

Consumer & Family Advisory Committee (CFAC)

Date this meeting: 2/16/21 – Note: **Due to the COVID-19 pandemic and the Governor’s Executive Orders, this meeting was held by Webex webinar.**

Date/time/location of next meeting: March 16, 2021, 5:00 p.m. via conference call and WebEx webinar

Attending: Leann Henkel, Stephany Bonds, Ron Huber, Libby Jones, Cindy Mallernee, Azell Reeves, Lori Richardson

Absent: Stephen Cohen, Loida Colonna, Tonya Gray, Chris Laughlin, Ron Unger

Excused: Stephen Cohen, Loida Colonna, Tonya Gray, Chris Laughlin, Ron Unger

Unexcused:

Guest(s): Ida Shaw

Sandhills Center Staff Liaison: Anne Kimball

Recorder: Sandra Dunlap

Sandhills Center Presenter: 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 5:03 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 in attendance.	

<p><u>Approval of Minutes</u> January 19, 2021</p>	<p>The committee reviewed the minutes from the 1/19/21 meeting.</p>	<p>Libby Jones made a motion to accept the minutes as written. Loida Colonna seconded the motion. No members opposed the motion; the motion carried.</p>						
<p><u>Quarterly Review Grievances & Incident Reports</u> Liz Hammond-Stebbins</p>	<p>Chair Henkel introduced Liz Hammond-Stebbins, Grievances & Incident Reports Manager with Sandhills Center. Ms. Hammond-Stebbins reviewed the most recent Grievances and Incident reports with the committee. She presented a case study, answered questions from members, and participated in resource discussions for family supports services.</p>							
<p><u>CIT Year in Review</u> Marilyn Gilliam Postponed to March CFAC Meeting</p>								
<p><u>CFAC Member Support</u> Chair Henkel</p>	<p>Chair Henkel led a discussion for members to reconnect, share information, coping techniques, and offer support for one another concerning the COVID epidemic.</p>							
<p><u>Consolidated Balance & Income Statement</u> Chair Henkel</p>	<p>Chair Henkel reviewed the December 31, 2020 Consolidated Balance Sheet and Income Statement reviewed the prior 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: December 31, 2020</p> <table border="1" data-bbox="531 1333 1587 1451"> <tr> <td>Total Revenues (YTD)</td> <td>207,12,963</td> </tr> <tr> <td>Total Expenditures (YTD)</td> <td>187,441,935</td> </tr> <tr> <td>Change in Fund Balance (YTD)</td> <td>19,679,029</td> </tr> </table>	Total Revenues (YTD)	207,12,963	Total Expenditures (YTD)	187,441,935	Change in Fund Balance (YTD)	19,679,029	
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<p><u>Application for Membership</u> Chair Henkel</p>	<p>Chair Henkel introduced Ida Shaw for CFAC membership. Ms. Shaw shared her personal bio and her desire to serve as a CFAC member.</p>	<p>Azell Reeves made a motion to accept the application for membership. Cindy Mallernee seconded the motion.</p> <p>Members on the call that voted to accept the application.</p> <p>Stephany Bonds Loida Colonna Leann Henkel Ron Huber Libby Jones Cindy Mallernee Azell Reeves Lori Richardson</p> <p>There were none opposed.</p>
<p><u>Committee Reports</u> Chair Henkel</p>	<p>Board of Directors Leann Henkel reported the following updates and referenced the CEO Report in each member's packet:</p> <ul style="list-style-type: none"> • COVID Employee Status • Extension Grants • Provider Network COVID Outbreak Status • Facility Based Crisis Updates • Standard/Tailored Plan Request for Application Response <p>Client Rights Committee Lori Richardson reported on the following agenda items:</p> <ul style="list-style-type: none"> • Quarterly Incidents & Grievances Reports • QIP Update • New Chair Walter Ferguson 	

	<p>Network Leadership Lori Richardson reported that the committee did not meet in February.</p> <p>Quality Management Committee Azell Reeves reported on the following agenda items:</p> <ul style="list-style-type: none"> • Al Gainey is the new Care Coordination Director for Sandhills Center • Flexibilities Relief Package <p>Global CQI Lori Richardson reported the following agenda items:</p> <ul style="list-style-type: none"> • NC TOPPS presentation <p>State CFAC Lori Richardson reported on the following agenda items:</p> <ul style="list-style-type: none"> • Subcommittee Reports • Legislative Process Update • 122C/170-171 State CFAC Requirement Statue Discussion/Revision • NC DHHS DMHDDSAS Updates • Quality Management Data 	
<p><u>Community Engagement and Empowerment (CE&E) Report</u> Wes Rider</p>	<p>Wes Rider, DHHS, DMHDDSAS made the following announcements:</p> <ul style="list-style-type: none"> • SCOOP Sessions Online <i>S - Stay connected to family and friends.</i> Social connections build resiliency. <i>C - Compassion for yourself and others.</i> Self-compassion decreases trauma symptoms and stress. <i>O - Observe your use of substances.</i> Early intervention can prevent problems. <i>O - Ok to ask for help.</i> Struggling is normal. Asking for help is empowering. <i>P - Physical activity to improve your mood.</i> Exercise boosts mood and lowers anxiety. • Peer Support Webinars • Teen Town Hall - Saturday, February 20 • Regional CFAC Meeting Attendance Numbers • Workgroups 	

<p align="center">CFAC Member Announcements Chair Henkel</p>	<p>There were no member announcements.</p>	
<p><u>Staff Liaison Announcements</u> Anne Kimball</p>	<p>Ms. Kimball discussed the following:</p> <ul style="list-style-type: none"> • FBC Building Updates • New Location for Sandhills Center/Greensboro Update • CIT Guilford County Scheduled for February 15 • Greensboro Police Department Mobile Crisis Team Training <p>Ms. Kimball reviewed information in each member's packet:</p> <ul style="list-style-type: none"> • CFAC Agenda February 2021 • CFAC Draft Minutes January 2021 • Medicaid Waiver Operations Report for January 2021 • Chief Executive Officer Report • Consolidated Balance and Income Statement • Quarterly Grievances & Incident Reports • New Member Application 	
<p><u>Speakers from the Floor</u></p>	<p>Steve Antkowiak spoke on his difficulty of accessing community-networking workforce training through Sandhills Center for his son.</p>	
<p><u>Adjourn</u></p>	<p>The meeting adjourned at 6:22 p.m.</p>	<p>Libby Jones made a motion to adjourn. Loida Colonna seconded the motion.</p> <p>No members opposed; the motion carried.</p>