

Consumer & Family Advisory Committee (CFAC)

Date this meeting: 10/15/19

Date/time/location of next meeting: November 19, 2019, 6:15 p.m. at 185 Grant Street, West End, NC 27376

Attending: Leann Henkel, Stephen Cohen, Loida Colonna, Shirley Hart, Ron Huber, Libby Jones, Cindy Mallernee, Azell Reeves, Lori Richardson, Irma Robledo, Ron Unger

Absent: Stephanie Antkowiak, Chris Laughlin

Excused: Stephanie Antkowiak, Chris Laughlin

Guest: Bob Crayton, Tonya Gray, Duane Unger

Sandhills Center Staff Liaison: Anne Kimball

Recorder: Sandra Dunlap

NC DHHS Representative: None

TOPIC/SUBJECT	DISCUSSION/CONTENT	DECISION
Call to Order Chair Leann Henkel	Chair Henkel called the meeting to order at 6:15 p.m.	
Welcome & Introductions Chair Henkel	Chair Henkel led introductions and recognized Bob Crayton who is a member of the Cardinal Innovations' CFAC.	Members welcomed Mr. Crayton.
Approval of Minutes August 20, 2019 September 17, 2019	The committee reviewed the minutes from the 8/20/19 & 9/17/19 meeting.	Ron Unger made a motion to accept the minutes from August and September meetings as written. Stephen Cohen seconded the motion. The motion carried.

<p><u>Quarterly Report on Grievances & Incidents</u> Liz Hammond-Stebbins</p>	<p>Chair Henkel introduced Liz Hammond-Stebbins, Grievances & Incident Reports Manager of Sandhills Center. Ms. Hammond-Stebbins presented the quarterly Grievances & Incident Reports, and answered questions from the floor. She noted feedback from the committee.</p>							
<p><u>Discussion with Applicant for Membership</u> Chair Henkel</p>	<p>Chair Henkel introduced Tonya Gray from Harnett County who has requested membership on Sandhills Center CFAC, reminding members that Ms. Gray is a former CFAC member. Ms. Gray shared her desire to join CFAC and she answered members questions.</p>	<p>Ron Unger made a motion to accept Ms. Gray's request for CFAC membership. Stephen Cohen seconded the motion. A vote was taken for Ms. Gray to become a Sandhills Center CFAC member. The vote was unanimous in favor of membership.</p>						
<p><u>Consolidated Balance & Income Statement</u> Chair Leann Henkel</p>	<p style="text-align: center;">Consolidated Balance & Income Statement for: August 2019</p> <table border="1" style="margin-left: auto; margin-right: auto;"> <tr> <td style="padding: 5px;">Total Revenues (YTD)</td> <td style="text-align: right; padding: 5px;">52,446,998</td> </tr> <tr> <td style="padding: 5px;">Total Expenditures (YTD)</td> <td style="text-align: right; padding: 5px;">55,416,894</td> </tr> <tr> <td style="padding: 5px;">Change in Fund Balance (YTD)</td> <td style="text-align: right; padding: 5px;">(2,969,896)</td> </tr> </table>	Total Revenues (YTD)	52,446,998	Total Expenditures (YTD)	55,416,894	Change in Fund Balance (YTD)	(2,969,896)	
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<p><u>Committee Reports</u> Chair Henkel</p>	<p>Board of Directors: Ms. Henkel presented:</p> <ul style="list-style-type: none"> • Updates on facility based crisis centers. • Site for Child Facility Based Crisis Center has been secured in Guilford County. • State budget agreement has not been reached. • Phase one of implementation of Medicaid Transformation/Managed Care is scheduled for February 1, 2020. <p>Client Rights Committee: Meets quarterly; will meet in November 2019</p>							

	<p>Global CQI: No meeting</p> <p>Quality Management Committee: Azell Reeves presented:</p> <ul style="list-style-type: none"> • Dr. Carraway requested suicide prevention and intervention trainings for providers; Anne Gable has scheduled a training for October 2019. • New service definition for CST services. • Providers are to begin metabolic screening as of October 1. • Sandhills Center is an active partner with CareForNC. <p>Network Leadership Committee: Lori Richardson presented:</p> <ul style="list-style-type: none"> • Customer Service is reaching all performance standards. • Utilization Management, Quality Management, and Care Coordination have suggestions for policy and procedures revisions. • Lucy Dorsey, System of Care Coordinator, to retire at the end of September. • Annual orientation for committee members. 	
<p><u>CFAC Member Announcements</u> Chair Henkel</p>	<ul style="list-style-type: none"> • Members discussed how Medicaid transformation would affect consumers. • Sandhills Center and other LME/MCOs joined a provider-led project to create a public awareness campaign. The project is collecting data and sharing the information through CareForNC website. 	
<p><u>Staff Liaison Announcements</u> Anne Kimball</p>	<p>Anne Kimball reviewed the handouts in members' packets:</p> <ul style="list-style-type: none"> • Unapproved Minutes August & September 2019 • Consolidated Balance and Income Statement • CEO Report • 1915 (b)/(c) Medicaid Waiver Operations Report • Sandhills Center Quarterly Grievances & Incident Reports 	
<p><u>Other Business</u></p>	<p>There was no other business.</p>	

<u>Speakers from the Floor</u>	There were no speakers from the floor.	
<u>Adjourn</u>	The meeting adjourned at 7:29 p.m.	Ron Unger made a motion to adjourn. Stephen Cohen seconded the motion. The motion carried.