



State Consumer and Family Advisory Committee  
Meeting Minutes April 10, 2024  
Hybrid Meeting

Committee Members Attendance:				Total Attendance:			
Name	In-Person	Virtual	Absent	Name	In-Person	Virtual	Absent
<b>Brandon Wilson</b>	x			Ashley Snyder Miller	x		
<b>Bob Crayton</b>	x			Lorrien Washington	x		
<b>Jessica Aguilar</b>		x		Lily Parker	x		
<b>April DeSelms</b>	x			Dr. Michelle Laws		x	
Jean Andersen	x			Domenica "Mamie " Hutnik	x		
<b>Crystal Foster</b>		x		Gene McLendon	x		
Janet Breeding			x	Nathan Cartwright		x	
<b>Heather Johnson</b>	x			Annette Smith		x	
Susan Monroe	x			Angela- Christine Rainear		x	
Patty Schaeffer			x	Jeannie Irby		x	
<b>Johnnie Thomas</b>		x					
Attendance:				Total Attendance:			
Name	Staff	Guest	Affiliation	Name	Staff	Guest	Affiliation
Jennifer Meade	x		DMH/DD/SUS	Ericka Johnson	x		DHB
Stacey Harward	x		DMH/DD/SUS	Scott Pokorny	x		DMH/DD/SUS
Suzanne Thompson	x		DMH/DD/SUS	Eva Stevens	x		DMH/DD/SUS
Crystal Dorsey	x		DMH/DD/SUS	LaQuoia Johnson	x		
Ann Marie Webb	V		DMH/DD/SUS	Won-Hee Ryu	x		
<b>Kerry Garner</b>		x	Trillium	Erica Asbury	x		
Cindy Trobaugh		x	Partners	Jennifer Moore	x		
BonnieFoster		x	Alliance	LaTwanna Floyd	x		
Emily Whitmire		x	VAYA	Renate Bendar		x	Alliance
<b>Rebecca Sweeting</b>		x	Alcohol drug Help	Chelsea Allen		x	VAYA
				Stacy Sorrells			
Rachel Porter		x	Partners	Benita Purcell		x	
Jacqui Hawkins		x	GCSNC	Kent Earnhardt		x	
Marcedes Garrett		x	Trillium	Marie Britt		x	
Romana Branch		x	Alliance	Marie Dodson		x	
Amie Brendle		x	Partners	Corye Dunn		x	DRNC
Sandhya Gopal x		x	Alliance	Patricia Porter		x	
<b>Sonja Beckford</b>		x		Kathy Merritt		x	
<b>Pamela McAfee</b>		x		Janet Sowers		x	



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Tara Muller		x	DRMC	Stephanie Jones		x	
Sue Swift		x		Mya Lewis	x		
Janna Blue		x	Scotland county	Ginger Yarbrough	x		DMH DD SUS
Peg Morrison		X	NCCAA	Cordain Dancy		x	
Julie Curry				Jim Webb		x	
Eamonn MacAteer		x	BCBSNC	Janet McDaniel		x	
Heather Moore		x		Ramona Bunch		x	
Pamela Perry		x	Carolina complete	Rachael Jerzak		x	Partners
Sarah Leanard		x		Noel Cruz		x	
Sheal Sapp		x		Sandra Durham		x	
Stehanie Roberts	x			Michelle Hicks		x	
Dana Redfern		x		Aquilla Brockington		x	NC Families united
Donnie Thurman		x		Lilian Davis		x	NAMI NC
IneshaTrahan		x	Trillium	Rachel Porter		x	Partners
Julia Hanes	x			Rebecca Sweeting		x	Alcohol drug Help
Karen Obas		x	Families united	Jennifer Bowman	x		
Chelsea Allen		x	Vaya	Pat Porter		x	
Emily Whitmire		x	Vaya	Cynthia Holland		x	

<b>Mission:</b> <i>Nothing About Us, Without Us</i>		<b>Vision:</b> <i>A public mental health system that works for everyone.</i>	
<b>Agenda Item/Presenter</b>	<b>Main Topic/Goals:</b>	<b>Action Needed:</b>	
<b>Discussion:</b>			
<b>1.</b>	<b>Meeting Convened-Roll Call Completed</b>	9:00AM	To hear the entire meeting click the <a href="#">Link</a> To see PowerPoint from meeting click the <a href="#">Link</a>
<b>2.</b>	<b>Approval of Minutes/Review of Agenda</b>	Agenda – motion for approval 1 <sup>st</sup> Lorraine Washington 2 <sup>nd</sup> Jean Andersen Minutes – Motion for approval 1 <sup>st</sup> Mamie Hutnik 2 <sup>nd</sup> Lorraine Washington	Minutes approved with correction



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<b>3.</b>	<b>Public Comment</b>	<b>Lynn Martin</b> The sunseting of the flexibility that an EOR/EOR Rep could function as a DSP to provide services if other staff are not available due to sickness, vacation or even when hiring has been unsuccessful has caused undue hardship on many families. The DSP crisis has exacerbated this issue resulting in the health and safety risk of many individuals and jeopardizing the individual’s ability to life in their own home in their chosen community. At a minimum please allow EORs to run backup services in the event staff call out, quit unexpectedly or for a limited time when hiring has proven unfruitful. Thank you	122c written response to the SCFAC request to place the changes on hold asking this of Kelly Crosby
		<b>Cate Diver</b> I kindly request that you consider making Appendix K flexibility permanent for EOR to receive compensation as a paid DSP. My child has unique needs, including mental health and developmental disabilities. The challenges with staffing have persisted during and after the pandemic, despite our enhanced rate of pay. While we offer competitive wages, there is still difficulty in ensuring consistent attendance from staff. It is unfair to penalize a single parent who does not have a spouse available to direct the waiver, thus preventing the other spouse from becoming the provider. The essence of these plans is to provide choices. Many families, particularly single parents, struggle to find suitable staff and do not have anyone else available to act as the EOR. Even if they opt not to self-direct, many agencies still face challenges in finding qualified personnel. It is important to recognize that many parents, like myself, are experiencing significant burnout from having to provide extended support in the absence of staff. There needs to be a change in this regard. Allowing the EOR to receive compensation is akin to agencies deducting from the earnings of their staff. As EORs, we dedicate countless unpaid hours to overseeing and supervising our relatives. It is not unreasonable to	Lobiest concern- Brandon stated that they would write a letter concerning these concerns not to get in the Local CFAC business but as a show of surrport that this is not part of what a cfac does.



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		<p>suggest that they should be compensated for hours where staffing remains unavailable.</p> <p><b>Corye Dunn</b> 122c possible changes and consolidation and moving towards Tailored Plan – disability rights is very committed to the role of CFAC. Reach out to DRNC if you are having any issues and would like to partner with SCFAC and Local whenever we can. c</p> <p><b>Heather Moore</b> The elimination of the Appendix K flexibility "EOR as DSP" creates unnecessary hardship for families with members who are medically vulnerable and who live in areas where available and qualified staff no longer live in the area due to high COL or for families who live in rural areas. It is also unfair to single-parent households who do not have a partner or family member with whom they can share the responsibility EOR and DSP. Please advocate our behavior with CMS to make this flexibility permanent. Thank you.</p> <p><b>Crystal Dorsey --</b> <b>Jean Andersen –</b> Brought concerns concerning 1 MCO wanting to remove all CFAC members from their board. Some Mco are trying or starting to use CFAC as lobbyists for the MCO and asking that they not use very emotional verbiage</p> <p><b>Dr Laws</b> 122c118- address the board makeup – feels that as a committee we should look at this and voice the SCFAC's concerns with suggestions of beliefs.</p> <p><b>Crystal Foster-</b> Brought concerns regarding the changes that may occur with the boards and their structure - would like for the public to know their rights and course of action that they</p>	<p>Heather Johnson is running an EOR subcommittee and at this time they are addressing</p> <p>Letter of concern to the division concerning the changes to MCO board makeup, losing their voice.</p> <p>Brandon Wilson- suggested take this offline and discuss with the CEO to see if the SCFAC can get some clarity.</p>
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		<p>have – Invited Corye Dorn to come and speak about the changes and what they can do.</p>	
<p>4.</p>	<p><b>DHB Update- TBI Report</b>                  Sandy Terrell and her team                  David Clap deputy director                  LaCosta Parker</p>	<p>Presentation on TBI and Innovation waiver                  Oct General Assembly granted the Division the right to take the TBI waiver statewide – currently, there are 107 slots and this is being looked at being expanded statewide  <b>spring of 2025.(if funding is available)</b>                  Presented a format of demographics and responses once the information is available- would like the committee to approve this format and content if this is still what is needed.</p>	<p>Please listen to the whole presentation at this <a href="#">link</a></p> <p>Questions in the PowerPoint need to be addressed by the SCFAC.                  Definition of TBI – if there is additional feedback on the current legislative definition please submit it to the chair and forward it to DHB</p>
<p>5.</p>	<p><b>Division Updates</b>                  Kelly Crosbie, Director,                  DMH/DD/SUS</p>	<ul style="list-style-type: none"> <li>- Director Crosby announced that they had come to an agreement concerning the Samatha R case and wanted to provide as much information on this as she could but for more details, the agreement had to pass through the courts. 2 town halls have been planned and that announcement will be coming out soon- Town Halls will be virtual.</li> </ul> <p>Open discussion concerning the Innervations waiver and the CAPC waiver - Discussion around people who qualify for Innervation and choose the CAPC waiver so that they can get some services.                  Discussion around the PowerPoint and the update that Director Crosby provided                  Inclusion Connects                  Surveys are Direct Support- these have gone out to all MCOs and providers -the survey is anonymous                  Accessible communications Campaign overview- raising awareness in many areas so that they are more accessible to the general public                  Reviewed the tool kit for TP</p>	<p>Please listen to the complete the report at this <a href="#">link</a></p> <p>Ask: the division would like for SCFAC to continue to provide what type of data is needed to be provided                  Concern: how slots are being distributed and what demographic areas are receiving the slots?</p> <p>Concern: the public does not understand that they can go to any doctor that will have a Primary Doc but this is their choice and if you want to cross county lines and go to a doctor outside of your MCO territory-The patients must check and see the Doc has signed up with your MCO.</p>



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		<p>Discussion on what we should call LME/MCO should it be LME or should they be called MCO?</p>	<p>After reviewing the toolkit please send any suggestions of areas that we could do better.</p> <p>Requested a formal response from the division in response to the letter that SCFAC sent to concerning 122c</p>
<p>6.</p>	<p><b>Legislative Debrief</b>                  Lorraine Washington                  April DeSelems</p>	<p>. May 7<sup>th</sup> is the date for Legislative Day                  The agenda and the flyer will be sent out to the Local CFAC                  Ask that if you are not wearing your Local CFAC shirt please wear a green shirt.</p> <p>Talking points have been approved.                  The agenda for the day has been approved</p>	<p>Brandon will make sure that all representatives that are listed on the agenda have been invited and that some who are part of the Budget committee and committee for DHHS have been invited</p>
<p>7.</p>	<p><b>Annual Report Work- Clean up and Approval</b>                  Brandon Wilson                  Bob Crayton</p>	<p>EOR discussion – The ad-hoc committee would like to invite at least 2 members from each MCO to be a part of the ad-hoc committee- anyone can attend the meeting – Recommendation for DHHS to form an EOR council-                  Johnnie to reach out to Dr. Laws concerning the contract deliverables                  State to Local- very happy that DirectorCrosby has started to attend a quarterly meeting                  Gaps and needs- satellite office across the state so that there is a physical location where family and clients would have a brick-and-mortar building                  TBI waiver expansion – funding is needed.                  MCO funding was cut by about 2 million dollars for opioid services why was it cut and how can we get this money back for services?                  Reviewed last year's recommendations</p> <ul style="list-style-type: none"> <li>- Recommendation 3 TBI ( from last year's recommendation)</li> <li>- Accessible Communication needs to be followed up but does not need to be in the report</li> <li>- Peer support Services – the state has been working on this and accomplished many goals project will continue to be worked on and does not need to be in the annual report.</li> </ul>	<p>The EOR Adhoc committee possibly will turn into a permanent subcommittee in the coming year.</p> <p>Keep 3,4,5</p> <p>Crystal to invite critical care physicians to come and speak on one of the most at-risk populations in the state.</p>



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- IDD a strategic plan to end the Innovations waiver registry of Unmet needs -this recommendation needs to be included with some wordsmith.
- Veterans and Military families- this ask has been done
- The Ask the Questions campaign has had movement and is a work in progress.
- Comprehensive Reporting will remain on the annual report.
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**8. By-Laws Discussion & approval of changes**  
Bob Crayton

Reviewed proposed changes to the by-laws with the committee- committee to vote on changes in the May meeting

Updated the SCFAC brochures Motion made to accept the motion of the change made by Susan 2<sup>nd</sup> Ms. Lily all approved

To hear and see the proposed changes Click the [link](#) for Recording: Link To see

**9, Nomination Committee**

An Adhoc Committee was formed to compile new nominations for Chair and Vice Chair

Lorrian Washington – Chair  
Crystal Foster  
Johnnie Thomas

**10 Meeting Adjourned**

2:30 meeting adjourned Motion made Susan Monroe- 1<sup>st</sup> / Jean Andersen -2<sup>nd</sup>

Links to the meeting to watch. :

SCFAC web page link: [State Consumer and Family Advisory Committee | NCDHHS](#)

**2024 Meeting Dates: Second Wednesday of Every Month**

<b>May 8, 2024</b>	<b>June 12, 2024</b>	<b>New year starts in July 2024</b>

**Meeting Link:** <https://www.zoomgov.com/meeting/register/vJltdeCvqzggHjnU0fZtd1KAyUVavCmeATs>

**Participants must register for the meeting before the meeting.**