

Consumer & Family Advisory Committee (CFAC)

Date this meeting: 8/16/22 - **Meeting held both in-person and virtually (WebEx).**

Date/time/location of next meeting: September 20, 2022, at 6:15 p.m. @ Randolph County Office Building – 725 McDowell Rd, Asheboro

Attending: Leann Henkel, Michael Ayers, Stephen Cohen, Loida Colonna, Tonya Gray, Ricky Graves, Jamie Hallman, Ron Huber, Libby Jones, Jackie McLean, Azell Reeves, Ida Shaw, Donna Steinbach, Ron Unger, Paige Wilhoit

Absent: Candice Doss, Chris Laughlin, Cindy Mallernee

Guest(s): Dwayne Unger

Sandhills Center Staff Liaison: Anne Kimball

Recorder: Sandra Dunlap

Sandhills Center Staff: Liz Hammond-Stebbins

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 6:18 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.	

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<p><u>Approval of Minutes</u> June 21, 2022</p>	<p>The committee reviewed the minutes from the 6/21/22 meeting.</p>	<p>Ron Unger made a motion to approve the June minutes. Michael Ayers seconded the motion. None opposed; the motion carried.</p>
<p><u>Grievances & Incident Reports</u> Liz Hammond-Stebbins</p>	<p>Chair Henkel introduced Liz Hammond-Stebbins, Grievances & Incident Reports Manager of Sandhills Center. Ms. Hammond-Stebbins presented a PowerPoint presentation and reviewed the most recent Grievances & Incident Reports with the committee. She also presented a case study and explained the grievance appeal process.</p> <p>Members had conversations about the case study and the resources that are available and can be made available to people in similar situations. The committee would like a report of systemic case studies that have successful outcomes and current quality improvement projects.</p>	<p>Anne Kimball will ask Quality Management Director to present at CFAC throughout the fiscal year. Ms. Kimball will ask the QM director what is the best way for CFAC to offer suggestions concerning customer service mystery shoppers.</p>
<p><u>Committee Reports</u></p>	<p>Board of Directors: CEO report included in member packets. Jackie McLean reported:</p> <ul style="list-style-type: none"> • Building Updates • Richmond County Facility Based Crisis Grand Opening • Governor’s Budget • Medicaid Expansion • Bylaws Review <p>Client Rights Committee: Jackie McLean reported:</p> <ul style="list-style-type: none"> • Quarterly Grievances & Incident reports • Case Study <p>Global CQI: No Report</p> <p>Network Leadership: No meeting in August, next meeting September</p>	

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	<p>Quality Management Committee: Azell Reeves reported:</p> <ul style="list-style-type: none"> • Quarterly Grievances & Incident reports • Tailored Plan Launch • Member Services Division (Care Management Platform) <p>State to Local CFAC Collaborative: Azell Reeves reported on the following:</p> <ul style="list-style-type: none"> • State CFAC Subcommittee for Local CFAC • Sandhills Center CFAC Report 							
<p><u>Consolidated Balance & Income Statement</u> Chair Henkel</p>	<p>Chair Henkel reviewed the June 30, 2022, Consolidated Balance Sheet and Income Statement reviewed the week prior 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, 2022</p> <table border="1" data-bbox="531 987 1587 1096"> <tr> <td>Total Revenues (YTD)</td> <td style="text-align: right;">497,777,916</td> </tr> <tr> <td>Total Expenditures (YTD)</td> <td style="text-align: right;">438,233,654</td> </tr> <tr> <td>Change in Fund Balance (YTD)</td> <td style="text-align: right;">59,544,261</td> </tr> </table>	Total Revenues (YTD)	497,777,916	Total Expenditures (YTD)	438,233,654	Change in Fund Balance (YTD)	59,544,261	
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<p><u>Consumer Engagement & Empowerment Team</u> Wes Rider</p>	<p>Chair Henkel introduced Wes Rider of NC DMH/DD/SAS, NCDHHS. Mr. Rider referred the committee to the CEE newsletter in their handout packet.</p>							
<p><u>CFAC Member Announcements & Discussions</u> Chair Henkel</p>	<ul style="list-style-type: none"> • Application for CFAC membership for Irma Robledo • CFAC committee meetings to continue both virtually and in-person 	<p>Stephen Cohen made a motion to accept the application from Irma Robledo for CFAC membership. Ron Unger seconded the motion. A vote was taken of present</p>						

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		members, none opposed, the motion carried.
<p><u>Staff Liaison Announcements</u> Anne Kimball</p>	<p>Ms. Kimball reviewed the purposes of CFAC.</p> <ul style="list-style-type: none"> • Representation in catchment area counties that make up Sandhills Center • CFAC representation on the various Sandhills Center committees • Review of Sandhills Center budget • Opportunities for members to serve on committees • CFAC members interaction with their communities for advisory purposes • Specific training requests for CFAC members • Medicaid Transformation/Tailored Plan • Community Stakeholders Breakfast Meetings in each county • <p>She also thanked members for their willingness to serve, and expressed sincere gratitude on behalf of Sandhills Center.</p> <p>Ms. Kimball reviewed orientation materials and information in each member's packet:</p> <ul style="list-style-type: none"> • CFAC Agenda August 16, 2022 • Medicaid Waiver Operations Report July 2022 • Chief Executive Officer Report • Consolidated Balance Sheet and Income Statement • Consumer Engagement & Empowerment Update Newsletter • Quarterly Community Report • Grievances & Incident Reports • CIT Year in Review • Community Stakeholders Breakfast Meeting Schedule • Fiscal Year 2022-2023 CFAC Meeting Calendar • Stipends Report 	

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	<ul style="list-style-type: none"> • Travel Expense Report • W9 	
<u>Speakers from the Floor</u>	There were no speakers from the floor.	
<u>Adjourn</u>	The meeting adjourned at 8:10 p.m. with thanks from Chair Henkel for everyone's attendance and participation.	<p>Stephen Cohen made a motion to adjourn the meeting. Mike Ayers seconded the motion.</p> <p>None opposed; the motion carried.</p>