

Consumer & Family Advisory Committee (CFAC)

Date this meeting: 6/18/19

Date/time/location of next meeting: August 20, 2019, 6:15 p.m. at 185 Grant Street, West End, NC 27376

Attending: Leann Henkel, Loida Colonna, Libby Jones, Cindy Mallernee, Azell Reeves, Lori Richardson

Absent: Stephanie Antkowiak, Stephen Cohen, Shirley Hart, Ron Huber, Chris Laughlin, Ron Unger, Irma Robledo, Ashley Wilcox

Excused: Stephanie Antkowiak, Stephen Cohen, Ron Huber, Chris Laughlin, Ron Unger, Irma Robledo

Unexcused: Shirley Hart, Ashley Wilcox

Sandhills Center Staff Liaison Present: Anne Kimball

Recorder: Sandra Dunlap

Sandhills Center Guest Staff: Theresa Clark, Evelyn Quick

NC DHHS Representative: None

| TOPIC/SUBJECT | DISCUSSION/CONTENT | DECISION |
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| <u>Call to Order</u> Chair Leann Henkel | Chair Henkel called the meeting to order at 6:22 p.m. | |
| <u>Approval of Minutes</u> May 21, 2019 | Meeting attendance did not result in a quorum. | Approval of May minutes will be added to the agenda for the August meeting. |
| <u>Provider Satisfaction, Customer Satisfaction, and ECHO Survey</u> Theresa Clark | Chair Henkel introduced Theresa Clark, Project Manager/Business Analyst of Sandhills Center. Ms. Clark presented Provider Satisfaction, Customer Service, and ECHO Survey results, and noted recommendations from members concerning distribution of future surveys. | |

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| <p><u>Consolidated Balance & Income Statement</u> Chair Leann Henkel</p> | <p style="text-align: center;">Consolidated Balance & Income Statement for: April 2019</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 50%;">Total Revenues (YTD)</td> <td style="width: 50%; text-align: right;">261,514,235</td> </tr> <tr> <td>Total Expenditures (YTD)</td> <td style="text-align: right;">276,332,118</td> </tr> <tr> <td>Change in Fund Balance (YTD)</td> <td style="text-align: right;">(14,817,883)</td> </tr> </table> | Total Revenues (YTD) | 261,514,235 | Total Expenditures (YTD) | 276,332,118 | Change in Fund Balance (YTD) | (14,817,883) | |
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| <p><u>Committee Reports</u> Chair Henkel</p> | <p>Board of Directors: Chair Leann Henkel</p> <ul style="list-style-type: none"> • Boards of County Commissioners’ Tailored Plan recommendations for Secretary Cohen • Update on Facility Based Crisis Centers in Randolph and Richmond counties • NC DHHS/General Assembly updates • Medicaid Transformation updates • Harnett County Veterans Treatment Court <p>Client Rights Committee: No Meeting</p> <p>Global CQI: No Meeting</p> <p>Quality Management: Azell Reeves</p> <ul style="list-style-type: none"> • Provider Satisfaction, Customer Service and ECHO Survey Results • Grievances and Incident Reports • CIT Manual for the Sandhills Center Website <p>Network Leadership: No Meeting</p> | | | | | | | |
| <p><u>CFAC Member Announcements</u> Chair Henkel</p> | <p>Lori Richardson reported on the following topics from State CFAC meeting:</p> <ul style="list-style-type: none"> • Elections & Subcommittees • Tailored Plans discussions • State CFAC vacancies <p>Libby Jones and Lori Richardson reported on the following topics from the i2i Conference:</p> <ul style="list-style-type: none"> • Discussion on Standard/Tailored Plans • Maximus Enrollment Brokers | | | | | | | |

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| | Lori Richardson announced the State to Local CFAC conference call will be Thursday, June 19. | |
| <p><u>Staff Liaison Announcements</u> Anne Kimball</p> | <p>Anne Kimball reported on the following:</p> <ul style="list-style-type: none"> • Opioid Misuse & Overdose Summit (Opioid Action Plan 2.0) • CareForNC – Marketing Campaign • Bill Larrison’s resignation from CFAC <p>Ms. Kimball also reviewed the handouts in members’ packets:</p> <ul style="list-style-type: none"> • Unapproved Minutes, May 2019 • Consolidated Balance and Income Statement • CEO Report • 1915 (b)/(c) Medicaid Waiver Operations Report • Provider Satisfaction, Customer Service, and ECHO Survey Results Reports | |
| <p><u>Other Business</u></p> | There was no other business. | |
| <p><u>Speakers from the Floor</u></p> | There were no speakers from the floor. | |
| <p><u>Adjourn</u></p> | The meeting adjourned at 7:17 p.m. | Cindy Mallernee made a motion to adjourn. Libby Jones seconded the motion. The motion carried. |