

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

Date this meeting: 11/20/18

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

Attending: Leann Henkel, Stephanie Antkowiak, Stephen Cohen, Loida Colonna, Shirley Hart, Ron Huber, Libby Jones, I. Azell Reeves, Lori Richardson, Irma Robledo

Absent: Chris Laughlin, Cindy Mallernee, Ron Unger, Ashley Wilcox

Excused: Chris Laughlin, Cindy Mallernee, Ron Unger, Ashley Wilcox

Unexcused:

Sandhills Center Staff Liaison Present: Anne Kimball

Recorder: Sandra Dunlap

Sandhills Center Guest Staff: Mary Kidd

DHHS Representative: Wes Rider

| <b>TOPIC/SUBJECT</b>                                  | <b>DISCUSSION/CONTENT</b>                                     | <b>DECISION</b>                                                                                                    |
|-------------------------------------------------------|---------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------|
| <b><u>Call to Order</u></b><br>Chair Leann Henkel     | The meeting was called to order at 6:19 p.m. by Chair Henkel. |                                                                                                                    |
| <b><u>Approval of Minutes</u></b><br>October 16, 2018 | The committee reviewed the minutes from the 10/16/18 meeting. | Stephen Cohen made a motion to accept the minutes as written. Libby Jones seconded the motion. The motion carried. |
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| <p><b><u>Quality Management</u></b><br/>Mary Kidd</p>                                   | <p>Chair Henkel introduced Mary Kidd, Quality Management Director. Ms. Kidd presented detailed information about current Quality Improvement Projects to the committee.<br/>Ms. Kidd answered questions from the floor.</p>                                                                                                                                                                                                                                                                                                                                    |                                                                                                                                   |            |                          |            |                              |             |  |
| <p><b><u>Randolph/Richmond County Facility Based Crisis</u></b><br/>Jerry Earnhardt</p> | <p>Chair Henkel introduced Jerry Earnhardt, Regional Director for Daymark Recovery Services. Mr. Earnhardt distributed information and updates on the new facility-based crisis centers. The new build located in Richmond County will be a child and adolescent facility. An existing location at Daymark Recovery Services in Randolph County is being remodeled and restructured to serve as a facility-based crisis center. Mr. Earnhardt answer questions from the floor.</p>                                                                             |                                                                                                                                   |            |                          |            |                              |             |  |
| <p><b><u>Discussion of Statewide CFAC Meeting</u></b><br/>Chair Leann Henkel</p>        | <p>Chair Henkel initiated a conversation about Sandhills Center hosting a statewide CFAC meeting. Anne Kimball announced two proposed dates March 25 &amp; April 1, 2019 to host the meeting. Sandhills Center has reserved meeting space at the Lusk Center in Greensboro. Chair Henkel and Ms. Kimball alerted the members that it is an all hands on deck event.</p>                                                                                                                                                                                        | <p>Azell Reeves made a motion to proceed with a Statewide CFAC meeting. Shirley Hart seconded the motion. The motion carried.</p> |            |                          |            |                              |             |  |
| <p><b><u>Consolidated Balance &amp; Income Statement</u></b><br/>Chair Leann Henkel</p> | <p style="text-align: center;">Consolidated Balance &amp; Income Statement for:<br/>September 30, 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;">76,470,454</td> </tr> <tr> <td style="text-align: center;">Total Expenditures (YTD)</td> <td style="text-align: right;">82,042,295</td> </tr> <tr> <td style="text-align: center;">Change in Fund Balance (YTD)</td> <td style="text-align: right;">(5,571,841)</td> </tr> </table> | Total Revenues (YTD)                                                                                                              | 76,470,454 | Total Expenditures (YTD) | 82,042,295 | Change in Fund Balance (YTD) | (5,571,841) |  |
| Total Revenues (YTD)                                                                    | 76,470,454                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |                                                                                                                                   |            |                          |            |                              |             |  |
| Total Expenditures (YTD)                                                                | 82,042,295                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |                                                                                                                                   |            |                          |            |                              |             |  |
| Change in Fund Balance (YTD)                                                            | (5,571,841)                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |                                                                                                                                   |            |                          |            |                              |             |  |
| <p><b><u>Committee Reports</u></b><br/>Chair Henkel</p>                                 | <p><b>Board of Directors:</b><br/>Chair Henkel reported on the most recent meeting of the Board. The CEO's report is included in members' packets.</p> <p><b>Client Rights Committee:</b><br/><b>Lori Richardson reported on the most recent meeting:</b></p>                                                                                                                                                                                                                                                                                                  |                                                                                                                                   |            |                          |            |                              |             |  |

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|                                                             | <ul style="list-style-type: none"> <li>• Quarterly Complaints and Incident Reports</li> </ul> <p><b>Global CQI:</b><br/>Lori Richardson reported on the most recent meeting:</p> <ul style="list-style-type: none"> <li>• Membership attendance has been too low for quorum.</li> <li>• Goals for 2019</li> </ul> <p><b>Quality Management:</b><br/>Azell Reeves reported on the most recent meeting:</p> <ul style="list-style-type: none"> <li>• Mary Kidd presented Quality Improvement Projects.</li> </ul> <p><b>Network Leadership:</b><br/>Lori Richardson reported on the most recent meeting:</p> <ul style="list-style-type: none"> <li>• Mary Kidd presented Quality Improvement Projects.</li> </ul> <p><b>State CFAC:</b><br/>Lori Richardson gave a report on the committee's most recent meeting.</p> <ul style="list-style-type: none"> <li>• State to Local CFAC will be held on November 28.</li> <li>• Seats are available on the State CFAC.</li> </ul> |  |
| <p><b><u>Update from the Division</u></b><br/>Wes Rider</p> | <p>Wes Rider, Representative of DHHS shared the following:</p> <ul style="list-style-type: none"> <li>• State CFAC meeting December 12</li> <li>• State to Local CFAC call December 19</li> </ul> <p>Mr. Rider also distributed brochures that list trainings DHHS has to offer.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |  |

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| <p><b><u>CFAC Member Announcements</u></b><br/>Chair Henkel</p>   | <p>There were no member announcements.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                      |                                                                                                      |
| <p><b><u>Staff Liaison Announcements</u></b><br/>Anne Kimball</p> | <p>Ms. Kimball announced the Sandhills Center Community Stakeholders' Breakfast Meeting for Harnett County is scheduled for November 30, at Lillington Community Center in Lillington.</p> <p>She also reviewed the handouts in members' packets:</p> <ul style="list-style-type: none"> <li>• Unapproved Minutes, October 2018</li> <li>• Consolidated Balance and Income Statement</li> <li>• CEO Report</li> <li>• 1915 (b)/(c) Medicaid Waiver Operations Report</li> </ul> |                                                                                                      |
| <p><b><u>Other Business</u></b></p>                               | <p>There was no other business.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                             |                                                                                                      |
| <p><b><u>Speakers from the Floor</u></b></p>                      | <p>There were no speakers from the floor.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                   |                                                                                                      |
| <p><b><u>Adjourn</u></b></p>                                      | <p>The meeting adjourned at 7:45 p.m.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                       | <p>Stephen Cohen made a motion to adjourn. Irma Robledo seconded the motion. The motion carried.</p> |