



**State Consumer & Family Advisory Committee (SCFAC)  
MEETING MINUTES**

**Date:** April 11, 2018 **Time:** 8:30a.m. - 3:00 p.m. **Location:** Dix Campus – Ashby Building

<b>MEETING CALLED BY</b>		State CFAC Chairperson, Ben Coggins			
<b>TYPE OF MEETING</b>		STATE CFAC			
<b>ATTENDEES</b>					
<b>COMMITTEE MEMBERS</b>			<b>STATE STAFF ATTENDEES</b>		
<b>NAME</b>	<b>AFFILIATION</b>	<b>PRESENT</b>	<b>NAME</b>	<b>AFFILIATION</b>	<b>PRESENT</b>
Ben Coggins	Chairperson / Partners	<input checked="" type="checkbox"/>	Ken Schuesselin	NC DHHS DMH DD SAS Consumer Policy Advisor	<input type="checkbox"/>
Benita Purcell	Cardinal Vice-Chair	<input checked="" type="checkbox"/>	Suzanne Thompson	NC DHHS DMH DD SAS CE&E Team Supervisor	<input checked="" type="checkbox"/>
Bonnie Foster	Cardinal	<input checked="" type="checkbox"/>	Eric Fox	DMH DD SAS CE&E Team	<input checked="" type="checkbox"/>
Martha Brock	Alliance	<input checked="" type="checkbox"/>	Wes Rider	DMH DD SAS CE&E Team	<input checked="" type="checkbox"/>
Lori Richardson	Sandhills	<input checked="" type="checkbox"/>	Mark Benton	Deputy Secretary NC DHHS	<input checked="" type="checkbox"/>
Patty Schaeffer	Partners	<input checked="" type="checkbox"/>			
Wayne Petteway	Trillium	<input checked="" type="checkbox"/>			
Kurtis Taylor	Alliance	<input type="checkbox"/>			
Deborah Page	Cardinal	<input checked="" type="checkbox"/>			
John Duncan	Cardinal	<input type="checkbox"/>			
Mark Fuhrmann	Partners	<input checked="" type="checkbox"/>			
Jonathan Ellis	Trillium	<input checked="" type="checkbox"/>	<b>GUESTS</b>		
Bev Stone	Trillium	<input checked="" type="checkbox"/>	<b>NAME</b>	<b>AFFILIATION</b>	
Ron Rau	Sandhills	<input checked="" type="checkbox"/>	Bob Crayton	Cardinal Innovations CFAC and Alamance/Caswell CFAC	
Brandon Tankersley	Alliance	<input checked="" type="checkbox"/>	David Ingram	NC Council on Developmental Disabilities	
Catreta Flowers	Trillium	<input type="checkbox"/>	Sarah Potter	Cardinal CFAC(Triad)	
Pat McGinnis	VAYA (on phone)	<input checked="" type="checkbox"/>	Jean Anderson	Stanly County	
Kenneth Brown	Alliance	<input type="checkbox"/>	LaVern Oxendine	Cumberland County	
George Bridges	Cardinal (On phone)	<input checked="" type="checkbox"/>	Juanita Jefferson	Cardinal Innovations staff	
Rita Linger	Cardinal	<input type="checkbox"/>	Doug Wright	Director, Consumer Affairs, Alliance	

**1. Agenda topic: Welcome****Presenter(s): Ben Coggins**

<b>Discussion</b>	<ul style="list-style-type: none"> <li>Opened the meeting at 8:30 am. Welcomed everyone to the meeting.</li> <li>Reviewed the basic housekeeping items.</li> <li>Asked each member to introduce themselves.</li> </ul>
<b>Conclusions</b>	

**2. Agenda topic: Review of Agenda March meeting minutes****Presenter: Ben Coggins**

<b>Discussion</b>	<ul style="list-style-type: none"> <li>Jonathan Ellis made a motion to accept the agenda and the minutes from the April SCFAC meeting and State to Local CFAC call with the one change listed below. Ron Rau seconded the motion. Motion was passed by unanimous vote.</li> <li>3/14 CFAC minutes need revision, point number 8 states Martha Brock stated that if anyone is interested in working on the Legislative subcommittee to join the scheduled conference call.</li> </ul>						
<b>Conclusions</b>							
<b>Action Items</b>	<table border="1"> <thead> <tr> <th></th> <th><b>Person(s) Responsible</b></th> <th><b>Deadline</b></th> </tr> </thead> <tbody> <tr> <td>•</td> <td></td> <td></td> </tr> </tbody> </table>		<b>Person(s) Responsible</b>	<b>Deadline</b>	•		
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**3. Agenda topic: Public Comment****Presenter: Ben Coggins**

<b>Discussion</b>	<ul style="list-style-type: none"> <li>Bonnie Foster – Spoke regarding the Medicaid Membership subcommittee. She is serving on the membership engagement team with the Medicaid Care Advisory Committee. That committee is seeking consumer input. One of her concerns is how are recipients going to be educated on what the best plans are. She feels this will result in people getting the wrong plan and possibly going without the services they need and an increase in Emergency Department usage. She is recommending training for DSS Social Workers to educate them about the new system and the different plans that people can choose. She stated that DSS workers are already heavily burdened. Once a person has chosen a plan they are locked in for a year after an initial 90-day period. She would like to see this policy changed. She felt that the committee did listen to her concerns and stated they have similar concerns and read a statement from an email to that effect. She would like the SCFAC member to provide input into these issues and plans to send in her comments after the SCFAC meeting in May.</li> </ul>						
<b>Conclusions</b>	SCFAC members discussed the timeline of Medicaid reform.						
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**4. Agenda topic: Committee Reports****Presenter: Committee Chairs**

<b>Discussion</b>	<ul style="list-style-type: none"> <li>Ben Coggins asked the Chairs of each subcommittee to provide a verbal report to the full Committee.</li> <li>Ben reported on the plans for the State CFAC Legislative Advocacy Day planned for May 22<sup>nd</sup>. Martha Brock has worked diligently and a lot of people have worked with her on this. He reminded the members to stay focused and place principles before personality. He reported that they have a lot of legislators who have indicated that they will be present. He indicated that the Committee will discuss the plans in more detail later during the meeting.</li> <li>Benita Purcell stated she has begun work on the SCFAC Annual Report. She asked Sub-Committee Chairs to send her reports on any significant work they have engaged in during the past year that they would like to see considered for inclusion in the report. The Annual Report will outline the work that the SCFAC did with regards to commenting on issues on Cardinal Innovations, which took up a lot of time, not only of the SCFAC, but also the time of the Legislators.</li> </ul>
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	<ul style="list-style-type: none"> <li>Wayne Petteway noted that Kenneth Brown is now the Chair of the Veterans subcommittee. Pat McGinnis reported that she attended a welcome home ceremony for Vietnam Veterans at the Asheville VA Hospital. Patty Schaeffer stated that with the Service Source Warrior Bridge Program in Cumberland County there are plans to add more than 40 additional Peer Support Specialists. Mark Fuhrmann noted that there is a new national VA Secretary.</li> <li>Brandon Tankersley, Chair of the Recovery and Self Determination Subcommittee, reported that he has tried to set up phone conferences for the subcommittee, but no other members have joined him in these calls.</li> <li>Martha Brock (on the phone) stated that she was told there would be no LOC (Legislative Oversight Committee) meetings after March; however, the LOC did meet yesterday and submitted reports. These are the official recommendations from the LOC to the full legislature. The Secretary of DHHS reported to the legislators and fielded numerous questions from the legislators.</li> <li>Mark Fuhrmann - Service Gaps and Needs reports from the LME/MCOs are now in, he will have this info prior to the next meeting. There is a huge teachers' march planned in Raleigh for May 19<sup>th</sup>. He feels that Healthcare and Education will be two very prominent issues in the legislature this session. He thinks this could possibly be tied into the CFAC's efforts. He stated that NCAE is on May 16, and he has additional information.</li> <li>Partners, Cardinal and Sandhills CFACs will report out on the next State to Local CFAC call which will be on Wednesday, April 18<sup>th</sup> beginning at 7pm.</li> <li>Bonnie Foster noted that Mariah Carey publicly stated that she did not seek treatment for bi-polar disorder due to stigma. She asked what the SCFAC could possibly do to work on stigma reduction. She asked if they could possibly hold a two-day conference to address stigma and ensure that when people leave the conference they know how to access services and treatment.</li> <li>Ben Coggins reminded the committee that reservations must be made by Saturday, April 21 and must have at least 25 rooms reserved in order to qualify for the blocked room rate. Suzanne Thompson reminded the members that the parking fee will be waived when people check in. She will send the email explaining all the details again.</li> <li>The Lawrence Joel Veterans Memorial Coliseum in Winston-Salem will share <i>Will to Live Foundation</i> April 16<sup>th</sup> at 6:30 PM.</li> <li>Wellness City Parking lot in Durham, April 19, free movie, <i>Generation Found</i>. Free refreshments.</li> <li>Kevin Hines will speak at the Triad Wellness Center in Winston-Salem on Wednesday, May 30 from 8am-4pm.</li> <li>Patty Schaeffer shared how people can find information on a movie called, "The Ripple Effect" featuring Kevin Hines. People can bring that to their communities, contacting the Kevin Hines Foundation online.</li> </ul>		
<b>Conclusions</b>			
<b>Action Items:</b>	<b>Person(s) Responsible</b>	<b>Deadline</b>	

**5. Agenda topic: Facility Based Behavioral Health and I/DD Services**  
**Presenter(s): Dale Armstrong, Deputy Secretary of NC DHHS**

<b>Discussion</b>	Dale Armstrong was accompanied by Jean Buchanan, Twanetta Lytle and Angie Bailey
<b>Conclusions</b>	Angie Bailey presented with a PowerPoint titled <u>DHHS Recruitment Update</u> . This was a follow-up to last month's presentation on the same general topic. Main Points:

	<ul style="list-style-type: none"> <li>Beginning July of 2017, agencies no longer have “medical flexibility”. This makes it difficult to compete with agencies which can act faster to hire people. Average turnaround is a total of 12 days.</li> <li>Pay ranges are currently being updated for the first time in some time however the market is changing so rapidly that this may not help much.</li> <li>Critical shortages of positions including psychiatrists, nurses, social workers and direct care workers in some locations.</li> <li>Recruitment strategies including increased use of social media, hiring of two additional recruitment specialists who attend employee fairs, connect with colleges, universities, and professional associations</li> <li>Sign on bonuses.</li> <li>Branding DHHS as an employer.</li> <li>Metrics (How do we measure progress?) Examples are: number of days to fill a position, decline of offers and reasons why, number of positions filled, turnover rate, and workforce indicators and targets</li> <li>Jean Buchanan shared information from the DHHS Employment Engagement Survey. She stated that 75% of DHHS staff participated.</li> <li>Showed a clip of an advertisement which will be played in movie theaters.</li> </ul>				
<b>Action Items:</b>	<table border="1" style="width: 100%;"> <thead> <tr> <th style="background-color: #e0e0e0;">Person(s) Responsible</th> <th style="background-color: #e0e0e0;">Deadline</th> </tr> </thead> <tbody> <tr> <td> </td> <td> </td> </tr> </tbody> </table>	Person(s) Responsible	Deadline		
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**6. Agenda topic: DMH DD SAS Update**

**Presenter: Dr. Jason Vogler**

<b>Discussion</b>	<ul style="list-style-type: none"> <li>Dr. Jason Vogler addressed the DHHS Employment Engagement Survey.</li> <li>96% of MH/DD/SAS Division staff responded to the DHHS survey.</li> <li>Positive and constructive feedback included:</li> <li>One of the biggest negative comments was about the facilities, not just the general condition of the buildings but also the cleanliness of the buildings. Bath building has some challenges. The building is scheduled for demolition in 2021</li> <li>Communication issues was another issue that was frequently identified. There are currently 165 employees at the Division, there has been a lot of reorganization at the Division due to shifting roles. A few years back the Division had 249 employees.</li> <li>Lack of raises and salary inequities of state employees compared to private industry is an issue.</li> <li>Some very positive feedback from employees is that they felt the work they do matters and that the people they serve are important.</li> <li>In response to a question from Patti Schaffer, Dr. Vogler shared that it is his understanding that on August 1, 2018, all DMA (Division of Medial Assistance) employees will become DHB (Division of Health Benefits) employees.</li> <li>In response to a question from Brandon Tankersley, Dr. Vogler stated that it appears there will be increased federal funding of the Mental Health Block Grants and funding for opioid treatment. He does not think this will result in an increase of administrative dollars however it should result in an increase of service dollars.</li> <li>Bonnie Foster advocated for increased prevention mental health education in schools and stated she felt state agencies should gather resumes for all people on all types of public assistance and hire them for open positions and/or train them to fill these roles.</li> <li>Martha Brock asked, how do we become more transparent and assure there is input into policy decisions of DHHS in general? Martha made the point that people who are consumers and families should be included in the design of the system. Dr. Vogler suggested the committee invite Dave Richard or the Secretary to attend and address these questions/issues in more detail as it is outside the scope of his expertise.</li> </ul>
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	<ul style="list-style-type: none"> <li>• Martha Brock suggested that they also bring in a speaker from DHHS that can speak to concerns with children services.</li> <li>• Walt Caison, Chief of Community Mental Health addressed the SCFAC and announced that Mark Saltzer is returning to North Carolina to present at the Practice Improvement Collaborative on the topic of Community Inclusion for people with serious mental illness on Wednesday, May 23<sup>rd</sup>. It will be an all-day event. They will be going over a toolkit developed to jump start community inclusion. They would like participants to partner with others from their community and attend and participate together. They hope to eventually evolve into regional collaboratives. Suzanne Thompson will be sending out the announcement again. Walt urged people to register quickly as there is only capacity for 100 people to participate.</li> </ul>				
<b>Conclusions</b>	Dr. Vogler suggested the committee invite Dave Richard or the Secretary to attend and address these questions/issues in more detail as it is outside the scope of his expertise.				
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**7. Agenda topic: Announcements**

**Presenter(s): Ben Coggins**

<b>Discussion</b>	<p>Suzanne Thompson addressed the committee. If members want to continue having the catered lunches they must do a better job of communicating whether they will be present at the meeting or not. Otherwise the State will have to start ordering box lunches rather than the catered meals which can be ordered the morning of the meeting.</p> <p>Jennifer Bowman, Team Lead for MH/DD/SAS' Quality Management team had set up a conference call with 5 SCFAC members. Only 2 members participated. Suzanne informed the committee that Jennifer will set up a doodle poll to reschedule the meeting. She urged members to attend the meeting if they indicate that they will do so on the Doodle poll.</p> <p>Ben reminded the Nominations Ad-hoc Subcommittee that they will need to meet and come up with some recommendations for next fiscal year's officers. Bonnie Foster, Catreta Flowers and Deborah Page will hold a committee meeting by phone and develop questions for any perspective nominees.</p> <p>There was some further discussion about the nominating and election process. Bonnie Foster asked members who are interested in serving or who would like to be nominated to let the committee know either today or by email.</p>				
<b>Conclusions</b>					
	<table border="1"> <thead> <tr> <th>Person(s) Responsible: Stacey Harward</th> <th>Deadline</th> </tr> </thead> <tbody> <tr> <td></td> <td></td> </tr> </tbody> </table>	Person(s) Responsible: Stacey Harward	Deadline		
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**8. Agenda topic: Advocacy Day Update & Planning**

**Presenter: Ben Coggins**

<b>Discussion</b>	<p>Martha Brock shared that she has received many questions about where the group would be on Advocacy Day. She shared that it is not yet clear if legislative committees would be scheduled on that day or not. Her vision is that the State and Local CFAC members will have talking points from the SCFAC that day, but that does not mean that local CFACs cannot have their own talking points or brochures, or other tools. Anything that is handed out to more than 10 people must be approved by the principal clerks' office of the house or the senate. Otherwise, the literature may be confiscated. The focus is to facilitate the opportunity for people who do not often have a chance to talk to their legislators to get together and talk to their legislators. The efforts of the SCFAC does not preclude individualized actions from local groups. For instance, she had local CFACs who have stated they want to talk about issues related to I/DD and only issues related to I/DD. Martha does not agree with this as a sole platform. With regards to location, she did not know that the legislature was installing metal detectors and have changed the rules (which are still published online). No one can have a registration table or gathering of any kind in the building any more aside from holding a press conference. Senator Woodard reserved a small room inside the legislature for the press conference which will be held at 12 noon. The room is very small so it will not accommodate all CFAC members or even the legislators. The event will take place next to the Bath building. Benita Purcell shared that she has been contacting legislators. So far Senator Mike Woodard, Tim Moore, Phil Berger, Craig Meyer, and Beverly Earl, have indicated they will attend. Representative Verla Insko indicated she would try to be there. Martha urged members to contact Benita if they would like to have specific legislators invited. Patti asked if appointing bodies should be invited such as the County Commissioners. Some discussion it was agreed that the press release should go out to them. Changes were captured by Benita. Suzanne Thompson reminded the group that they should ensure that the slogan "Nothing About Us Without Us" is not copy written or trademarked. Motion was made by Bonnie Foster to accept the brochure with the changes discussed. Wayne Petteway seconded the motion. Motion was passed by an affirmative vote. Martha Brock shared the five talking points she had developed. A motion was made by Deb Page to have all the State CFAC members review the top 5 talking points that Martha had presented and for each member to indicate his or top 3 from the group by no later than Friday, April 13<sup>th</sup>. The motion included the statement that from feedback collected that Ben, Benita, and Martha would then make the final decision. Lori Richardson seconded the motion. There were 14 affirmative votes and one nay response from Bonnie Foster. The motion carried.</p>		
<p><b>Action Items:</b></p> <ul style="list-style-type: none"> <li>Suzanne Thompson will email Patti Escala to see if the permit for Advocacy Day has been obtained.</li> <li>Benita will make some revisions to the SCFAC brochure which can then be printed and passed out on Advocacy Day.</li> </ul>	<p><b>Person(s) Responsible:</b>  <b>Suzanne Thompson</b>  <b>Benita Purcell</b></p>	<p><b>Deadline</b></p>	

**9. Agenda topic: DMA EPSTD Update**

**Presenter(s): Frank Skwarka**  
**Did not show up.**

<b>Discussion</b>	•		
<b>Conclusions</b>			
<b>Action Items</b>	<b>Person(s) Responsible</b>	<b>Deadline</b>	

**10. Agenda Topic: Future Agenda**

<b>Discussion</b>	Future invitees: Dave Richard, DHHS / Ronnie Beales, County Commissioners / Wayne Black, Head of NC DSS		
<b>Conclusions</b>			
<b>Action Items</b>	<b>Person(s) Responsible</b>	<b>Deadline</b>	

**Meeting Adjourned: 2:22pm**  
**Next Meeting: Wednesday, May 9, 2018**  
**Dix Campus- Ashby Building**  
**Raleigh, NC**