



**State Consumer and Family Advisory Committee  
MEETING MINUTES**

**Date:** July 11, 2018

**Time:** 8:30-3:00pm

**Location:** Dix Campus – Ashby Building

<b>MEETING CALLED BY</b>			Ben Coggins		
<b>TYPE OF MEETING</b>			State Consumer, Family Advisory Committee		
<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	Partners	<input checked="" type="checkbox"/>	Suzanne Thompson	CE&E supervisor	x
Benita Purcell	Cardinal	<input checked="" type="checkbox"/>	Wes Rider	CE&E Team	x
Angelina Kearney Dunlap	Cardinal	<input checked="" type="checkbox"/>	Stacey Harward	CE&E team	x
Martha Brock	Alliance	<input checked="" type="checkbox"/>	CJ Lewis	CE&E Team	x
Lori Richardson	Sandhills	<input checked="" type="checkbox"/>			
Patty Schaeffer	Partners	<input checked="" type="checkbox"/>			
Wayne Petteway	Trillium	<input checked="" type="checkbox"/>			
Pat McGinnis	VAYA (by phone)	x			
Deborah Page	Cardinal	<input checked="" type="checkbox"/>			
John Duncan	Cardinal-	<input checked="" type="checkbox"/>			
Mark Fuhrman	Partners	<input checked="" type="checkbox"/>	<b>GUEST</b>		
Jonathan Ellis	Trillium-	<input checked="" type="checkbox"/>	<b>NAME</b>	<b>AFFILIATION</b>	
Cathy Hatcher	Excused	<input type="checkbox"/>	Bob Caulder	Cardinal	
Ron Rau	Sandhills	<input checked="" type="checkbox"/>	Doug Wright	Alliance	
Brandon Tankersley	Alliance-	<input checked="" type="checkbox"/>	Obie Johnson	Cardinal	
Catreta Flowers	Trillium	<input checked="" type="checkbox"/>	Jean Anderson	Cardinal	
		<input checked="" type="checkbox"/>	Sarah Potter	Cardinal	
Kenneth Brown	Absent	<input type="checkbox"/>	Matt Potter	Cardinal	
			Juanita Jefferson	Cardinal	
			Jennifer Munch	Cardinal	
			<b>Signature sheet attached</b>		

**1. Agenda topic:** Welcome

**Presenter(s):** Benita Purcell

<b>Discussion</b>	<ul style="list-style-type: none"> <li>• Benita P. welcomed everyone to the meeting and requested that everyone introduce themselves to the group.</li> <li>• Reviewed the Agenda and it was approved.</li> <li>• Reviewed the June Minutes. With some slight changes, the minutes were approved.</li> <li>• Discussion on Motions from the June meeting that still needed some clarification—Motion that was made concerning SCFAC providing Technical Asst. to Mecklenburg CFAC- Motion was made to rescind motion.</li> <li>• Discussion concerning what Technical assistance means - Deb P. suggested that this discussion would be better if we refine it to what technical support is.</li> <li>• Angelena D. suggested that a letter be sent to all local CFACs to ask them what their needs are. SCFAC would then be able to find out what the needs are and who would be the best group to assist the local CFACs in resolving their issues.</li> <li>• Benita P. stated that, to the best of her knowledge, this was the first time there has been a request such as this.</li> <li>• Martha B. stated that she believed that most issues have been taken care of with the State-to-Local call monthly.</li> <li>• Mark F. stated that the call is not the only means that the SCFAC will assist the local CFACs, ... <i>"but we do need to determine the scope of said help that we can provide."</i></li> </ul>
-------------------	---

	<ul style="list-style-type: none"> <li>• Brandon T. – “If we say that they can contact the SCFAC, then we should say who they should be contacting – Chair, Vice Chair, etc.”</li> <li>• Benita P. – “Address this in the State-to-Local call and provide the emails. They are also able to contact by emailing <a href="mailto:State.CFAC@dhhs.nc.gov">State.CFAC@dhhs.nc.gov</a>.”</li> <li>• Benita P. – “There was another motion from last month that we need to touch base on. The motion concerning the banner that will be purchased by funds that were raised on the Advocacy Day. Martha stated that she has not made any progress on this. Benita declined reimbursing the money that she spent on the Advocacy Day. Martha B. has received her reimbursement.</li> </ul>		
<b>Conclusions</b>	•		
<b>Action Items</b>		<b>Person(s) Responsible</b>	<b>Deadline</b>
<ul style="list-style-type: none"> <li>○ Motion – Deb P. made motion to approve min and Brandon T seconded the motion. Minutes approved unanimously. Approval of both sets of minutes.</li> <li>○ Motion – Wayne P made a motion to rescind motion from June and chance motion to send a general letter to all CFAC (local) letting them know that SCFAC is there to provide technical assistance as needed. Pat M. seconded - Unanimously approved.</li> </ul>			

**2. Agenda topic: Review of draft response to DHHS Concept Papers** **Presenter(s): Mark Fuhrmann**

<b>Discussion</b>	<ul style="list-style-type: none"> <li>• Individual members had sent comments to the DHHS Concept papers. Kody Kinsley, DMH DD SAS Director, subsequently asked for a formalized letter summarizing the individual members responses. Mark F. presented a draft letter today, which summarized the individual responses for the SCFAC’s consideration.</li> </ul>		
<b>Conclusions</b>	• RFP for managed care companies and the responses to the RFPs are going to be critical.		
<b>Action Items</b>		<b>Person(s) Responsible</b>	<b>Deadline</b>
<ul style="list-style-type: none"> <li>• Motion: Brandon T. – Letter be approved and sent to Secretary Cohen, cc’d Kody Kinsley, with the following change; to add another bullet point under accessibility, to have upward communication from DHHS as well as downward communication. Catreta F. seconded the motion and the motion was passed.</li> </ul>		Mark F will finalize the draft.	

**3. Agenda topic: Draft Annual Report** **Presenter(s): Benita Purcell**

	<ul style="list-style-type: none"> <li>• Wayne P. asked that the report from the Veterans subcommittee be included. He had emailed it previously, but will email it to Benita P.</li> <li>• Ben C. suggested the Advocacy Day section recognize the efforts of Martha B. as Chair of the Advocacy Day.</li> <li>• Ron R. and Patty S. asked that the spelling of their names be corrected.</li> <li>• Martha B. asked if a member of the Advocacy Day committee would provide a write up for the report. Benita P. said she would take this task on.</li> <li>• Mark F. will send a revision for the Service Gaps committee.</li> </ul>		
<b>Conclusions</b>			
<b>Action Items</b>		<b>Person(s) Responsible</b>	<b>Deadline</b>
<p>Motion: Deborah P. motioned and Lori R. seconded motion. Benita will finalize a draft of the annual report with the changes noted above. She will send out an electronic copy for members to vote on electronically prior to the next meeting. Motion passed.</p>		Benita	Prior to the next SCFAC meeting (August 8 <sup>th</sup> )

**4. Agenda topic: Public Comment** **Presenter(s): Jonathan Ellis**

<b>Discussion</b>	➤ <i>No continuity among members on the path we are about to embark upon when it comes to Medicaid Transformation. He feels we have been calling each other out on the carpet too much. “We need to come together as a unit because this transformation is too big for us to be arguing among ourselves. It is okay to have differing points of view, but we need to show respect to each other as a public body. Once you hit the send button on emails that</i>
-------------------	---

	<p>include public employees that email is now a public record and state employees must provide them to anyone who request them", so he is asking this public body to be respectful in emails that are sent, which includes state employees.</p> <ul style="list-style-type: none"> <li>➤ Benita is hopeful that some team building exercises might help and reiterated the need to listen to each other.</li> <li>➤ Lori Richardson – "We are asking the state to continue CFACs as an advocacy group and when emails are forwarded to state officials that show we are bickering, it hurts our image and may be detrimental to the future of CFACs."</li> <li>➤ Wayne P. urged members to take good care of themselves as it is impossible to care for others if you do not care for yourselves first.</li> <li>➤ Brandon T. commented that there are many ways to take care of oneself.</li> </ul>						
<b>Conclusions</b>	➤						
<b>Action Items</b>	<table border="1" style="width: 100%;"> <thead> <tr> <th style="width: 60%;"></th> <th style="width: 20%;">Person(s) Responsible</th> <th style="width: 20%;">Deadline</th> </tr> </thead> <tbody> <tr> <td>•</td> <td></td> <td></td> </tr> </tbody> </table>		Person(s) Responsible	Deadline	•		
	Person(s) Responsible	Deadline					
•							

**5. Agenda topic: August Meeting** **Presenter(s): Benita Purcell**

<b>Discussion</b>	<ul style="list-style-type: none"> <li>➤ This meeting is going to be advertised widely and it is hoped that advocacy organizations and legislative members will be present. She urged individual members to reach out to their legislatures and local CFACs, and personally invite them to the meeting.</li> <li>➤ Some discussion of the agenda, possibly extending public comment time during the meeting to accommodate more visitors.</li> <li>➤ Mark F. urged members to read <i>The Plan for Implementation for Behavioral Health and I/DD Tailored Plans</i> in preparation for the meeting.</li> <li>➤ Some discussion about the need to have a formalized role for CFACs, which defines their role, not just as advisors, but governing roles.</li> </ul>						
<b>Conclusions</b>	➤ Mark F. will send <i>The Plan for Implementation for Behavioral Health and I/DD Tailored Plans</i> out to Stacey for distribution for the SCFAC.						
<b>Action Items: Letter will be sent from SCFAC to legislators inviting them to the meeting.</b>	<table border="1" style="width: 100%;"> <thead> <tr> <th style="width: 60%;"></th> <th style="width: 20%;">Person(s) Responsible</th> <th style="width: 20%;">Deadline</th> </tr> </thead> <tbody> <tr> <td> <p><b>Meeting for August 8<sup>th</sup> will start at 9:00AM not at 8:30 AM</b></p> <ul style="list-style-type: none"> <li>➤ Doug Wright will take care of snacks.</li> <li>➤ QM and DMA will be invited to the August meeting (1:00pm and 1:30pm agenda timeslots).</li> </ul> </td> <td>Benita P.</td> <td></td> </tr> </tbody> </table>		Person(s) Responsible	Deadline	<p><b>Meeting for August 8<sup>th</sup> will start at 9:00AM not at 8:30 AM</b></p> <ul style="list-style-type: none"> <li>➤ Doug Wright will take care of snacks.</li> <li>➤ QM and DMA will be invited to the August meeting (1:00pm and 1:30pm agenda timeslots).</li> </ul>	Benita P.	
	Person(s) Responsible	Deadline					
<p><b>Meeting for August 8<sup>th</sup> will start at 9:00AM not at 8:30 AM</b></p> <ul style="list-style-type: none"> <li>➤ Doug Wright will take care of snacks.</li> <li>➤ QM and DMA will be invited to the August meeting (1:00pm and 1:30pm agenda timeslots).</li> </ul>	Benita P.						

**6. Agenda topic: By-Laws Committee** **Presenter(s): Benita Purcell**

<b>Discussion</b>	<ul style="list-style-type: none"> <li>• New members were added to the <i>Bylaws Committee</i>.</li> <li>• Stacey Harward had sent out, by email, a form that can be used for input to this committee.</li> <li>• There is a need to define participation attendance, absences, phone attendance, how often can a person participate by phone, ground rules for everyone regarding attendance and absences, how can non-members participate, etc.</li> <li>• Martha B. suggested that the SCFAC allow people to be able to "make up" attendance by participating in the state-to-local call.</li> <li>• Pat M. stated she feels it is important to be there in person and regrets having to participate by phone the last couple of meetings. Participation in other meetings should be documented as well.</li> <li>• Brandon T. would like to see section 7 addressed as well, specifically voting by phone, etc. "Election of officers should be very specific."</li> <li>• Responsibilities of subcommittees needs to be better defined.</li> <li>• Benita P. suggested that subcommittees possibly be required to provide quarterly reports.</li> <li>• Committee members are: Martha Brock Chair, Mark Fuhrmann Co-Chair, Catreta Flowers, Deborah Page and Brandon Tankersley.</li> <li>• Some discussion about the best way to send documents electronically for the committee to review.</li> </ul>
-------------------	--

<b>Conclusions</b>	➤		
<b>Action Items:</b>		<b>Person(s) Responsible</b>	<b>Deadline</b>
<ul style="list-style-type: none"> <li>Members will send all comments regarding the bylaws to Martha and Mark Fuhrmann. CE&amp;E Team will assist as needed. Committee will have a meeting (possibly by phone) to discuss the suggestions submitted by members.</li> </ul>		Martha Brock and Mark Fuhrmann	

**7. Agenda topic: Preparation for Presentation with Kody Kinsley** **Presenter(s): Benita Purcell**

<b>Discussion</b>	<p>The committee discussed whether there were specific issues that members wanted to discuss with Kody Kinsley and Mark Benton.</p> <p>Items discussed:</p> <ul style="list-style-type: none"> <li>➤ What would they like from SCFAC?</li> <li>➤ What kind of time tables do they have right now for RFPs, etc.</li> <li>➤ Budget for SCFAC?</li> </ul>		
<b>Conclusions</b>	➤		
<b>Action Items</b>		<b>Person(s) Responsible</b>	<b>Deadline</b>
<ul style="list-style-type: none"> <li></li> </ul>			

**8. Agenda topic: DMH DD SAS Update** **Presenter(s): Kody Kinsley and Kathy Nichols**

<b>Discussion</b>	<p>Kody- "We are at a starting point in the design of the transformed system. We want to talk today about what our strategy is in developing the Tailored plans. There will be a whole array of consumer/provider input. He realizes there are many questions such as, "How do people get enrolled in a tailored plan or move back and forth between a tailored plan and a standard plan and other similar issues. We do not have all of that worked out and we really want to hear from you." He shared that one thing he has heard frequently is the value of the state and local CFACs. Kody states it is the Department's intention to have a permanent role for the state and local CACFs. We need to work out the role for the local CFACs. To that end, we are in the process of penning an open letter, which outlines our intentions to have ongoing consumer and family input. He will send that around to get some input.</p> <p>Some discussion about the current role of the State CFAC. Kody referred to the statutory responsibilities of the SCFAC and reiterated the that the SCFAC is self-directed in how they achieve those responsibilities. Kathy Nichols noted that the role may change some due to the shift to whole-person care. "This may entail a reset as to what your structure and responsibilities are as the system changes."</p> <p>Brandon asked if the expanded role would warrant having a budget. Kody asked, "What additional budget would you like and for what purposes?" Martha B. – "Rather than having to ask for things piecemeal, it would be better to know what the CFACs resources were to plan better." Other comments included having expenses covered, such as conferences or trainings. Kody- "The more specific the requests are, the easier it would be to go to the legislature and request a budget." Much additional discussion about the perceived need for a SCFAC budget. Items discussed included training funds, a scholarship fund, ensuring local CFAC members and members of the community can participate in SCFAC meetings and events, etc. Kody stated he is totally open to having a training budget and a budget for other items deemed important. He doesn't currently have any money for it, but he will assist the CFAC to pursue funding through the legislature.</p> <p>Catrete F. asked about Medicaid Transformation. Kathy Nichols gave an update on progress made towards the transformation of the system to whole-person care.</p> <p>In response to a question from Patty S, Kathy Nichols suggested the SCFAC invite Jay Ludlum, Director of Division of Health Benefits, to discuss Medicaid Transformation and to</p>		
-------------------	---	--	--



	<p>have a conversation about how SCFAC might fold into and be of assistance in the new system.</p> <p>John D. stated his concern that the subset of behavioral health might be overlooked and underfunded. Where are we going to fit into the structure and what kind of leverage are we going to have. Kody Kinsley – “We (DMH) are also trying to figure out our structure and need to change our culture as well. We need to perform as a consistent regulator of setting the best evidence-based policy for the state. As we start to think through how that works, we will also have to pay attention to where and how the advisory bodies can best be utilized.</p> <p>Martha Brock commented that they have had integrated care piloted at different universities and it has always been very expensive. Kathy Nichols responded that part of that is because these have been small scale efforts and they haven’t had the numbers needed to achieve economies of scale.</p> <p>Much discussion, including the role of primary care providers, incentives to expand access in rural areas, telehealth, etc.</p> <p>Benita asked Kody to please encourage the Secretary to make her appointments to the SCFAC. Kody assured Benita the four appointments will be made prior to the August meeting.</p> <p>Martha asked about plans for Dix Campus. DHHS is supposed to be off campus by 2020 or 2021. The Department is working to figure out where they might go.</p> <p>Jeanie, on the phone, stated her concern with the MCAC. Their current makeup does not seem to be collaborating with the local or state CFACs. Also, regarding representation of people on the tailored plan, there is no mention of the plan for care of people who are receiving services through the standard plan. Response from Kathy, the plan for the Standard plan is well formed. They are trying to figure out what consumer and family input would look like in the standard plans. She would be glad to come back in August and discuss this in more depth.</p>				
<b>Conclusions</b>	DMH will provide historical budget info. The SCFAC will then add in the items they envision needing and the additional dollars to support. DMH will aid in putting a legislative request together.				
<b>Action Items</b>	<table border="1"> <thead> <tr> <th>Person(s) Responsible</th> <th>Deadline</th> </tr> </thead> <tbody> <tr> <td></td> <td></td> </tr> </tbody> </table>	Person(s) Responsible	Deadline		
Person(s) Responsible	Deadline				

**9. Agenda topic: Subcommittees reviewed:**

**Presenter(s):**

<b>Discussion</b>	<ul style="list-style-type: none"> <li>• Legislation Committee - Martha Brock, Benita Purcell, John Duncan, Mark Fuhrmann.</li> <li>• Veterans Committee - Ron Rau, Lori Richardson, Pat McGinnis, Wayne Petteway and Patti Schaffer.</li> <li>• Recovery Committee - Brandon Tankersley, Jonathan Ellis,</li> <li>• State-to-Local Conference Call - Mark Fuhrmann,</li> <li>• Service Gaps and Needs - Much discussion about local CFACs involvement in identifying service gaps and needs.</li> <li>• Pat McGinnis made a motion to combine the state-to-local CFAC call with the Service Gaps and Needs Committee. There was no second to that motion. Mark Fuhrmann noted that this could be revisited in the future.</li> </ul>				
<b>Conclusions</b>	➤				
<b>Action Items:</b>	<table border="1"> <thead> <tr> <th>Person(s) Responsible</th> <th>Deadline</th> </tr> </thead> <tbody> <tr> <td>Stacey Harward will send out the charters for all subcommittees and assist with setting up conference calls when requested.</td> <td></td> </tr> </tbody> </table>	Person(s) Responsible	Deadline	Stacey Harward will send out the charters for all subcommittees and assist with setting up conference calls when requested.	
Person(s) Responsible	Deadline				
Stacey Harward will send out the charters for all subcommittees and assist with setting up conference calls when requested.					

**10. Agenda topic: SCFAC Budget proposal**

**Presenter(s): Brandon Tankersley**

<b>Discussion</b>	<ul style="list-style-type: none"> <li>• Discussion turned to the perceived need for a SCFAC budget. Much discussion about possibly putting together a budget request which detailed what the dollars would be funded for.</li> <li>• Funding for outreach was discussed.</li> <li>• Funding for technical assistance to local CFACs.</li> <li>• Funding for trainings and conferences.</li> </ul>		
<b>Conclusions</b>	➤		
<b>Action Items</b>	<b>Person(s) Responsible</b>	<b>Deadline</b>	
<ul style="list-style-type: none"> <li>• Members will email to Stacey, examples of needs a SCFAC budget could accommodate.</li> <li>• Motion – Wayne P. made a motion that an ad hoc budget subcommittee be formed – Angela seconded motion – motion was passed.</li> </ul>	Brandon T. chair Pat M Angelina K Wayne P		

**11. Agenda topic: New DMH DD SAS Medical Director**

**Presenter(s): Mark Fuhrmann**

<b>Discussion</b>	New Medical Director was hired at DMH DD SAS, Dr. Brown. Mark went over her qualifications.		
<b>Conclusions</b>	➤		
<b>Action Items</b>	<b>Person(s) Responsible</b>	<b>Deadline</b>	
•			

**12. Agenda topic: Team Building Exercises**

**Presenter(s): Barb Kunz**

<b>Discussion</b>	Ms. Kunz was unable to attend due to an emergency meeting that she was called into.		
<b>Conclusions</b>	➤		
<b>Action Items</b>	<b>Person(s) Responsible</b>	<b>Deadline</b>	
•			

**Meeting Adjourned: 2:30pm**  
**Next Meeting: August 8, 2018**  
*Meeting will be held at Alliance Behavioral Health offices*  
**4600 Emperor Blvd, #200**  
**Durham, NC 27703**

**Approved: August 8, 2018**

# State CFAC Meeting

July 11, 2018

Location: DIX Campus, Ashby Building

Time: 8:30 a.m. - 3:00 p.m.

1987 Umstead Drive, Raleigh

Stacey Harward (Contact Person)  
(919) 604-6027 - Phone

By  
Phone

	NAME	Signature	By Phone
\$	1. Martha Brock	<i>m. c. Brock</i>	
	2. Kenneth Brown		
\$	3. Ben Coggins	<i>Ben Coggins</i>	
\$	4. John Duncan	<i>John Duncan</i>	
\$	5. Jonathan Ellis	<i>Jonathan Ellis</i>	
\$	6. Catreta Flowers	<i>Catreta Flowers</i>	
\$	7. Mark Fuhrman	<i>Mark Fuhrman</i>	
	8. Cathy Hatcher	Excused -	
\$	9. Angelena Kearney-Dunlap	<i>AK Dunlap</i>	
	10. Pat McGinnis	Phone.	✓
\$	11. Deb Page	<i>Deb Page</i>	
\$	12. Wayne Petteway	<i>Wayne Petteway</i>	
\$	13. Benita Purcell	<i>Benita Purcell</i>	
\$	14. Ronald Rau	<i>Ronald Rau</i>	
\$	15. Lori Richardson	<i>Lori Richardson</i>	
\$	16. Patty Schaeffer	<i>Patty Schaeffer</i>	
\$	17. Brandon Tankersley	<i>Brandon Tankersley</i>	
	18.		
	19.		
	20.		
	21.		
	PRINT	SIGN	
Staff	<i>Stacey Harward</i>	<i>Stacey Harward</i>	
Staff	<i>CT Lewis</i>	<i>CT Lewis</i>	
Staff	<i>Wes R. I.</i>	<i>Wes R. I.</i>	
Staff	<i>Suzanne Thompson</i>	<i>Suzanne Thompson</i>	
Staff			
Staff			

# Guests – Sign-In Sheet

July 11, 2018

\*Public Comment – No guarantee of confidentiality

<u>Name</u>	<u>E-Mail Address</u>	<u>Phone</u>	<u>Comment</u>
Jonathan Ellis			Public Comment
Doug Wright			\$9.00 Lunch
Bob Crayton			\$18.00 Lunch
Jennifer Münch			
Juanita Jefferson			
Brittany Stephenson			
Pam Perry	pamela.m.perry @centene.com	757.345.2076	NO
Matt Potter	pottmm5@ gmail.com	336 409-3096	



