

Consumer & Family Advisory Committee (CFAC)

Date this meeting: 2/21/17

Date/time/location of next meeting: March 21, 2017, 6:15 p.m. – 1120 Seven Lakes Rd, West End, NC

Attending: Leann Henkel, Stephanie Antkowiak, Stephen Cohen, Loida Colonna, Ann Flaherty, Tonya Gray, Shirley Hart, Ron Huber, Libby Jones, Chris Laughlin, I. Azell Reeves, Lori Richardson, Irma Robledo, Ronald Unger, Ashley Wilcox

Absent: Marianne Kernan, Cindy Mallernee, Jennifer Tarlton

Excused: Marianne Kernan, Cindy Mallernee, Jennifer Tarlton

Unexcused:

Sandhills Center Staff Liaison Present: Anne Kimball

Sandhills Center Guest Staff:

DHHS Representative Present: Wes Rider

Recorder: Sandra Dunlap

TOPIC/SUBJECT	DISCUSSION/CONTENT	DECISION
<u>Call to Order</u> Chair Leann Henkel	The meeting was called to order at 6:30 p.m. by Chair Henkel.	
<u>Approval of Minutes</u> January 17, 2017	The committee reviewed the minutes from the 1/17/17 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>Quarterly Management Reports</u> Mary Kidd</p>	<p>Chair Henkel announced regrets from Mary Kidd that she would not be able to attend the meeting. CFAC will re-schedule Ms. Kidd to present the reports at a later date.</p>							
<p><u>Report from the Division of MH/DD/SAS</u> Wes Rider</p>	<p>Mr. Rider announced Dr. Mandy Cohen is serving as the Secretary of the North Carolina Department of Health and Human Services. Mr. Rider said he was glad to see that Sandhills Center's CFAC had representation at the CIT conference in Raleigh. Mr. Rider also asked for time on an upcoming agenda for SWOT analysis.</p>							
<p><u>Consolidated Balance & Income Statement</u> Anne Kimball</p>	<p style="text-align: center;">Consolidated Balance & Income Statement for: December 31, 2016</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;">\$142,361,384</td> </tr> <tr> <td style="text-align: center;">Total Expenditures (YTD)</td> <td style="text-align: right;">\$150,906,359</td> </tr> <tr> <td style="text-align: center;">Change in Fund Balance (YTD)</td> <td style="text-align: right;">(\$8,544,975)</td> </tr> </table>	Total Revenues (YTD)	\$142,361,384	Total Expenditures (YTD)	\$150,906,359	Change in Fund Balance (YTD)	(\$8,544,975)	
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<p><u>Committee Reports</u> Chair Henkel Tonya Gray Lori Richardson I. Azell Reeves</p>	<p>Board of Directors: Ms. Gray reported</p> <ul style="list-style-type: none"> • Lee County Commissioner Kevin Dawson, and Harnett County Commissioner Joe Miller were sworn in to the Sandhills Center Board of Directors. • A consents agenda was implemented. • Some personnel policies were amended to be in compliance with state guidelines. • Evaluation of Sandhills Center's CEO has begun. <p>Network Leadership: Ms. Richardson reported:</p> <ul style="list-style-type: none"> • No reductions in revenues from the state this year. • Newly revised member handbook in is production and is available on the website. • There is a new QIP (Quality Improvement Project) for improving attendance for member routine appointments. • Access2Care kiosks activity is being tracked. 							

	<ul style="list-style-type: none"> • State received approval from CMS (Centers for Medicare & Medicaid Services) for an amended service definition on integrated services. • Incidents and Quality of Care reports were reviewed. • Trillium and Nash County merger will be effective April 1, 2017. • Network has two quality improvement projects underway. • Monitoring reviews were conducted. <p>Quality Management: Ms. Reeves reported:</p> <ul style="list-style-type: none"> • Quarterly management reports were reviewed. <p>Global CQI: Ms. Richardson reported:</p> <ul style="list-style-type: none"> • Quality of Care Concerns were reviewed. • Providers are adjusting to integrated care with minor issues. • Scripts are being used by Call Center and coordinators to ask questions prior to consumers visiting a provider. • Timing of incident reports was discussed. • Training needs identified were: IRIS, integrated care, documentation, and how to properly run a quality improvement project. <p>Client Rights: Ms. Richardson reported:</p> <ul style="list-style-type: none"> • Quarterly management reports were reviewed. <p>Program Planning & Operations: Ms. Richardson reported:</p> <ul style="list-style-type: none"> • Gaps Analysis for services were conducted. • Sandhills Center had organizational changes. 	
<p><u>CFAC Member Announcements</u></p>	<p>Libby Jones announced there will be a two-day Child and Family Team training in Fayetteville, February 27 & 28 and in Asheville March. Two train the trainer trainings will be held in March in Charlotte and in the East Pointe/Trillium area.</p>	

	<p>Ms. Jones also announced that the State Collaborative for Children Youth and Families will hold a series (one-day institute), in ten locations across the state; May 11 in Durham, to be announced in Charlotte and Alamance area. Two further out in September for Eastpointe, Asheville, and Trillium. Partners and Sandhills Center will have one. She has reached out to staff at Sandhills Center to assist her in acquiring a date and location for Sandhills Center to host an institute. Collaborative members will be marketing to the community to find out what issues their communities are having that can be supported by the State Collaborative. Ms. Jones will be the contact person for those who are interested in attending.</p> <p>Stephanie Antkowiak announced that a conference with Pete Wright (Wrightslaw Special Education and Advocacy) is scheduled for March 13 at UNC-G. A self-advocates conference is scheduled for March 25; Director of The Arc@Work will be the keynote speaker. Ms. Antkowiak also mentioned that she learned that a proposal was made to repeal ACA (Affordable Care Act) and dismantle Medicaid by federal legislators during a conference call with the Arc of NC. She urged those who oppose to contact their legislators to voice their opinion on the matter.</p> <p>Loida Colonna shared a newspaper article about Sandhills Center’s new building.</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>There will be 11 scheduled Crisis Intervention Trainings through November. Lori Richardson has been successful in getting Richmond and Anson County trainings scheduled.</p> <p>Martha Rogers, Finance Director for Sandhills Center has retired and Hannah Brown has been hired as the new Finance Director. Ms. Brown will be asked to attend a future CFAC meeting.</p> <p>A Community Stakeholders’ Breakfast Meeting for Hoke County will be held on Friday, February 24, 2017 at FirstHealth – Hoke Campus at 8:30 a.m.</p> <p>Sandhills Center in partnership with Promise Resource Network, to offer Peer Support Training March 20-24.</p>	

	<p>Committee Member Meeting Packet:</p> <ul style="list-style-type: none"> • CFAC February 2017 Meeting Agenda • Unapproved minutes January 2017 • Consolidated Balance and Income Statement December 2016 • CEO Report February 2017 • 1915 (b)/(c) Medicaid Waiver Operations Report January 2017 • Hoke County Dashboard • Quarterly Quality Management Reports 	
<p><u>Other Business</u> Ann Flaherty I. Azell Reeves</p>	<p>Ann Flaherty made a formal statement questioning the complaint process and the next step when the results come back as inconclusive. Anne Kimball reminded the committee Sandhills Center does have an appeal process that can be initiated.</p> <p>Azell Reeves requested an organizational chart for Sandhills Center and DHHS be made available to CFAC members.</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 7:37 p.m.</p>	<p>Stephen Cohen made a motion to adjourn. Ron Huber seconded the motion. The motion carried. None opposed.</p>