

Consumer & Family Advisory Committee (CFAC)

Date this meeting: 3/15/22 - **Meeting held by conference call/WebEx.**

Date/time/location of next meeting: April 19, 2022, 5:00 p.m. (virtual)

Attending: Leann Henkel, Stephen Cohen, Loida Colonna, Candice Doss, Jamie Hallman, Ron Huber, Libby Jones, Cindy Mallernee, Jackie McLean, Azell Reeves, Ida Shaw, Donna Steinbach

Absent: Michael Ayers, Ricky Graves, Tonya Gray, Chris Laughlin, Ron Unger

Guest(s): Paige Wilhoit

Sandhills Center Staff Liaison: Anne Kimball

Recorder: Sandra Dunlap

Sandhills Center Staff: Leo Ficht, Quality Management Director

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 5:04 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.	
<u>Approval of Minutes</u> February 15, 2022	The committee reviewed the minutes from the 2/15/22 meeting.	Stephen Cohen made a motion to accept the minutes as written. Jackie McLean seconded the motion. None opposed; the motion carried.

<p><u>Quality of Care (QOC)</u> Leo Ficht</p>	<p>Anne Kimball introduced Leo Ficht, Quality Management Director of Sandhills Center. Mr. Ficht reviewed the Quality of Care (QOC) Referral Training, QOC 2nd quarter report, and Grievances versus QOCs handouts that were included in members packets.</p> <p>Mr. Ficht also answered member questions.</p>	
<p><u>Application for CFAC Membership</u> Anne Kimball</p>	<p>Anne Kimball introduced Paige Wilhoit who submitted an application for CFAC membership. Ms. Wilhoit gave introductory remarks and stated her interest in and commitment to CFAC membership. If elected to serve, she will represent Davidson County in the area of I/DD.</p>	<p>Jackie McLean made a motion to accept the application from Paige Wilhoit. Jamie Hallman seconded the motion.</p> <p>The following members voted in favor to accept Paige Wilhoit as a CFAC member.</p> <p>Leann Henkel Loida Colonna Candice Doss Jamie Hallman Ron Huber Libby Jones Cindy Mallernee Jackie McLean Azell Reeves Ida Shaw Donna Steinbach</p> <p>None opposed. The motion carried.</p>

Committee Reports

Board of Directors

Jackie McLean reviewed the CEO report in member packets:

- Fiscal Year 21-22 Operating Budget Amendments
- Fiscal Year 22-23 County General Budget Request
- Construction and Building Projects Updates
 - Future Seven Lakes/West End Corporate Office Building
 - Future Asheboro Office Building
 - Current Seven Lakes/West End Corporate Office Buildings
 - Greensboro Child Facility Based Crisis Center Courtyard/Playground
- Richmond County Child Facility Based Crisis Center (FBC) Update
- Sandhills Center Responses to COVID-19
 - Employee Work Status
 - Employee COVID-19 Testing

Client Rights Committee: No Meeting in March

Global CQI: No Report

Network Leadership:

Chair Henkel:

- Sandhills Center Departmental Updates
- Sandhills Center Medicaid Waiver Operations Report

Quality Management Committee

Azell Reeves reported:

- Tailored Plan Updates
- Sandhills Center Departmental Updates

State CFAC: No Report

<p><u>Consolidated Balance & Income Statement</u> Jackie McLean</p>	<p>Jackie McLean reviewed the January 31, 2022, Consolidated Balance Sheet and Income Statement reviewed the week prior 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: January 31, 2022</p> <table border="1" data-bbox="531 456 1585 565"> <tr> <td>Total Revenues (YTD)</td> <td>264,999,932</td> </tr> <tr> <td>Total Expenditures (YTD)</td> <td>226,535,999</td> </tr> <tr> <td>Change in Fund Balance (YTD)</td> <td>38,463,933</td> </tr> </table>	Total Revenues (YTD)	264,999,932	Total Expenditures (YTD)	226,535,999	Change in Fund Balance (YTD)	38,463,933	
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<p><u>Consumer Engagement & Empowerment Team Presentation</u> Wes Rider</p>	<p>Chair Henkel introduced Wes Rider of NC DMH/DD/SAS, NCDHHS. Mr. Rider reviewed the CEE update and announced important dates.</p> <ul style="list-style-type: none"> • Joint DMHDDSAS & DHB Update Call: Consumers and Family Members March 28 @ 2:00 p.m. • State Consumer and Family Advisory call 2nd Wednesday of each month • CE&E Team back in the communities with in person trainings • NC TIDE April 25-27 • One Community in Recovery Conference April 27-29, 2022 • Women's Recovery Conference May 4-6, 2022 							
<p><u>CFAC Member Announcements</u> Chair Henkel</p>	<p>There were no member announcements.</p>							
<p><u>Staff Liaison Announcements</u> Anne Kimball</p>	<p>Ms. Kimball made the following announcement:</p> <ul style="list-style-type: none"> • Ms. Kimball offered words of thanks to Wes Rider and Stacey Harward for their partnership in educating the Sandhills Center catchment area communities in Mental Health First Aid. • Sandhills Center will host a Community Stakeholders Breakfast in Anson County on March 25, 2022. 							

	<p>Ms. Kimball reviewed information in each member's packet:</p> <ul style="list-style-type: none"> • CFAC Agenda March 15, 2022 • Tailored Plan Care Management Webinar Q & A • Sandhills Center Quality of Care Summary • QOC Referral Training • Grievances vs QOCs Process • Medicaid Waiver Operations Report February 2022 • Chief Executive Officer Report • Consolidated Balance Sheet and Income Statement • Consumer Engagement & Empowerment Update Newsletter 	
<p><u>Speakers from the Floor</u></p>	<p>There were no speakers from the floor.</p>	
<p><u>Adjourn</u></p>	<p>The meeting adjourned at 6:06 p.m. with thanks from Chair Henkel for everyone's attendance and participation.</p>	<p>Jackie McLean made a motion to adjourn the meeting. Libby Jones seconded the motion.</p> <p>None opposed; the motion carried.</p>