

Consumer & Family Advisory Committee (CFAC)

Date this meeting: 11/21/17

Date/time/location of next meeting: January 16, 2018, 6:15 p.m. at 185 Grant Street, West End, NC 27376

Attending: I. Azell Reeves, Stephen Cohen, Loida Colonna, Ron Huber, Libby Jones, Marianne Kernan, Chris Laughlin, Stephanie Antkowiak, Tonya Gray, Shirley Hart, Lori Richardson, Ashley Wilcox

Absent: Leann Henkel, Tonya Gray, Cindy Mallernee, Irma Robledo, Ron Unger

Excused: Leann Henkel, Tonya Gray, Cindy Mallernee, Irma Robledo, Ron Unger

Unexcused:

Sandhills Center Staff Liaison Present: Anne Kimball

Recorder: Sandra Dunlap

TOPIC/SUBJECT	DISCUSSION/CONTENT	DECISION
<u>Call to Order</u> Vice Chair I. Azell Reeves	The meeting was called to order at 6:22 p.m. by Vice Chair Reeves.	
<u>Approval of Minutes</u> October 16, 2017	The committee reviewed the minutes from the 10/16/17 meeting.	Stephen Cohen made a motion to accept the minutes as written. Stephanie Antkowiak seconded the motion. The motion carried.
<u>Quarterly Management Reports</u> Mary Kidd	Vice Chair Reeves introduced Mary Kidd, Complaints and Incident Manager, of Sandhills Center's Quality Management unit. Ms. Kidd presented the Quarterly Sandhills Center monitoring, investigations, complaints, and incident reports to the committee. Ms. Kidd answered questions from the floor.	

Consolidated Balance & Income Statement

Anne Kimball

Consolidated Balance & Income Statement for:
September 30, 2017

Total Revenues (YTD)	79,449,971
Total Expenditures (YTD)	76,614,623
Change in Fund Balance (YTD)	2,835,348

Committee Reports

Vice Chair I. Azell Reeves

Board of Directors

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

- The cost for the new Sandhills Center building came in under the proposed budget
- The Board approved a 3% cost of living pay increase for employees

Network Leadership

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

- Review of quarterly reports
- URAC Review had positive results
- All standards are being met regarding QIP's
- Access to Care screenings have increased

Quality Management

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

Global CQI

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

- A provider notification system concerning prescribing practice is underway
- Expansion of evidence based guidelines
- Educating providers through monthly newsletter
- Sandhills Center is working closely with UNC integrated care guidelines
- Newsletter with information on suicide risks is being sent to providers

	<p>Client Rights Lori Richardson reported on the committee's most recent meeting.</p> <ul style="list-style-type: none"> • Review of quarterly reports <p>Innovations Stakeholders Stephanie Antkowiak reported on the committee's most recent meeting.</p> <ul style="list-style-type: none"> • Listening sessions were conducted in regards to new definitions • Continued stakeholders' input is of interest 	
<p>CFAC Member Announcements Vice Chair I. Azell Reeves</p>	<p>Marianne Kernan questioned why training is not extended to her organization, which is monitored by Sandhills Center but does not accept Medicaid and is not a member of the Sandhills Center network.</p> <p>Libby Jones would like CFAC to discuss the matter of providers who do not have a Medicaid contract and why trainings are not offered through Sandhills Center.</p> <p>Chris Laughlin and Ron Huber offered holiday greetings and reminded the committee to be conscious of those in need around us during the holiday season.</p> <p>Lori Richardson gave a report on the State CFAC.</p> <ul style="list-style-type: none"> • Re-write concern over Statue 122 c (Americans with Disabilities Act) • Committee is planning a meeting on the Capital steps in Raleigh in March 2018. • The Chair and Vice Chair drafted a letter to legislators concerning Medicaid transformation. • Committee received presentations on the annual NC Consumer's Perception of Care Survey and Psychiatric Advanced Directives. • Public comment was on homelessness in the Raleigh area <p>Libby Jones had no updates on planning of special projects. Ms. Jones announced Fredrick Douglas from Guilford County received the Jane Adams Award.</p>	<p>Anne Kimball will speak with the COO and Training Coordinator and report back to the committee on these training questions.</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"> • Virtual audit was conducted by URAC went very well • CIT classes for 2017 are complete • Community Stakeholders' Breakfast Meeting for Harnett County will be held December 1, 2017 • NC Families United is now contracted with Sandhills Center for family advocacy <p>Committee Member Meeting Packet:</p> <ul style="list-style-type: none"> • CFAC November 2017 Meeting Agenda • Unapproved Minutes, October 2017 • Consolidated Balance and Income Statement • CEO Report • 1915 (b)/(c) Medicaid Waiver Operations Report • Harnett County Dashboard 2017 • Quarterly Quality Management Reports • Strategic Plan • News articles on Cardinal's CEO and Board of Directors 	
<p><u>Other Business</u></p>	<p>There was no other business.</p>	
<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 7:47 p.m.</p>	<p>Stephen Cohen made a motion to adjourn. Chris Laughlin seconded the motion. The motion carried.</p>