

## Consumer & Family Advisory Committee (CFAC)

Date this meeting: 8/15/17

Date/time/location of next meeting: September 19, 2017, 6:15 p.m. – 185 Grant St, West End, NC 27376

Attending: I. Azell Reeves, Loida Colonna, Ann Flaherty, Libby Jones, Marianne Kernan, Chris Laughlin, Cindy Mallernee, Lori Richardson, Irma Robledo

Absent: Leann Henkel, Stephanie Antkowiak, Stephen Cohen, Tonya Gray, Shirley Hart, Ron Huber, Ron Unger, Ashley Wilcox

Excused: Leann Henkel, Stephanie Antkowiak, Stephen Cohen, Tonya Gray, Shirley Hart, Ron Huber, Ron Unger, Ashley Wilcox

Unexcused:

Sandhills Center Staff Liaison Present: Anne Kimball

Sandhills Center Guest Staff: Anthony Ward

DHHS Representative Present: C.J. Lewis

Recorder: Sandra Dunlap

<b>TOPIC/SUBJECT</b>	<b>DISCUSSION/CONTENT</b>	<b>DECISION</b>
<b><u>Call to Order</u></b> Vice Chair I. Azell Reeves	The meeting was called to order at 6:20 p.m. by Vice Chair Reeves	
<b><u>Approval of Minutes</u></b> June 20, 2017	The committee reviewed the minutes from the 6/20/17 meeting.	The minutes were reviewed by the committee. Marianne Kernan made a motion to accept the minutes as written. Chris Laughlin and Irma Robledo seconded the motion. The motion carried.
<b><u>Sandhills Center Updates</u></b> Anthony Ward, Deputy Director, COO	Vice Chair Reeves introduced Anthony Ward, Deputy Director/COO for Sandhills Center. Mr. Ward discussed the following updates:	

	<ul style="list-style-type: none"> <li>• The three areas of funding that Sandhills Center receives are: Medicaid, State, and County funding.</li> <li>• County funding has continued with no cuts. Randolph County did increase their contribution to assist with creating facility based crisis.</li> <li>• Medicaid funding increased by .5 %.</li> <li>• State funding was reduced by 33 million. Services have continued in lieu of those cuts.</li> <li>• General Assembly introduced provisions for LME/MCO spending to the House.</li> <li>• Secretary Cohen’s plan focuses on integration of care within a timeline of 1-2 years rather than a 4 year plan. Her plan also proposed tailored plans for the special needs population.</li> </ul> <p>Mr. Ward answered questions from the floor and encouraged members to provide their input on Medicaid Reform.</p>							
<p align="center"><b><u>CFAC</u></b> <b><u>Annual Orientation</u></b> Anne Kimball</p>	<p>Ms. Kimball reviewed the annual orientation documents with CFAC members and asked members to sign and submit the documents. She also reviewed the reimbursement procedures for the travel expense report and training request form.</p>							
<p align="center"><b><u>Consolidated Balance &amp; Income Statement</u></b> Anne Kimball</p>	<p align="center">Consolidated Balance &amp; Income Statement for: June 30, 2017</p> <table border="1" data-bbox="529 1037 1587 1146"> <tr> <td>Total Revenues (YTD)</td> <td align="right">\$301,821,458</td> </tr> <tr> <td>Total Expenditures (YTD)</td> <td align="right">\$306,132,596</td> </tr> <tr> <td>Change in Fund Balance (YTD)</td> <td align="right">(\$4,311,138)</td> </tr> </table>	Total Revenues (YTD)	\$301,821,458	Total Expenditures (YTD)	\$306,132,596	Change in Fund Balance (YTD)	(\$4,311,138)	
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<p><b><u>Committee Reports</u></b> Vice Chair I. Azell Reeves</p>	<p><b>Board of Directors</b> Tabled</p> <p><b>Client Rights</b> Lori Richardson:</p> <ul style="list-style-type: none"> <li>• Quality of Care concerns spiked for last quarter due to improper provider billing.</li> <li>• Complaints increased last quarter, and resulted in 11 plans of</li> </ul>							

correction.

- Consumer incidents increased; suicide attempts being highest.
- Suicide risk training is being provided to Sandhills Center providers.

### **Corporate Compliance**

Tabled

### **Global CQI**

Lori Richardson:

- Block Grant review has been completed.
- Integrated Care newsletter will contain information on side effects of psychiatric medications.
- Emails that are sent to Sandhills Center from providers must have "SECURE" in the subject line.

### **Network Leadership Committee**

Lori Richardson:

- Final documentation is being submitted for EQRO.
- CMS has changed Medicaid appeal times; 60 days to appeal a decision and 120 days to request a hearing.
- Transitions to Community Living unit is fully staffed.
- Self-Assessments stated most objectives were met by the committee.

### **Quality Management Committee**

I. Azell Reeves:

- Ms. Reeves would like to receive feedback for Sandhills Center's Quality Management Plan for 2017-2018.

### **State CFAC**

Lori Richardson:

- Due to low attendance a quorum was not reached.
- Governor Cooper sent a signed proclamation in honor of the ADA to the State CFAC.
- Committee is working on a "Jason's Law" project for Suicide Prevention month, which is September.

<p><b>CFAC Member Announcements</b> Vice Chair I. Azell Reeves</p>	<p>Vice Chair Reeves distributed State CFAC meeting minutes for the committee members' review.</p> <p>Libby Jones announced Sandhills Center will host System of Care - Regional Learning Institutes (Trauma Informed Care/ACES) on: September 11 at Randolph Community College in Asheboro and September 25 in Pinehurst.</p>	
<p><b>NC DHHS Liaison Announcements</b> CJ Lewis</p>	<p>Mr. Lewis announced he will now be the DHHS representative for our region. He will reach out to DMA to possibly obtain a clarified synopsis of Secretary Cohen's proposed plan for behavioral health care management.</p>	
<p><b>Staff Liaison Announcements</b> Anne Kimball</p>	<p>Ms. Kimball made the following announcements and reviewed the handouts in members' packets.</p> <p>The Community Stakeholders' Breakfast for Guilford County will be on August 31 at the Children's Home Society in Greensboro.</p> <p>Members are encouraged to provide feedback/comments for the 2017-18 CFAC strategic planning.</p> <p>Committee Member Meeting Packet:</p> <ul style="list-style-type: none"> <li>• CFAC August 2017 Meeting Agenda</li> <li>• Unapproved Minutes, June 2017</li> <li>• Consolidated Balance and Income, May 2017</li> <li>• Summary for QIP</li> <li>• NC Opioid Action Plan</li> <li>• 1915 (b)/(c) Medicaid Waiver Operations Report, July 2017</li> </ul>	
<p><b>Other Business</b></p>	<p>There was no other business.</p>	

<b><u>Speakers from the Floor</u></b>	There were no speakers from the floor.	
<b><u>Adjourn</u></b>	The meeting adjourned at 8:20 p.m.	Chris Laughlin made a motion to adjourn. Cindy Malernee seconded the motion. The motion carried.