

## Consumer & Family Advisory Committee (CFAC)

Date this meeting: 6/16/20 - Note: **Due to the COVID-19 pandemic and the Governor's Executive Orders, this meeting was held by conference call.**

Date/time/location of next meeting: August 18, 2020, 5:00 p.m. via conference call

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

Absent: Chris Laughlin

Excused: Chris Laughlin

Guest(s): Duane Unger

Sandhills Center Staff Liaison: Anne Kimball

Recorder: Sandra Dunlap

Sandhills Center Guest Staff: Theresa Clark

NC DHHS Representative: Wes Rider

<b>TOPIC/SUBJECT</b>	<b>DISCUSSION/CONTENT</b>	<b>DECISION</b>
<b><u>Call to Order</u></b> Chair Leann Henkel	Chair Henkel called the meeting to order at 5:03 p.m.	
<b><u>Welcome &amp; Introductions</u></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 on the conference call.	
<b><u>Approval of Minutes</u></b> May 19, 2020	The committee reviewed the minutes from the 5/19/20 meeting. Ron Unger requested a correction to the May minutes.	Ron Unger made a motion to accept the minutes with noted correction. Shirley Hart seconded the motion.  Members that voted to accept minutes with the correction:

		<p>Stephen Cohen Loida Colonna Tonya Gray Shirley Hart Leann Henkel Ron Huber Libby Jones Cindy Mallernee Azell Reeves Lori Richardson Ronald Unger</p> <p>The motion carried.</p> <p>Note: Irma Robledo was not on the call at the time of the vote.</p>
<p><b><u>Provider Satisfaction, Customer Satisfaction, and ECHO Survey</u></b> Theresa Clark</p>	<p>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 and answered questions.</p>	<p>Sandra Dunlap recorded additional questions for Theresa Clark. Anne Kimball will forward those questions to Theresa for clarification and distribute responses to members via email.</p>
<p><b><u>Consumer Engagement &amp; Empowerment Team Presentation</u></b> Wes Rider</p>	<p>Chair Henkel introduced Wes Rider, Mental Health Program Coordinator, DMH/DD/SAS, NCDHHS. Mr. Rider conducted the SWOT analysis with the committee. Mr. Rider also announced the following:</p> <ul style="list-style-type: none"> <li>• A list of NC DHHS trainings was sent to CFAC members via email.</li> <li>• State to Local CFAC call to be held June 17, 2020.</li> </ul>	

<p><b><u>Consolidated Balance &amp; Income Statement</u></b> Chair Henkel</p>	<p>Chair Henkel reviewed the April 30, 2020, Consolidated Balance Sheet and Income Statement reviewed last week 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: April 30, 2020</p> <table border="1" data-bbox="529 397 1585 506"> <tr> <td>Total Revenues (YTD)</td> <td>287,821,906</td> </tr> <tr> <td>Total Expenditures (YTD)</td> <td>285,580,919</td> </tr> <tr> <td>Change in Fund Balance (YTD)</td> <td>2,240,987</td> </tr> </table>	Total Revenues (YTD)	287,821,906	Total Expenditures (YTD)	285,580,919	Change in Fund Balance (YTD)	2,240,987	
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<p><b><u>Committee Reports</u></b> Chair Henkel</p>	<p><b>Board of Directors</b> Tonya Gray reported:</p> <ul style="list-style-type: none"> <li>• Budget review</li> <li>• County Allocations</li> <li>• Reserve Funds</li> <li>• Conference Hearing</li> </ul> <p><b>Client Rights Committee: No Meeting - will meet in August</b></p> <p><b>Network Leadership: No Meeting</b></p> <p><b>Quality Management Committee</b> Azell Reeves reported:</p> <ul style="list-style-type: none"> <li>• NCQA standard work group update</li> <li>• Provider Satisfaction, Consumer Satisfaction, ECHO survey results</li> </ul> <p><b>Global CQI: No meeting</b></p> <p><b>State CFAC</b> Lori Richardson reported on the following agenda items:</p> <ul style="list-style-type: none"> <li>• TCLI update</li> <li>• Election of chair/vice chair</li> <li>• Network accessibility</li> <li>• NC DHHS update</li> <li>• Social unrest thoughts/concerns call-in number</li> </ul>							

<p><b><u>CFAC Member Announcements</u></b> Chair Henkel</p>	<p>Libby Jones would like to give a report at the August meeting on a substance abuse conference she attended. She also remarked to Wes Rider on the support the Sandhills Center CFAC receives from the MCO.</p>	
<p><b><u>Staff Liaison Announcements</u></b> Anne Kimball</p>	<p>Ms. Kimball announced she would forward the CFAC self- evaluation upon an approval vote from members.</p> <p>Ms. Kimball thanked members for their candor and participation in CFAC self- evaluation, providing their honest feedback in completing the SWOT analysis. She also reviewed information in each member’s packet:</p> <ul style="list-style-type: none"> <li>• CFAC Agenda June 2020</li> <li>• Medicaid Waiver Operations Report</li> <li>• Chief Executive Officer Report</li> <li>• Consolidated Balance and Income Statement</li> <li>• Provider Satisfaction, Consumer Satisfaction, Echo Survey PowerPoint Presentation</li> </ul>	<p>Members that voted to submit the CFAC self-evaluation to Wes Rider, Consumer Engagement &amp; Empowerment Team, NCDHHS:</p> <p>Stephanie Antkowiak Stephen Cohen Loida Colonna Tonya Gray Shirley Hart Leann Henkel Ron Huber Cindy Mallernee Azell Reeves Lori Richardson Ronald Unger</p> <p>Members who abstained: Libby Jones Irma Robledo</p> <p>The motion carried.</p>
<p><b><u>Speakers from the Floor</u></b></p>	<p>Guest Duane Unger stated that he has written letters concerning his experiences in behavioral health.</p>	

<p><b><u>July Meeting</u></b></p>	<p>Members held a vote concerning whether to hold a CFAC meeting in July.</p>	<p>Stephen Cohen made a motion to not have a meeting in July. Ron Unger seconded the motion.</p> <p>Members that voted not to meet in July:  Stephen Cohen  Loida Colonna  Shirley Hart  Leann Henkel  Ron Huber  Cindy Mallernee  Azell Reeves  Lori Richardson  Ronald Unger  Libby Jones  Irma Robledo</p> <p>The motion carried.</p>
<p><b><u>Adjourn</u></b></p>	<p>The meeting adjourned at 6:19 p.m.</p>	<p>Stephen Cohen made a motion to adjourn. Ron Unger seconded the motion.</p> <p>Members that voted to adjourn:  Stephen Cohen  Loida Colonna  Shirley Hart  Leann Henkel  Ron Huber  Azell Reeves  Lori Richardson  Irma Robledo  Ronald Unger</p> <p>The motion carried.</p>