

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

Date this meeting: 5/17/22 - **Meeting held by conference call/WebEx.**

Date/time/location of next meeting: June 21, 2022, 5:00 p.m. (virtual)

Attending: Leann Henkel, Michael Ayers, Stephen Cohen, Loida Colonna, Candice Doss, Ricky Graves, Jamie Hallman, Ron Huber, Libby Jones, Cindy Mallernee, Azell Reeves, Ida Shaw, Donna Steinbach, Ron Unger, Paige Wilhoit

Absent: Tonya Gray, Chris Laughlin, Jackie McLean

Guest(s):

Sandhills Center Staff Liaison: Anne Kimball

Recorder: Sandra Dunlap

Sandhills Center Staff: Liz Hammond-Stebbins

NC DHHS Representative: Wes Rider, ShaValia Ingram

<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.  ShaValia Ingram announced that she is leaving her position with DHHS. Ms. Ingram thanked CFAC members for the time together and offered best wishes for the committee.	
<b><u>Approval of Minutes</u></b> April 19, 2022	The committee reviewed the minutes from the 4/19/22 meeting.	Stephen Cohen made a motion to accept the minutes with a correction to add Jamie Hallman to those who were absent. Ricky Graves seconded the motion.

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		None opposed; the motion carried.
<p><b><u>Incidents and Grievances</u></b> Liz Hammond-Stebbins</p>	<p>Chair Henkel introduced Liz Hammond-Stebbins, Incidents and Grievances Manager of Sandhills Center. Ms. Hammond-Stebbins presented a PowerPoint presentation and reviewed the most recent Incidents and Grievances reports with the committee. She also presented a case study.</p> <p>Ricky Graves made a request that information on provider/client ratios be included for received grievances or incident reports. Mr. Graves also asked about the process by which a consumer or family member can file a grievance. Ms. Hammond-Stebbins shared that anyone can file a grievance either by way of the Sandhills Center website or by calling Sandhills Center at 1-800-256-2452.</p> <p>Libby Jones mentioned that Ms. Hammond-Stebbins could contact the State Collaborative for Children, Youth, and Families for direct support for families in crisis.</p>	
<p><b><u>Committee Reports</u></b></p>	<p><b>Board of Directors:</b> CEO report included in member packets</p> <p><b>Client Rights Committee</b> Cindy Mallernee reported:</p> <ul style="list-style-type: none"> <li>• Liz Hammond-Stebbins, Grievances &amp; Incident Reports Manager of Sandhills Center, presented the Sandhills Center Quarterly Grievances &amp; Incident Reports.</li> </ul> <p><b>Global CQI:</b> No Report</p> <p><b>Network Leadership</b> Chair Henkel reported:</p> <ul style="list-style-type: none"> <li>• Anne Gable, Training Coordinator of Sandhills Center, discussed Provider &amp; Staff Training Needs Assessment for 2022-2023.</li> </ul>	

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	<p><b>Quality Management Committee: Next Meeting May 24</b></p> <p><b>State to Local CFAC Collaborative</b> Azell Reeves reported on the following:</p> <ul style="list-style-type: none"> <li>• Legislative Day May 18 (make contact with Representatives to get appointment to review key issues)</li> <li>• Positive Local CFAC Report (CFAC Davidson &amp; Rockingham County representation on the Sandhills Center Justice System Team Planning Meeting and CIT Training Meeting )</li> <li>• Competitive Integrated Employment</li> <li>• Memorandum NC DHHS to continue admissions to Adult Day Programs</li> </ul>							
<p><b><u>Consolidated Balance &amp; Income Statement</u></b> Anne Kimball</p>	<p>Anne Kimball reviewed the March 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 &amp; Income Statement for: March 31, 2022</p> <table border="1" data-bbox="531 1019 1587 1130"> <tr> <td>Total Revenues (YTD)</td> <td>361,678,736</td> </tr> <tr> <td>Total Expenditures (YTD)</td> <td>307,862,147</td> </tr> <tr> <td>Change in Fund Balance (YTD)</td> <td>53,816,589</td> </tr> </table>	Total Revenues (YTD)	361,678,736	Total Expenditures (YTD)	307,862,147	Change in Fund Balance (YTD)	53,816,589	
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Change in Fund Balance (YTD)	53,816,589							
<p><b><u>Consumer Engagement &amp; Empowerment Team Training: Advocacy 101 (Part 1 of2)</u></b> Wes Rider</p>	<p>Chair Henkel introduced Wes Rider of NC DMH/DD/SAS, NCDHHS. Mr. Rider presented part 1 of a 2-part training entitled Advocacy 101. Noted are the following takeaways.</p> <ul style="list-style-type: none"> <li>• Stay socially connected with DHHS through Twitter, Facebook, Instagram</li> <li>• DHHS Priorities and Commitments</li> <li>• Core Concepts</li> <li>• Transformational Thinking</li> <li>• Achieving a Unified Voice</li> </ul>	<p>The second part of this training will be provided at the June CFAC meeting.</p>						

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	<ul style="list-style-type: none"> <li>• Types of Advocacy</li> <li>• Support Tactics</li> <li>• CFAC's Role in Systems Advocacy</li> <li>• Service Delivery System</li> <li>• CFAC Feedback</li> <li>• Quality Services</li> </ul>	
<p style="text-align: center;"><b><u>CFAC Member Announcements</u></b> Anne Kimball</p>	<ul style="list-style-type: none"> <li>• Ricky Graves announced a Juneteenth celebration in Reidsville at Market Square will welcome Sandhills Center educational materials for the event.</li> </ul>	<p>Sandra Dunlap will mail Ricky Graves a supply of Sandhills Center Access to Care materials for the event.</p>
<p style="text-align: center;"><b><u>Staff Liaison Announcements</u></b> Anne Kimball</p>	<p>Ms. Kimball made the following announcements:</p> <ul style="list-style-type: none"> <li>• Montgomery County CSBM Friday, May 20</li> <li>• CIT Planning for Davidson &amp; Rockingham County</li> </ul> <p>Ms. Kimball reviewed information in each member's packet:</p> <ul style="list-style-type: none"> <li>• CFAC Agenda May 17, 2022</li> <li>• Medicaid Waiver Operations Report April 2022</li> <li>• Chief Executive Officer Report</li> <li>• Consolidated Balance Sheet and Income Statement</li> <li>• Consumer Engagement &amp; Empowerment Update Newsletter</li> <li>• Sandhills Center 3<sup>rd</sup> Quarter-Grievances &amp; Incident Reports</li> <li>• News Release</li> </ul>	
<p style="text-align: center;"><b><u>Speakers from the Floor</u></b></p>	<p>There were no speakers from the floor.</p>	
<p style="text-align: center;"><b><u>Adjourn</u></b></p>	<p>The meeting adjourned at 6:22 p.m. with thanks from Chair Henkel for everyone's attendance and participation.</p>	<p>Ricky Graves made a motion to adjourn the meeting. Libby Jones seconded the motion.</p> <p>None opposed; the motion carried.</p>

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