

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

Date this meeting: 10/19/21 - **Meeting held by conference call/WebEx.**

Date/time/location of next meeting: November 16, 2021, 5:00 p.m. (virtual)

Attending: Leann Henkel, Michael Ayers, Loida Colonna, Tonya Gray, Ron Huber, Libby Jones, Stephen Cohen, Chris Laughlin, Cindy Mallernee, Azell Reeves, Ida Shaw

Absent: Stephany Bonds, Lori Richardson, Ron Unger

Guest(s): Ricky Graves

Sandhills Center Staff Liaison: Anne Kimball

Recorder: Sandra Dunlap

Sandhills Center Guest Staff: Jokena Islam

NC DHHS Representative: Wes Rider

<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 5:05 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.	
<b><u>Approval of Minutes</u></b> September 21, 2021	The committee reviewed the minutes from the 9/21/21 meeting.	Libby Jones made a motion to accept the minutes as written. Loida Colonna seconded the motion.  None opposed; the motion carried.

<p><b><u>Tailored Plan Education Session</u></b> Jokena Islam</p>	<p>Chair Henkel introduced Jokena Islam, Customer Services Director of Sandhills Center. Ms. Islam gave an overview of the Tailored Plan and the new roles of Customer Services and the Call Center at Sandhills Center.</p> <ul style="list-style-type: none"> <li>• 1-800 service lines (Customer Services, Nurse, Pharmacy, Behavioral Health Crisis, Transportation)</li> <li>• Audio Voice Response System</li> <li>• Funding source terminology for people who receive services - Medicaid (members) and State Funded (recipients)</li> <li>• Member and Recipient Handbooks</li> <li>• Non-emergency medical transportation program</li> <li>• Member Grievances and Recipient Complaints</li> </ul> <p>She also answered member questions.</p>							
<p><b><u>Consolidated Balance &amp; Income Statement</u></b> Chair Henkel</p>	<p>Chair Henkel reviewed the August 31, 2021, Consolidated Balance Sheet and Income Statement reviewed last week 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: August 31, 2021</p> <table border="1" data-bbox="529 982 1587 1089"> <tr> <td>Total Revenues (YTD)</td> <td>67,433,497</td> </tr> <tr> <td>Total Expenditures (YTD)</td> <td>67,031,375</td> </tr> <tr> <td>Change in Fund Balance (YTD)</td> <td>402,123</td> </tr> </table>	Total Revenues (YTD)	67,433,497	Total Expenditures (YTD)	67,031,375	Change in Fund Balance (YTD)	402,123	
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<p><b><u>Committee Reports</u></b></p>	<p><b>Board of Directors</b> <b>Tonya Gray reported:</b></p> <ul style="list-style-type: none"> <li>• Board will add 3 seats for Davidson County and 2 seats for Rockingham County representatives</li> <li>• Compliance training</li> <li>• Administrative property taken off the market temporarily</li> <li>• New administrative building approved</li> </ul>							

	<p><b>Client Rights Committee:</b> Will meet in November</p> <p><b>Network Leadership:</b> No Report</p> <p><b>Quality Management Committee</b>  <b>Azell Reeves reported:</b></p> <ul style="list-style-type: none"> <li>• Call Center rollover services by Cardinal have ended; researching other options</li> <li>• Hiring of Care Management providers</li> <li>• Data breach announcement</li> </ul> <p><b>Global CQI:</b> No Report</p> <p><b>State CFAC:</b> No Report</p>	
<p><b><u>Consumer Engagement &amp; Empowerment Team Presentation</u></b>  Wes Rider</p>	<p>Chair Henkel introduced Wes Rider, of DMH/DD/SAS, NCDHHS. Mr. Rider reviewed the CEE update and announced important dates.</p> <ul style="list-style-type: none"> <li>• Tailored Care Management webinar series</li> <li>• Pinehurst Conference – December 8-10</li> <li>• Joint DMHDDSAS &amp; DHB Update Call: Consumers &amp; Family Members on Monday, October 25 @ 2:00 p.m.</li> <li>• Regional CFAC was held on October 18 @ 6:00 p.m.</li> <li>• Free trainings in the community sponsored by DHHS</li> <li>• Special thank you to Pamela Munger, Community Development Specialist with Sandhills Center for her assistance with Mental Health First-Aid training</li> </ul>	
<p><b><u>CFAC Member Announcements</u></b>  Chair Henkel</p>	<p>Membership application from Jackie McLean of Hoke County.</p>	<p>Ron Huber made a motion to accept Ms. McLean’s application to join the Sandhills Center</p>

		<p>CFAC. Libby Jones seconded the motion.</p> <p>A vote was taken of members in attendance:</p> <p>In favor:  Chair Leann Henkel  Michael Ayers  Loida Colonna  Tonya Gray  Ron Huber  Libby Jones  Cindy Mallernee  Vice Chair Azell Reeves  Ida Shaw</p> <p>None opposed; the motion carried.</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>• Sandhills Center CFAC members that participated in the Regional CFAC: Loida Colonna, Chair Leann Henkel, Libby Jones, Vice Chair Azell Reeves</li> <li>• Thanked CFAC members for their continued service</li> <li>• Expedited county realignment for Davidson and Rockingham County</li> <li>• Community Stakeholders Breakfast Meeting held in Davidson County on October 1 and Rockingham County on October 15</li> <li>• Provider Forum Orientation for Davidson and Rockingham counties will be held on October 29</li> <li>• In person/virtual Members and Families meetings for Davidson and Rockingham Counties will be held on October 29 and November 2</li> <li>• Application for membership</li> <li>• County realignment suggestions: <ul style="list-style-type: none"> <li>➢ Revision of the application for CFAC membership</li> <li>➢ Revise bylaws to include new counties and seats</li> </ul> </li> </ul>	<p>Anne Kimball will draft the Application for CFAC Membership and send to the committee for review.</p>

	<p>Ms. Kimball reviewed information in each member's packet:</p> <ul style="list-style-type: none"> <li>• CFAC Agenda October 2021</li> <li>• Medicaid Waiver Operations Report September 2021</li> <li>• Chief Executive Officer Report</li> <li>• Consolidated Balance and Income Statement</li> <li>• Consumer Engagement &amp; Empowerment Update Newsletter</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 6:05 p.m.	<p>Michael Ayers made a motion to adjourn the meeting. Stephen Cohen seconded the motion.</p> <p>None opposed; the motion carried.</p>