

Consumer & Family Advisory Committee (CFAC)

Date this meeting: 5/18/21

Date/time/location of next meeting: June 15, 2021, 5:00 p.m. via conference call and WebEx webinar

Attending: Loida Colonna, Ron Huber, Libby Jones, Chris Laughlin, Azell Reeves, Ida Shaw, Ron Unger

Absent: Leann Henkel, Stephany Bonds, Stephen Cohen, Tonya Gray, Cindy Mallernee, Lori Richardson

Sandhills Center Staff Liaison: Anne Kimball

Recorder: Sandra Dunlap

Sandhills Center Presenters: Theresa Clark, Liz Hammond-Stebbins

NC DHHS Representative: Wes Rider, ShaValia Ingram

TOPIC/SUBJECT	DISCUSSION/CONTENT	DECISION
<u>Call to Order</u> Vice Chair Azell Reeves	Vice Chair Reeves called the meeting to order at 5:04 p.m.	
<u>Welcome & Introductions</u> Vice Chair Azell Reeves	Vice Chair Reeves welcomed everyone to the meeting. Sandra Dunlap, Program Assistant and meeting recorder, held a roll call of members in attendance.	
<u>Approval of Minutes</u> April 20, 2021	The committee reviewed the minutes from the 4/20/21 meeting.	Libby Jones made a motion to accept the minutes as written. Chris Laughlin seconded the motion. No members opposed the motion; the motion carried.
<u>Community Engagement and Empowerment (CE&E) Report</u> Wes Rider	Wes Rider, DHHS, DMHDDSAS made the following announcements: <ul style="list-style-type: none">• May is Mental Health Awareness• NC One Community & Recovery Conference June 9-11 (60 scholarships are available)• i2iSpring Policy Forum (June 14-15)	

	<ul style="list-style-type: none"> • CFACs are to be prepared to speak at Regional CFAC Meetings • Mr. Rider introduced ShaValia Ingram who will begin serving the Sandhills Center CFAC as the representative of the Consumer Engagement and Empowerment Team. Members welcomed Ms. Ingram, and thanked Mr. Rider for his past support. 							
<p><u>2020 Survey Results Analysis</u> Theresa Clark</p>	<p>Vice Chair Reeves introduced Theresa Clark, Project Manager/Business Analyst of Sandhills Center. Ms. Clark reviewed the Perception of Care and ECHCO Survey PowerPoint presentations, and explained survey results with the committee. Ms. Clark asked for survey feedback from committee members.</p>							
<p><u>Quarterly Review Grievances & Incident Reports</u> Liz Hammond-Stebbins</p>	<p>Vice Chair Reeves introduced Liz Hammond-Stebbins, Grievances & Incident Reports Manager with Sandhills Center. Ms. Hammond-Stebbins reviewed the most recent Grievances and Incident reports with the committee. She presented a case study, and answered questions from members. Chris Laughlin noted that the case study gives a great perspective on the information from the reports.</p>							
<p><u>Consolidated Balance & Income Statement</u> Anne Kimball</p>	<p>Ms. Kimball reviewed the 2021 Consolidated Balance Sheet and Income Statement approved by the Board of Directors at their May meeting. A copy was included in each member's packet.</p> <p style="text-align: center;">Consolidated Balance & Income Statement for: March 31, 2021</p> <table border="1" data-bbox="531 1149 1587 1269"> <tr> <td>Total Revenues (YTD)</td> <td>313,977,124</td> </tr> <tr> <td>Total Expenditures (YTD)</td> <td>285,635,589</td> </tr> <tr> <td>Change in Fund Balance (YTD)</td> <td>28,341,535</td> </tr> </table>	Total Revenues (YTD)	313,977,124	Total Expenditures (YTD)	285,635,589	Change in Fund Balance (YTD)	28,341,535	
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<p><u>Committee Reports</u> Vice Chair Azell Reeves</p>	<p>Board of Directors Anne Kimball reported the following updates and referenced the CEO Report in each member's packet:</p> <ul style="list-style-type: none"> • Sandhills Center Employee Status • Behavioral Health Urgent Care & Facility Based Crisis • Greensboro Renovations to Robert Porcher Way 							

	<ul style="list-style-type: none"> • Sandhills Center Corporate Office Building <p>Client Rights Committee Anne Kimball reported that the following items were discussed at the committee's most recent meeting:</p> <ul style="list-style-type: none"> • Quarterly Reports on Incident & Grievances and case study • Medicaid Transformation discussion • New Chair Walter Ferguson <p>Network Leadership No report.</p> <p>Quality Management Committee Vice Chair Reeves reported on the following agenda items:</p> <ul style="list-style-type: none"> • Quarterly Reports on Incident & Grievances and case study • 2020 Survey Results Analysis <p>Global CQI No report.</p> <p>State CFAC Wes Rider announced he would forward the State CFAC minutes and send to Anne Kimball for distribution.</p>	
<p>CFAC Member Announcements Vice Chair Azell Reeves</p>	<p>Vice Chair Reeves commented on the great attendance at the Regional CFAC meeting.</p>	
<p>Staff Liaison Announcements Anne Kimball</p>	<p>Ms. Kimball reviewed information in each member's packet:</p> <ul style="list-style-type: none"> • CFAC Agenda May 2021 • CFAC Draft Minutes April 2021 • Medicaid Waiver Operations Report for April 2021 • Chief Executive Officer Report • Consolidated Balance and Income Statement 	

	<ul style="list-style-type: none"> • Sandhills Center ECHO (Experience of Care and Health Outcomes) • Sandhills Center Perception of Care Survey 	
<u>Speakers from the Floor</u>	There were no speakers from the floor.	
<u>Adjourn</u>	The meeting adjourned at 5:57 p.m.	<p>Chris Laughlin made a motion to adjourn. Loida Colonna seconded the motion.</p> <p>No members opposed; the motion carried.</p>