

## **Consumer & Family Advisory Committee (CFAC)**

Date this meeting: 5/15/18

Date/time/location of next meeting: June 19, 2018, 6:15 p.m. at 185 Grant Street, West End, NC 27376

Attending: I. Azell Reeves, Stephen Cohen, Loida Colonna, Shirley Hart, Ron Huber, Libby Jones, Cindy Mallernee, Lori Richardson, Irma Robledo, Ron Unger

Absent: Leann Henkel, Stephanie Antkowiak, Chris Laughlin, Ashley Wilcox

Excused: Leann Henkel, Stephanie Antkowiak, Chris Laughlin, Ashley Wilcox

Unexcused:

Sandhills Center Staff Liaison Present: Anne Kimball

Recorder: Sandra Dunlap

DHHS Representative: None

<b>TOPIC/SUBJECT</b>	<b>DISCUSSION/CONTENT</b>	<b>DECISION</b>
<b><u>Call to Order</u></b> Vice Chair I. Azell Reeves	The meeting was called to order at 6:22 p.m. by Vice Chair Reeves	
<b><u>Approval of Minutes</u></b> April 17, 2018	The committee reviewed the minutes from the 4/17/18 meeting.	Ron Unger made a motion to accept the minutes as written. Stephen Cohen seconded the motion. The motion carried.
<b><u>Annual Review of Sandhills Center Website</u></b> Heather Odendahl	Tabled	Stephen Cohen made a motion to table the website review. Ron Unger seconded the motion. The motion carried.

<p><b><u>Annual Gaps Survey</u></b> Tana Wirtz/Connie Brown</p>	<p>Vice Chair Reeves introduced Tana Wirtz, Health Network Development Director, of Sandhills Center. Ms. Wirtz presented the Sandhills Center Annual Gaps Survey and asked members to take the survey and distribute copies of the survey throughout their community. Ms. Wirtz answered questions from the floor; Ms. Brown took notes of CFAC concerns and suggestions.</p>							
<p><b><u>Consolidated Balance &amp; Income Statement</u></b> I. Azell Reeves</p>	<p style="text-align: center;">Consolidated Balance &amp; Income Statement for: March 31, 2018</p> <table border="1" style="margin-left: auto; margin-right: auto;"> <tr> <td style="text-align: center;">Total Revenues (YTD)</td> <td style="text-align: right;">233,993,396</td> </tr> <tr> <td style="text-align: center;">Total Expenditures (YTD)</td> <td style="text-align: right;">234,640,206</td> </tr> <tr> <td style="text-align: center;">Change in Fund Balance (YTD)</td> <td style="text-align: right;">(646,810)</td> </tr> </table>	Total Revenues (YTD)	233,993,396	Total Expenditures (YTD)	234,640,206	Change in Fund Balance (YTD)	(646,810)	
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<p><b><u>Committee Reports</u></b> I. Azell Reeves</p>	<p><b>Board of Directors:</b> Shirley Hart reported on the most recent meeting of the Board. The CEO's report is included in members' packets.</p> <p><b>Network Leadership:</b> Lori Richardson reported on the committee's most recent meeting.</p> <ul style="list-style-type: none"> <li>• Sandhills Center Training Plan was reviewed</li> <li>• Call Center scripts that are used for incoming calls were reviewed</li> <li>• New service for adolescents 12-17 who have Autism</li> <li>• TCLI consumers are being reviewed for Medicaid placement.</li> <li>• Search is underway for a new CCNC representative</li> <li>• Assistance to help consumers be successful in their communities is being offered</li> <li>• Rachel Smith is the new Substance Abuse Coordinator</li> <li>• First floor renovations on the facility based crisis center in Asheboro are complete and the projected opening date is in October.</li> <li>• Work requirements for Medicaid eligibility was approved.</li> <li>• Results of the 2017 Provider Satisfaction Survey ranked Sandhills Center as having the highest overall rating across the state.</li> <li>• The facility-based crisis center for children in Richmond County is moving forward.</li> </ul>							

**Quality Management:**

Azell Reeves reported on the committee's most recent meeting outside of the similar items discussed at the Network Leadership meeting.

- Increase in appeals as it relates to Adults Innovations and PSR.
- CFAC developed talking points for Advocacy Day were introduced and discussed.

**Global CQI:**

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

- Monica Hancock was introduced to the committee as Irene Hughes replacement.
- Theresa Clark presented Quality Improvement Projects.
- Metabolic screening processes will be discussed during the Provider Forums in May.
- Complaints and incident reporting has moved to the Customer Service Department.
- Polypharmacy had the highest number of Quality of Care concerns for April.

**State CFAC:**

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

- Self Advocacy Day will be held on May 22 in Raleigh.
- Dave Richard stated that CFAC should not have constraints when voicing concerns at Advocacy Day and the role of CFAC is valuable.
- Kody Kinsley has replaced Jason Vogler at the NC DHHS.
- EQRO reviews begin in May 2018.
- Rutherford County has intent to disengage from Vaya and merge with Cardinal.
- State CFAC has received a health related resignation; the Secretary appoints the seat.

<p><b><u>CFAC Member Announcements</u></b> I. Azell Reeves</p>	<ul style="list-style-type: none"> <li>• Irma Robledo would like to remind everyone the Montgomery County Community Stakeholders' Breakfast Meeting will be held on May 24.</li> <li>• Cardinal Innovations is having their learning institute in May and Libby Jones will present along with Pamela Munger from Sandhills Center.</li> </ul>	
<p><b><u>Staff Liaison Announcements</u></b> Anne Kimball</p>	<p>Ms. Kimball made the following announcements and reviewed the handouts in members' packets.</p> <ul style="list-style-type: none"> <li>• In appreciation of the committee's dedication to the Child Abuse Prevention project last month, a photo of members, displaying pinwheels was presented to members.</li> <li>• Green ribbons were given to committee members to distribute throughout their communities in recognition of Mental Health Awareness during the month of May.</li> <li>• Recruitment: continue recruiting for CFAC membership (Harnett, Moore, Anson) and offer suggestions to the committee or directly to Ms. Kimball.</li> </ul> <p>Committee Member Meeting Packet:</p> <ul style="list-style-type: none"> <li>• CFAC May 2018 Meeting Agenda</li> <li>• Unapproved Minutes, April 2018</li> <li>• Consolidated Balance and Income Statement</li> <li>• CEO Report</li> <li>• 1915 (b)/(c) Medicaid Waiver Operations Report</li> <li>• Initiatives and Recommended Budget of the Governor</li> <li>• Montgomery County Dashboard 2018</li> </ul>	

<b><u>Other Business</u></b>	There was no other business.	
<b><u>Speakers from the Floor</u></b>	There were no speakers from the floor.	
<b><u>Adjourn</u></b>	The meeting adjourned at 7:49 p.m.	Irma Robledo made a motion to adjourn. Ron Unger seconded the motion. The motion carried.