

Consumer & Family Advisory Committee (CFAC)

Date this meeting: 8/18/20 - Note: **Due to the COVID-19 pandemic and the Governor's Executive Orders, this meeting was held by conference call.**

Date/time/location of next meeting: September 15, 2020, 5:00 p.m. via conference call

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

Absent: Ron Huber, Chris Laughlin

Excused: Ron Huber

Unexcused: Chris Laughlin

Guest(s): Duane Unger

Sandhills Center Staff Liaison: Anne Kimball

Recorder: Sandra Dunlap

Sandhills Center Guest Staff: Liz Hammond-Stebbins, Anthony Ward

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 5:04 p.m.	
<u>Welcome & Introductions</u> Chair Henkel	Chair Henkel welcomed everyone to the meeting. Sandra Dunlap, Program Assistant and meeting recorder with Sandhills Center, held a roll call of members on the conference call.	

<p><u>Approval of Minutes</u> May 19, 2020</p>	<p>The committee reviewed the minutes from the 5/19/20 meeting. Ron Unger requested a correction to the May minutes.</p>	<p>Stephen Cohen made a motion to accept the minutes with noted correction. Ron Unger seconded the motion.</p> <p>Members that voted to accept minutes with the correction: Stephanie Antkowiak Stephen Cohen Loida Colonna Tonya Gray Shirley Hart Leann Henkel Libby Jones Cindy Mallernee Azell Reeves Lori Richardson Ronald Unger</p> <p>The motion carried.</p>
<p><u>Sandhills Center Updates</u> Anthony Ward</p>	<p>Chair Henkel introduced Anthony Ward, Deputy Director & Chief Operating Officer of Sandhills Center. Mr. Ward discussed the following updates with the committee:</p> <ul style="list-style-type: none"> • Medicaid services • State funded services • COVID outbreaks and response funds • Virtual services • Paid claims percentages • Standard and Tailored plans • RFA response • Facility Based Crisis services array 	
<p><u>Incidents and Grievances</u> Liz Hammond-Stebbins</p>	<p>Chair Henkel introduced Liz Hammond-Stebbins, Incidents and Grievances Manager. Ms. Hammond-Stebbins reviewed the most recent Incidents and Grievances reports with the committee. She also presented a case study.</p>	

<p><u>Consolidated Balance & Income Statement</u> Chair Henkel</p>	<p>Chair Henkel reviewed the June 30, 2020, Consolidated Balance Sheet and Income Statement reviewed last week by the Board of Directors. A copy was included in each member's packet.</p> <p style="text-align: center;">Consolidated Balance & Income Statement for: June 30, 2020</p> <table border="1" data-bbox="529 609 1585 717"> <tr> <td>Total Revenues (YTD)</td> <td>353,599,373</td> </tr> <tr> <td>Total Expenditures (YTD)</td> <td>353,250,223</td> </tr> <tr> <td>Change in Fund Balance (YTD)</td> <td>349,150</td> </tr> </table>	Total Revenues (YTD)	353,599,373	Total Expenditures (YTD)	353,250,223	Change in Fund Balance (YTD)	349,150	
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	<p>Board of Directors Chair Henkel reported: Anthony Ward, Deputy Director/COO, of Sandhills Center, shared Sandhills Center updates.</p> <p>Client Rights Committee Lori Richardson reported:</p> <ul style="list-style-type: none"> • Liz Hammond-Stebbins, Grievances & Incidents Manager of Sandhills Center reviewed Quarterly Reports. <p>Network Leadership: No Meeting in August</p> <p>Quality Management Committee Azell Reeves reported:</p> <ul style="list-style-type: none"> • Anthony Ward, Deputy Director/COO, of Sandhills Center, shared Sandhills Center updates. • Liz Hammond-Stebbins, Grievances & Incidents Manager of Sandhills Center reviewed Quarterly Reports. <p>Global CQI: Lori Richardson reported:</p>							

	<ul style="list-style-type: none"> • Anne Gable, Training Coordinator of Sandhills Center, presented the Provider Forum and Training plans for 2020-2021. <p>State CFAC Lori Richardson reported on the following agenda items:</p> <ul style="list-style-type: none"> • Scheduling of CFACs to present to include more CFAC participation • State CFAC new members • Projects and pilots in NC that are underway • Perception of Care Survey • NC DHHS updates 	
<p><u>CFAC Member Announcements</u> Chair Henkel</p>	<p>Libby Jones reported on the SUD conference.</p> <ul style="list-style-type: none"> • Drug slang terms • E-cigarettes and vaping • COVID 19 risks for SUD • Countries that are outlawing JUUL E-cigarette • Marijuana legalization regulations • Alcoholic Beverage sales • Pregnancy and nursing vaping risks • Parental tobacco use and infant mortality • Third hand smoke dangers • Vaping versus cigarettes • Vaping product regulations • Community Anti-Drug Coalitions of America www.cadca.org • Parents against vaping and e cigarettes www.parentsagainstvaping.org 	
<p><u>Staff Liaison Announcements</u> Anne Kimball</p>	<p>Ms. Kimball announced that Sandhills Center has developed a virtual tour of the Facility-Based Crisis Centers/Behavioral Health Urgent Care Centers (Randolph and Richmond), that will be made available to CFAC members. Jerry Earnhardt, Regional Director for Daymark Recovery Services and other leadership staff from Daymark, will provide updates on these facilities at the September CFAC meeting.</p>	

	<p>Sandhills Center has held three CIT trainings over the past few weeks for Montgomery, Randolph, and Lee counties.</p> <p>Hope4NC has received more funding and is responding to COVID crisis. A Hope4NC Crisis Counseling webpage can be found on Sandhills Center’s website under the tab About Us > #CareForNC > Hope4NC Crisis Counseling.</p> <p>Ms. Kimball reviewed information in each member’s packet:</p> <ul style="list-style-type: none"> • CFAC Agenda August 2020 • Medicaid Waiver Operations Report June & July • Chief Executive Officer Report • Consolidated Balance and Income Statement • Fourth Quarter Grievances and Incident Reports Presentation • Member Orientation Forms (Acknowledgment of Confidentiality, Conflict of Interest Declaration, Acknowledgement of CFAC Membership, CFAC Member Information Sheet, Meeting Dates for fiscal years 2020-2021) • Sandhills Center addressed envelope 	
<p><u>Speakers from the Floor</u></p>	<p>Ron Unger announced that his plans have changed, and he will now continue to serve on the Sandhills Center CFAC.</p>	
<p><u>Adjourn</u></p>	<p>The meeting adjourned at 6:40 p.m.</p>	<p>Ronald Unger made a motion to adjourn. Irma Robledo seconded the motion. Members disconnected from the call before a vote to adjourn was taken.</p>