

## **Consumer & Family Advisory Committee (CFAC)**

Date this meeting: 2/15/22 - **Meeting held by conference call/WebEx.**

Date/time/location of next meeting: March 15, 2022, 5:00 p.m. (virtual)

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

Absent: Candice Doss, Chris Laughlin

Guest(s): Joann Cozart, Anne Gable, Marilyn Gilliam, Heather Odendahl

Sandhills Center Staff Liaison: Anne Kimball

Recorder: Sandra Dunlap

Sandhills Center Staff: Katy Eads, Liz Hammond-Stebbins

NC DHHS Representative: Wes Rider

<b>TOPIC/SUBJECT</b>	<b>DISCUSSION/CONTENT</b>	<b>DECISION</b>
<b>Call to Order</b> Chair Leann Henkel	Chair Henkel called the meeting to order at 5:05 p.m.	
<b>Welcome &amp; Introductions</b> 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.	
<b>Approval of Minutes</b> January 18, 2022	The committee reviewed the minutes from the 1/18/22 meeting.	Stephen Cohen made a motion to accept the minutes as written. Jackie McLean seconded the motion.  None opposed; the motion carried.

<p><b><u>Introduction to Tailored Plan Care Management</u></b> Katy Eads, External Care Management Director</p>	<p>Chair Henkel introduced Katy Eads, External Care Management Director of Sandhills Center. Ms. Eads presented a PowerPoint presentation and gave an overview of the Tailored Plan Care Management.</p> <ul style="list-style-type: none"> <li>• Current Care Coordination</li> <li>• Future Integrated Care</li> <li>• Tailored Care Management</li> <li>• Eligibility</li> <li>• Delivery of Tailored Care</li> <li>• Care Manager Roles</li> <li>• Member Choice</li> <li>• Tailored Care Conflict of Interest</li> </ul> <p>Ms. Eads also answered member questions.</p>	
<p><b><u>Incidents and Grievances</u></b> Liz Hammond-Stebbins</p>	<p>Chair Henkel introduced Liz Hammond-Stebbins, Incidents and Grievances Manager of Sandhills Center. Ms. Hammond-Stebbins presented a PowerPoint presentation and reviewed the most recent Incidents and Grievances reports with the committee. She also presented a case study.</p>	
<p><b><u>Applications for CFAC Membership</u></b> Chair Henkel</p>	<p>Chair Henkel announced she received applications for membership from Tonya Gray and Libby Jones.</p>	<p>Jackie McLean made a motion to accept the applications for Tonya Gray and Libby Jones. Cindy Mallernee seconded the motion.</p> <p>None opposed, the motion carried.</p>

<p><b><u>Committee Reports</u></b></p>	<p><b>Board of Directors</b>  <b>Jackie McLean/Michael Ayers reviewed the CEO report in member packets:</b></p> <ul style="list-style-type: none"> <li>• Construction and building projects updates <ul style="list-style-type: none"> <li>▪ Future Seven Lakes/West End Corporate Office Building</li> <li>▪ Future Asheboro Office Building</li> <li>▪ Current Seven Lakes/West End Corporate Office Buildings</li> </ul> </li> <li>• Davidson/Rockingham Counties Realignment</li> <li>• Richmond County Child Facility Based Crisis Center (FBC) Update</li> <li>• Sandhills Center Responses to COVID-19 <ul style="list-style-type: none"> <li>▪ Employee Work Status</li> <li>▪ Employee COVID-19 Testing</li> </ul> </li> <li>• NC DHHS Launches New Plan to Advance Employment for Individuals with Intellectual/Developmental Disabilities</li> </ul> <p><b>Client Rights Committee</b>  <b>Cindy Mallernee reported:</b></p> <ul style="list-style-type: none"> <li>• Quarterly Report on Incidents &amp; Grievances</li> </ul> <p><b>Global CQI:</b> No Report</p> <p><b>Network Leadership:</b> No Report</p> <p><b>Quality Management Committee</b>  <b>Azell Reeves reported:</b></p> <ul style="list-style-type: none"> <li>• Tailored Plan Care Management Preparedness</li> <li>• Quality of Care Presentation (Residential/IDD)</li> <li>• Quarterly Report on Incidents &amp; Grievances</li> </ul> <p><b>State CFAC:</b> No Report</p>	
--	---	--

**Commented [KA1]:** Did Leann do this, or did a Board member? Jackie maybe?

<p><b><u>Consolidated Balance &amp; Income Statement</u></b> Chair Henkel</p>	<p>Chair Henkel reviewed the December 31, 2021, 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 &amp; Income Statement for: December 31, 2021</p> <table border="1" data-bbox="411 537 1228 621"> <tr> <td>Total Revenues (YTD)</td> <td>214,638,571</td> </tr> <tr> <td>Total Expenditures (YTD)</td> <td>197,187,222</td> </tr> <tr> <td>Change in Fund Balance (YTD)</td> <td>17,451,348</td> </tr> </table>	Total Revenues (YTD)	214,638,571	Total Expenditures (YTD)	197,187,222	Change in Fund Balance (YTD)	17,451,348	
Total Revenues (YTD)	214,638,571							
Total Expenditures (YTD)	197,187,222							
Change in Fund Balance (YTD)	17,451,348							
<p><b><u>Consumer Engagement &amp; Empowerment Team Presentation</u></b> Wes Rider</p>	<p>Chair Henkel introduced Wes Rider, of DMH/DD/SAS, NCDHHS. Mr. Rider reviewed the CEE update and announced important dates.</p> <ul style="list-style-type: none"> <li>• Provider and Consumer calls are held the first part of each month</li> <li>• State Consumer and Family Advisory call 2<sup>nd</sup> Wednesday of each month</li> <li>• CE&amp;E Team in person trainings</li> <li>• NC TIDE April 25-27</li> <li>• NC CIT Conference February 25, 2022</li> <li>• One Community in Recovery Conference April 27-29, 2022</li> <li>• Women's Recovery Conference May 4-6, 2022</li> </ul>							
<p><b><u>CFAC Member Announcements</u></b> Chair Henkel</p>	<p>Michael Ayers mentioned a healthcare acronym sheet as a reference would be beneficial to CFAC members.</p> <p>Tonya Gray spoke on the advancement of people with Intellectual/Developmental Disabilities in attaining equitable employment. She also commended Sandhills Center on the construction of new facilities.</p>							
<p><b><u>Staff Liaison Announcements</u></b> Anne Kimball</p>	<p>Ms. Kimball made the following announcement:</p> <ul style="list-style-type: none"> <li>• Sandhills Center has an onsite URAC reaccreditation review on Wednesday, February 16, 2022</li> </ul>							

	<p>Ms. Kimball reviewed information in each member's packet:</p> <ul style="list-style-type: none"> <li>• CFAC Agenda February 15, 2022</li> <li>• Introduction to Tailored Care Management Presentation</li> <li>• Sandhills Center Grievances and Incident Reports Presentation</li> <li>• Medicaid Waiver Operations Report January 2022</li> <li>• Chief Executive Officer Report</li> <li>• Consolidated Balance and Income Statement</li> <li>• Consumer Engagement &amp; Empowerment Update Newsletter</li> <li>• W-9 Tax Form</li> </ul>	
<b><u>Speakers from the Floor</u></b>	There were no speakers from the floor.	
<b><u>Adjourn</u></b>	The meeting adjourned at 6:39 p.m.	<p>Michael Ayers made a motion to adjourn the meeting. Libby Jones seconded the motion.</p> <p>None opposed; the motion carried.</p>