

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

Date of this meeting: 9/19/17 -

Date/time/location of next meeting: October 17, 2017, 6:15 p.m. – 185 Grant St, West End, NC 27376

Attending: Leann Henkel, Stephanie Antkowiak, Stephen Cohen, Loida Colonna, Tonya Gray, Shirley Hart, Ron Huber, Libby Jones, Cindy Mallernee, I. Azell Reeves, Lori Richardson, Irma Robledo, Ron Unger, Ashley Wilcox

Absent: Ann Flaherty, Marianne Kernan, Chris Laughlin

Excused: Ann Flaherty, Marianne Kernan, Chris Laughlin

Unexcused:

Sandhills Center Staff Liaison Present: Anne Kimball

Sandhills Center Guest Staff: Mary Kidd

DHHS Representative Present: None

Recorder: Sandra Dunlap

<b>TOPIC/SUBJECT</b>	<b>DISCUSSION/CONTENT</b>	<b>DECISION</b>
<b><u>Call to Order</u></b> Chair Henkel	The meeting was called to order at 6:20 p.m. by Chair Henkel.	
<b><u>Approval of Minutes</u></b> August 18, 2017	The committee reviewed the minutes from the 8/18/17 meeting.	The minutes were reviewed by the committee. Stephen Cohen made a motion to accept the minutes as written. Shirley Hart seconded the motion. The motion carried.

<p><b><u>Sandhills Center Updates</u></b> Mary Kidd, Complaints and Incident Report Manager</p>	<p>Chair Henkel introduced Mary Kidd, Complaints and Incident Report 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.</p>							
<p><b><u>Consolidated Balance &amp; Income Statement</u></b> Anne Kimball</p>	<p style="text-align: center;">Consolidated Balance &amp; Income Statement for: July 31, 2017</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 50%;">Total Revenues (YTD)</td> <td style="width: 50%; text-align: right;">\$24,759,331</td> </tr> <tr> <td>Total Expenditures (YTD)</td> <td style="text-align: right;">\$25,115,130</td> </tr> <tr> <td>Change in Fund Balance (YTD)</td> <td style="text-align: right;">(\$355,799)</td> </tr> </table>	Total Revenues (YTD)	\$24,759,331	Total Expenditures (YTD)	\$25,115,130	Change in Fund Balance (YTD)	(\$355,799)	
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<p><b><u>Committee Reports</u></b> Chair Henkel</p>	<p><b>Board of Directors</b> Tabled</p> <p><b>Client Rights</b> No meeting</p> <p><b>Corporate Compliance</b> No meeting</p> <p><b>Global CQI</b> Lori Richardson The committee reviewed/discussed:</p> <ul style="list-style-type: none"> <li>• Results of the 2016 Perception of Care Survey</li> <li>• Block Grant requirements</li> <li>• November 2017 Provider Forum</li> <li>• Suicide attempts</li> <li>• Quality of Care concerns</li> <li>• Provider Agency name change (Carter’s Circle of Care is now Triad Medical Group)</li> </ul> <p><b>Innovations Waiver Renewal State Stakeholders’ Workgroup</b> I. Azell Reeves, Stephanie Antkowiak</p>							

The workgroup reviewed/discussed:

- Refinement of definitions under innovations
- Supported Employment
- Supported Living
- Preference Assessments
- Staffing
- State mandates
- Career Exploration
- Family member back-up staffing

**Network Leadership Committee**

Lori Richardson

The committee reviewed/discussed:

- Decrease in Utilization Management appeals
- New staff member in Care Coordination
- Results of the 2016 Perception of Care Survey
- August Medicaid Operations Report

**Quality Management Committee**

I. Azell Reeves

The committee reviewed/discussed:

- Decrease in Utilization Management appeals
- New staff member in Care Coordination
- Results of the 2016 Perception of Care Survey
- The August Medicaid Operations Report
- Quarterly Complaints and Incidents Reports

**State CFAC**

No Meeting

<p><b><u>CFAC Member Announcements</u></b> Chair Henkel</p>	<p>I. Azell Reeves has requested CFAC members submit feedback to her, so that she may present it to the Innovations Waiver Renewal State Stakeholders' Workgroup.</p> <p>Stephen Cohen mentioned the membership committee and inquired about the next meeting.</p> <p>Libby Jones reported the State Collaborative System of Care Learning Institute that was to be held on September 11 has been rescheduled for November 13 at RCC in Asheboro. The State Collaborative System of Care Learning Institute scheduled for September 25 will be held at SCC in Pinehurst.</p> <p>State CFAC to Local CFAC conference call will be Wednesday, September 20.</p> <p>NC Council on Developmental Disabilities, National Disability Institute, and The Collaborative (Raleigh) have teamed up to offer "Upward to Financial Stability" training on how to break the cycle of poverty in people with disabilities. The collaborative is also offering a conference "Pathways to Prosperity" October 11 &amp; 12 in Raleigh.</p>	
<p><b><u>Staff Liaison Announcements</u></b> Anne Kimball</p>	<p>Ms. Kimball made the following announcements and reviewed the handouts in members' packets.</p> <p>The Community Stakeholders' Breakfast for Richmond County will be on September 29 at Richmond Community College's Cole Auditorium.</p> <p>Sandhills Center piloted an 8-hour advanced Crisis Intervention Training class in Lee County. Six CIT graduates attended the in-depth training that focused on:</p> <ul style="list-style-type: none"> <li>• advanced trauma</li> <li>• de-escalation</li> <li>• complex role-play scenarios</li> </ul>	

	<p>The following CIT classes will be held:</p> <ul style="list-style-type: none"> <li>• September 30-October 3 EMS State Conference</li> <li>• October 2-6 Guilford County</li> <li>• October EMS Specific –Guilford County</li> </ul> <p>Committee Member Meeting Packet:</p> <ul style="list-style-type: none"> <li>• CFAC September 2017 Meeting Agenda</li> <li>• Unapproved Minutes, August 2017</li> <li>• Quarterly Complaints &amp; Incident Reports</li> <li>• Consolidated Balance and Income, July 2017</li> <li>• CEO Report, September 2017</li> <li>• 1915 (b)/(c) Medicaid Waiver Operations Report, August 2017</li> </ul>	
<b><u>Other Business</u></b>	There was no other business.	
<b><u>Speakers from the Floor</u></b>	There were no speakers from the floor.	
<b><u>Adjourn</u></b>	The meeting adjourned at 7:30 p.m.	Stephen Cohen made a motion to adjourn. Ron Unger seconded the motion. The motion carried.