommendations for improvements to the site, specifically the Call Center number being more prominently displayed.</p> <p>Ms. Odendahl highlighted the news banner on the home page and directed members' attention to the COVID-19 resource page for consumers and family members, and for providers. Currently, updates to this page are made daily, if not multiple times per day.</p> <p>Ms. Kimball addressed the ongoing nature of web postings so that the most current information from the DMHDDSAS, the CDC and others is available. She also shared her appreciation for the multiple ways DMHDDSAS is communicating with consumers and providers and LME/MCO staff during this public health emergency. Ms. Odendahl opened the floor for questions and comments.</p>	
<p><u>Annual Review of Provider Training Plan</u> Anne Gable</p>	<p>Chair Henkel introduced Anne Gable, Training Coordinator of Sandhills Center. Ms. Gable discussed the Provider Training Plan for 2019-2020 and our progress toward meeting the goals. Sandhills Center offers these trainings at no charge to providers and clinical staff. These trainings provide updated information and allow them to obtain the hours needed for their licensure.</p> <p>Ms. Gable addressed the challenges to offering training during the COVID outbreak. She noted that we are working to move as many of the upcoming trainings to webinars as possible so that they can still be offered during this period. Thus far, registration numbers for the webinars have been very good.</p> <p>Ms. Kimball expressed her thanks to Ms. Gable for the diligence with which she has worked to ensure that providers continue to receive quality training so that consumers receive quality care.</p> <p>Ms. Gable opened the floor for questions and comments.</p>	
<p><u>Review of Local Business Plan</u> Anne Kimball</p>	<p>Ms. Kimball reviewed the draft of Sandhills Center's Local Business Plan for 2020-2023. This document gives a snapshot of some of the priorities for the organization for the period. Ms. Kimball invited members' questions and insights.</p>	

Consolidated Balance & Income Statement

Chair Henkel

Chair Henkel reviewed the 02.29.20 Consolidated Balance Sheet and Income Statement reviewed last week by the Board of Directors. A copy was included in each member's packet.

Consolidated Balance & Income Statement for:
February 29, 2020

Total Revenues (YTD)	225,992,282
Total Expenditures (YTD)	226,737,578
Change in Fund Balance (YTD)	(745,296)

Committee Reports

Chair Henkel

Board of Directors:

Ms. Henkel reported on the Board of Directors meeting last week, and reviewed the CEO report, a copy of which was in each member's packet.

Client Rights Committee:

Lori Richardson reported that the next meeting will be in May. Client Rights Committee: Next meeting is in May.

Network Leadership:

Lori Richardson reported that the next meeting will be in May.

Quality Management Committee:

Ms. Reeves reported:

Committee met by conference call in March. Members continue to receive updates from DMHDDSAS for consumers and family members and community stakeholders on COVID-19 and services/support for our children.

Global CQI:

Lori Richardson reported that the next meeting will be in May.

State CFAC:

Lori Richardson reported:

	<ul style="list-style-type: none"> State CFAC met by conference call on April 8. They did not have a quorum. Kate Burrows did a presentation on "If You Don't Take Care of Yourself, You Can't Take Care of Anyone Else." Ms. Richardson noted that the presentation was very good. 	
<p><u>CFAC Member Announcements</u> Chair Henkel</p>	<p>Ms. Richardson announced there are vacancies on State CFAC effective July 1.</p> <ul style="list-style-type: none"> Mr. Wes Rider thank everyone for being involved with this work. 	
<p><u>Other Business</u></p>	<p>Wes Rider of NC DMHDDSAS asked to be recognized, and he thanked members for their participation on this call. He also shared several announcements from his team at the Division.</p> <p>Ms. Kimball also thanked members for their attendance at this meeting, stating that meeting by conference call is less than ideal but that members doing so is a testament to their commitment to CFAC, to their communities, and to Sandhills Center.</p>	
<p><u>Speakers from the Floor</u></p>	<p>There were no speakers from the floor.</p>	
<p><u>Adjourn</u></p>	<p>The meeting adjourned at 5:57 p.m.</p>	<p>Irma Robledo made a motion to adjourn. Ron Huber seconded the motion. The motion carried.</p>