

Consumer & Family Advisory Committee (CFAC)

Date this meeting: 3/20/18

Date/time/location of next meeting: April 17, 2018, 6:15 p.m. at 185 Grant Street, West End, NC 27376

Attending: Leann Henkel, Stephen Cohen, Loida Colonna, Ron Huber, Libby Jones, Chris Laughlin, Cindy Mallernee, I. Azell Reeves, Lori Richardson, Irma Robledo, Ron Unger

Absent: Stephanie Antkowiak, Tonya Gray, Shirley Hart, Ashley Wilcox

Excused: Stephanie Antkowiak, Tonya Gray, Shirley Hart

Unexcused: Ashley Wilcox

Sandhills Center Staff Liaison Present: Anne Kimball

Recorder: Sandra Dunlap

TOPIC/SUBJECT	DISCUSSION/CONTENT	DECISION
<u>Call to Order</u> Chair Leann Henkel	The meeting was called to order at 6:25 p.m. by Chair Henkel.	
<u>Approval of Minutes</u> February 20, 2018	The committee reviewed the minutes from the 2/20/18 meeting.	Ron Unger made a motion to accept the minutes as written. Stephen Cohen seconded the motion. The motion carried.
<u>Quality Improvement Projects</u> Theresa Clark	Chair Henkel introduced Theresa Clark, Project Manager and Business Analyst, of Sandhills Center. Ms. Clark presented a report on the Quality Improvement Projects (QIPs) being conducted by Sandhills Center. Ms. Clark answered questions from the floor. There was discussion about the coaching Sandhills Center offers providers through Provider Forums, trainings, and other educational information in regards to corrective issues. The Sandhills Center provider network and how it is maintained was also discussed.	

Consolidated Balance & Income Statement

Leann Henkel

Consolidated Balance & Income Statement for:
January 31, 2017

Total Revenues (YTD)	180,064,963
Total Expenditures (YTD)	180,851,385
Change in Fund Balance (YTD)	(786,422)

Committee Reports

Leann Henkel

Board of Directors:

Chair Henkel reported on the most recent meeting of the Board. The CEO's report is included in members' packets.

- Tonya Gray has resigned from the Board of Directors and from CFAC.
- Construction completion date for Facility Based Crisis Services building in Randolph County is estimated to be September.

Network Leadership:

Lori Richardson reported on the committee's most recent meeting.

- Staff retention among providers is proving to be an issue.

Quality Management:

Azell Reeves reported on the committee's most recent meeting, which covered the same items as in Ms. Clark's presentation and Ms. Richardson's report on Network Leadership.

Global CQI:

- Irene Hughes retired and Monica Hancock will be the new staff liaison for the committee.

State CFAC:

Lori Richardson gave a report on the committee's most recent meeting.

- DMH/DMA contracts were reviewed.
- Four people will be rotating off the State CFAC.
- May 22 is the date for the State CFAC Advocacy Day.

<p><u>CFAC Member Announcements</u> Leann Henkel</p>	<p>Tonya Gray submitted her resignation from Sandhills Center Board of Directors and CFAC by way of letter.</p> <p>Arc of NC will have a Q & A session on March 22 with representatives from several insurance companies who have an interest in offering services if legislation comes into effect that will open the door to privatization of behavioral health care.</p> <p>State to local CFAC call will be on March 21.</p> <p>Ms. Reeves asked members to notify Anne Kimball when you attend meeting or conferences so that she can report on the information.</p> <p>Mr. Huber suggested CFAC should develop talking points about Medicaid transformation for visits with legislators. Ms. Kimball will submit key points from CFAC to State CFAC as per the State CFAC request.</p>	
<p><u>Staff Liaison Announcements</u> Anne Kimball</p>	<p>Ms. Kimball made the following announcements and reviewed the handouts in members' packets.</p> <ul style="list-style-type: none"> • Strategic Plan: Ms. Kimball presented an idea for a CFAC project: a pinwheel display in front of the administrative building in observance of Domestic Violence Prevention. • New member handbooks are available. • Recruitment: continue recruiting for CFAC membership (Harnett, Moore, Anson) and offer suggestions to the committee or to directly to Ms. Kimball. • Anson County breakfast will be March 29; those who would like to attend will need to fill out and submit a training request form. <p>Committee Member Meeting Packet:</p> <ul style="list-style-type: none"> • CFAC March 2018 Meeting Agenda • Unapproved Minutes, February 2018 • Consolidated Balance and Income Statement • CEO Report • 1915 (b)/(c) Medicaid Waiver Operations Report • Anson County Dashboard 2018 	<p>Members agreed to place pinwheels at their next meeting.</p>

<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 8:10 p.m.	Stephen Cohen made a motion to adjourn. Ron Unger seconded the motion. The motion carried.