

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

Date this meeting: 11/15/22 - **Meeting held both in-person and virtually (WebEx).**

Date/time/location of next meeting: January 17, 2023, at 6:15 p.m. @ Randolph County Office Building – 725 McDowell Rd, Asheboro & via WebEx

Attending: Leann Henkel, Michael Ayers, Stephen Cohen, Loida Colonna, Ricky Graves, Jamie Hallman, Ron Huber, Libby Jones, Cindy Mallernee, Jackie McLean, Azell Reeves, Irma Robledo, Donna Steinbach, Ron Unger, Paige Wilhoit

Absent: Candice Doss, Tonya Gray, Chris Laughlin, Ida Shaw

Guest(s): Dwayne Unger

Sandhills Center Staff Liaison: Anne Kimball

Recorder: Sandra Dunlap

Sandhills Center Staff: Katy Eads, Liz-Hammond-Stebbins, Kindle Higgins

NC DHHS Representative: Jennifer Meade, Suzanne Thompson

<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 6:23 p.m.	
<b><u>Welcome &amp; Introductions</u></b> Chair Henkel	Chair Henkel welcomed everyone to the meeting and asked members both in person and virtual to introduce themselves.	

TOPIC/SUBJECT	DISCUSSION/CONTENT	DECISION
<p><b><u>Approval of Minutes</u></b> October 18, 2022</p>	<p>The committee reviewed the minutes from the 10/18/22 meeting.</p>	<p>Ron Huber made a motion to approve the October minutes. Stephen Cohen seconded the motion. None opposed; the motion carried.</p>
<p><b><u>Tailored Care Management</u></b> Katy Eads</p>	<p>Chair Henkel introduced Katy Eads, External Care Management Director of Sandhills Center. Ms. Eads reviewed in depth, Tailored Care Management objectives and updates. She also answered questions from members.</p> <ul style="list-style-type: none"> <li>• Algorithms and treatment services</li> <li>• Provider care management</li> <li>• Implementation systems</li> <li>• Provider training for care management</li> <li>• Physical health training</li> <li>• Full spectrum care</li> <li>• Care coordination and Tailored Care Management comparison</li> <li>• Medical teams coordination</li> <li>• JIVA system provider portal</li> <li>• Monitoring of services</li> <li>• Rates for care management</li> <li>• Collaborative care plan and team meetings</li> <li>• Case load acuity</li> <li>• Transition assistance</li> </ul>	
<p><b><u>Grievances &amp; Incident Reports</u></b> Liz Hammond-Stebbins</p>	<p>Chair Henkel introduced Liz Hammond-Stebbins, Grievances &amp; Incident Reports Manager of Sandhills Center. Ms. Hammond-Stebbins presented a PowerPoint presentation and reviewed the most recent Grievances &amp; Incident Report with the committee. She also presented an in-depth case study.</p> <p>Committee members offered feedback such as community supports for family of the case study.</p>	<p>Ms. Hammond-Stebbins will investigate the possibility of having additional information to include on future case studies.</p>

TOPIC/SUBJECT	DISCUSSION/CONTENT	DECISION
<p><b><u>Committee Reports</u></b></p>	<p><b>Board of Directors:</b> CEO report included in member packets. Michael Ayers reported:</p> <ul style="list-style-type: none"> <li>• Buildings Updates</li> <li>• COVID Cases Updates</li> <li>• Tailored Plan Updates</li> <li>• Financial Reports</li> </ul> <p><b>Client Rights Committee</b> Cindy Mallernee reported:</p> <ul style="list-style-type: none"> <li>• Quarterly Grievance and Incident Reports</li> </ul> <p><b>Global CQI: No Report</b></p> <p><b>Network Leadership:</b> Leann Henkel reported:</p> <ul style="list-style-type: none"> <li>• CFAC Updates</li> <li>• Quality Management Updates</li> </ul> <p><b>Quality Management Committee:</b> Azell Reeves reported:</p> <ul style="list-style-type: none"> <li>• Tailored Care Management</li> <li>• Quarterly Grievance and Incident Reports</li> </ul> <p><b>State to Local CFAC Collaborative:</b> Azell Reeves reported on the following:</p> <ul style="list-style-type: none"> <li>• Community and LME/MCOs Updates on Tailored Plan Launch Preparation</li> </ul>	

TOPIC/SUBJECT	DISCUSSION/CONTENT	DECISION						
<p><b><u>Consolidated Balance &amp; Income Statement</u></b> Chair Henkel</p>	<p>Michael Ayers reviewed the September 30, 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: September 30, 2022</p> <table border="1" data-bbox="531 500 1589 605"> <tr> <td>Total Revenues (YTD)</td> <td>131,629,502</td> </tr> <tr> <td>Total Expenditures (YTD)</td> <td>125,048,774</td> </tr> <tr> <td>Change in Fund Balance (YTD)</td> <td>6,580,728</td> </tr> </table>	Total Revenues (YTD)	131,629,502	Total Expenditures (YTD)	125,048,774	Change in Fund Balance (YTD)	6,580,728	
Total Revenues (YTD)	131,629,502							
Total Expenditures (YTD)	125,048,774							
Change in Fund Balance (YTD)	6,580,728							
<p><b><u>Consumer Engagement &amp; Empowerment Team</u></b> Suzanne Thompson</p>	<p>Chair Henkel introduced Suzanne Thompson of NC DMH/DD/SAS, NCDHHS. Ms. Thompson announced how members can get assistance with choosing a provider, Sandhills Center member/recipient customer service line, NC CAP Enrollment Brokers, and the NC Ombudsman. She referred the committee to the CEE newsletter they receive electronically and in their handout packet for important dates.</p>							
<p><b><u>CFAC Member Announcements &amp; Discussions</u></b> Chair Henkel</p>	<p>Ricky Graves commented on how well the CIT training was for Rockingham County.</p>							
<p><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>• Member Handbooks have been updated and are available.</li> <li>• Community Stakeholder Breakfast for Rockingham County is scheduled for December 2.</li> <li>• Sandhills Center is hosting CIT for Guilford County in November.</li> <li>• Sandhills Center Provider Forum is scheduled for November 17.</li> </ul>							

TOPIC/SUBJECT	DISCUSSION/CONTENT	DECISION
	<p>Ms. Kimball reviewed information in each member's packet:</p> <ul style="list-style-type: none"> <li>• CFAC Agenda November 15, 2022</li> <li>• Medicaid Waiver Operations Report October 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>• Quarterly Grievances and Incident Report</li> </ul>	
<b><u>Speakers from the Floor</u></b>	There were no speakers from the floor.	
<b><u>Adjourn</u></b>	The meeting adjourned at 8:07 p.m. with thanks from Chair Henkel for everyone's attendance and participation.	Libby Jones made a motion to adjourn the meeting. Stephen Cohen seconded the motion. None opposed; the motion carried.