

Consumer & Family Advisory Committee (CFAC)

Date this meeting: 1/21/20

Date/time/location of next meeting: February 18, 2020, 6:15 p.m. at 185 Grant Street, West End, NC 27376

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

Absent:

Excused:

Guest:

Sandhills Center Staff Liaison: Anne Kimball

Recorder: Sandra Dunlap

Sandhills Center Guest 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 6:24 p.m.	
<u>Welcome & Introductions</u> Chair Leann Henkel	Chair Henkel led introductions, and welcomed everyone to the meeting.	
<u>Approval of Minutes</u> November 19, 2019	With a reminder that the committee did not meet in December, the committee reviewed the minutes from the 11/19/19 meeting.	Ron Unger made a motion to accept the minutes as written. Stephen Cohen seconded the motion. The motion carried.

<p><u>Quarterly Report on Grievances & Incidents</u> Liz Hammond-Stebbins</p>	<p>Chair Henkel introduced Liz Hammond-Stebbins, Grievances & Incident Reports Manager of Sandhills Center. Ms. Hammond-Stebbins presented the quarterly Grievances & Incident Reports, and answered questions from the floor. She noted feedback from the committee. It was recommended that the committee receive a presentation on human trafficking.</p>	<p>Anne Kimball will arrange for a presentation at a future CFAC meeting about human trafficking.</p>						
<p><u>Consumer Engagement & Empowerment Team Presentation</u> Wes Rider</p>	<p>Chair Henkel introduced Wes Rider, Mental Health Program Coordinator, DMH/DD/SAS, DHHS. Mr. Rider distributed copies and gave a synopsis of the latest Consumer Engagement & Empowerment Team newsletter. He also encouraged members to continue providing the State feedback about services or concerns. He also discussed the CFAC Self Evaluation Tool and SWOT Analysis, which will be completed at the June meeting.</p>							
<p><u>Consolidated Balance & Income Statement</u> Vice Chair Reeves</p>	<p style="text-align: center;">Consolidated Balance & Income Statement for: November 2019</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;">138,476,901</td> </tr> <tr> <td style="text-align: center;">Total Expenditures (YTD)</td> <td style="text-align: right;">143,021,373</td> </tr> <tr> <td style="text-align: center;">Change in Fund Balance (YTD)</td> <td style="text-align: right;">(4,544,472)</td> </tr> </table>	Total Revenues (YTD)	138,476,901	Total Expenditures (YTD)	143,021,373	Change in Fund Balance (YTD)	(4,544,472)	
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<p><u>Committee Reports</u> Chair Leann Henkel</p>	<p>Board of Directors: Ms. Henkel reported:</p> <ul style="list-style-type: none"> • Updates on facility based crisis centers for Asheboro and Richmond Counties. • State Budget is still operating off the previous year. • Dave Richard, Deputy Secretary for NC Medicaid, Kody Kinsley, Deputy Secretary for Behavioral Health & Intellectual Disabilities at DHHS, and Senator Tommy Tucker will visit statewide LME/MCO board meetings to discuss key issues, proposed changes and gather local boards' perspectives to share with legislators. <p>Client Rights Committee: Meets quarterly; will meet in February 2020</p> <p>Global CQI: No meeting</p>							

	<p>Quality Management Committee: No meeting</p> <p>Network Leadership Committee: Lori Richardson reported:</p> <ul style="list-style-type: none"> • Customer Service is meeting all standards • Member Handbook is being updated • Quality Management Report • Medicaid Operations Report • New Staff: Integrated Care Clinician – Veronique Byungura • New Staff: Network Director – Michael LaDisa <p>State CFAC: Lori Richardson reported:</p> <ul style="list-style-type: none"> • Tailored Plans and Transition to Integrated Care presentation by Trish Farnham, Senior Health Policy Analyst. • Quality and Population Health, Division of Health Benefits. • Quality Management presentation by Jennifer Bowman, Quality Management Section Chief at NC Division of MH/DD/SAS. • Kody Kinsley, Deputy Secretary for Behavioral Health & Intellectual Disabilities at DHHS will have a section chief visit State CFAC and speak on the Registry of Unmet Needs. • Michelle Laws, Director, Office of Consumer and Community Engagement with DMHDDSAS gave an update on the Standard Plan webinar. • Town Halls are scheduled for Wilmington and Winston-Salem. • Cardinal Innovations discussing options to host Statewide CFAC in May. 	
<p>CFAC Member <u>Announcements</u> Chair Leann Henkel</p>	<p>There were no member announcements.</p>	
<p><u>Staff Liaison Announcements</u> Anne Kimball</p>	<ul style="list-style-type: none"> • Anne Kimball announced several Sandhills Center staff will receive service longevity awards in January. Sandhills Center’s leadership has done a phenomenal job at retaining staff, some of which have 30 years with Sandhills Center. Chair Henkel recognized Ms. Kimball for her 15 years of service to Sandhills Center. 	

	<p>Ms. Kimball reviewed the handouts in members' packets:</p> <ul style="list-style-type: none"> • Unapproved Minutes November 19, 2019 • Consolidated Balance and Income Statement • CEO Report • 1915 (b)/(c) Medicaid Waiver Operations Report • CIT 2020 Calendar • Revised Travel Expense Report 	
<u>Other Business</u>	There was no other business.	
<u>Speakers from the Floor</u>	There were no speakers from the floor.	
<u>Adjourn</u>	The meeting adjourned at 7:28 p.m.	Ron Unger made a motion to adjourn. Chris Laughlin seconded the motion. The motion carried.