

Consumer & Family Advisory Committee (CFAC)

Date this meeting: 1/19/21 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: February 16, 2021, 5:00 p.m. via conference call and WebEx webinar

Attending: Leann Henkel, Stephanie Antkowiak, Stephany Bonds, Stephen Cohen, Tonya Gray, Ron Huber, Libby Jones, Chris Laughlin, Cindy Mallernee, Azell Reeves, Lori Richardson

Absent: Loida Colonna, Ron Unger

Excused: Loida Colonna, Ron Unger

Unexcused:

Guest(s): Ida Shaw

Sandhills Center Staff Liaison: Anne Kimball

Recorder: Sandra Dunlap

Sandhills Center Presenter: Barbara Barnes, Liz Hammond-Stebbins, Anthony Ward

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 5:02 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> November 17, 2020</p>	<p>The committee reviewed the minutes from the 11/17/20 meeting.</p>	<p>Stephen Cohen made a motion to accept the minutes as written. Tonya Gray seconded the motion. No members opposed the motion; the motion carried.</p>
<p><u>Medicaid Transformation Update</u> Anthony Ward</p>	<p>Chair Henkel introduced Anthony Ward, Chief Operating Officer/Deputy Director of Sandhills Center. Mr. Ward updated the committee on developments related to Standard and Tailored Plans. Mr. Ward answered questions from committee members.</p> <p>Points covered included:</p> <ul style="list-style-type: none"> • Standard Plan Provider Selection/Launch • State Readiness Reviews • RFA Tailored Plan Application • TBI Waiver Management • Population Health • Care Management • AMH (Advanced Medical Homes)Advance • AMH (Advanced Medical Homes) Plus • CMAs (Care Management Agency) • Network Growth Plan • Tailored Plan Contracts • Notice of Contract Award • Member Impact • Care Plans • Enrollment Broker <p>Mr. Ward made specific points related to the continued importance of CFAC involvement, including that annual gaps analysis, provider training plan development, website review, and bridge between Sandhills Center and our local communities.</p>	

<p style="text-align: center;"><u>NC TOPPS</u> Liz Hammond-Stebbins Barbara Barnes</p>	<p>Chair Henkel introduced Liz Hammond-Stebbins, Incidents and Grievances Manager of Sandhills Center and Barbara Barnes, NC-TOPPS Specialist, both of Sandhills Center. Ms. Hammond-Stebbins and Ms. Barnes presented a NC TOPPS (North Carolina Treatment Outcomes and Program Performance System) purpose and summary with the committee. A PowerPoint presentation was included in members handout packets. Ms. Hammond-Stebbins and Ms. Barnes also answered questions from members.</p>							
<p style="text-align: center;"><u>Consolidated Balance & Income Statement</u> Chair Henkel</p>	<p>Chair Henkel reviewed the November 30, 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: November 30, 2020</p> <table border="1" data-bbox="529 1073 1587 1192"> <tr> <td>Total Revenues (YTD)</td> <td style="text-align: right;">173,547,705</td> </tr> <tr> <td>Total Expenditures (YTD)</td> <td style="text-align: right;">155,488,999</td> </tr> <tr> <td>Change in Fund Balance (YTD)</td> <td style="text-align: right;">18,058,706</td> </tr> </table>	Total Revenues (YTD)	173,547,705	Total Expenditures (YTD)	155,488,999	Change in Fund Balance (YTD)	18,058,706	
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	<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 • Behavioral Health Crisis Center Updates • Staffing of Crisis Centers 							

	<ul style="list-style-type: none"> • Employee Recognition Awards • Recovery Relief Package <p>Client Rights Committee No meeting in January</p> <p>Network Leadership Lori Richardson reported that the committee received the following:</p> <ul style="list-style-type: none"> • Medicaid Transformation Update <p>Quality Management Committee No Meeting in December; next meeting is scheduled for 1.26.21</p> <p>Global CQI No meeting in January</p> <p>State CFAC Lori Richardson reported on the following agenda items:</p> <ul style="list-style-type: none"> • Perception of Care Telehealth Survey Report • NC DHHS Updates 	
<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"> • Community Engagement & Empowerment Newsletter • NC DHHS COVID update call January 25 @ 2:00 p.m. • Regional CFAC meeting January 25 @ 6:00 p.m. • SCOOP Sessions Online <ul style="list-style-type: none"> <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. • Gratitude to Sandhills Center staff for communicating NCDHHS announcements with members. • COVID vaccine efficacy and safety training • TBI (Traumatic Brain Injury) Waiver webinar January 21 @6:00 p.m. 	

	<ul style="list-style-type: none"> • State to Local CFAC rescheduled for January 27 • State CFAC Vacancy 	
<p><u>CFAC Member Announcements</u> Chair Henkel</p>	Stephanie Antkowiak announced her resignation from the Sandhills Center CFAC. She offered endearing words of thanks and encouragement.	
<p><u>Staff Liaison Announcements</u> Anne Kimball</p>	<p>Ms. Kimball announced the following:</p> <ul style="list-style-type: none"> • RFA Response Submission • Highlights from the CEO Report <p>Ms. Kimball reviewed information in each member's packet:</p> <ul style="list-style-type: none"> • CFAC Agenda January 2021 • CFAC Draft Minutes November 2020 • Medicaid Waiver Operations Report for December 2020 • Chief Executive Officer Report • Consolidated Balance and Income Statement • NC TOPPS PowerPoint Presentation 	
<p><u>Speakers from the Floor</u></p>	There were no speakers from the floor.	
<p><u>Adjourn</u></p>	The meeting adjourned at 6:11p.m.	<p>Stephen Cohen made a motion to adjourn. Libby Jones seconded the motion.</p> <p>No members opposed; the motion carried.</p>