



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

Date: June 13, 2018 **Time:** 8:30-3:00pm **Location:** Dix Campus – Ashby Building

MEETING CALLED BY			Ben Coggins		
TYPE OF MEETING			State Consumer, Family Advisory Committee		
ATTENDEES					
COMMITTEE MEMBERS			STATE STAFF ATTENDEES		
NAME	AFFILIATION	PRESENT	NAME	AFFILIATION	PRESENT
Ben Coggins	Partners	<input checked="" type="checkbox"/>	Ken Schuesselin	DMH DD SAS Associate Director of Consumer Policy Consumer	<input checked="" type="checkbox"/>
Benita Purcell	Cardinal	<input checked="" type="checkbox"/>	Suzanne Thompson	DMH DD SAS CE&E supervisor	<input checked="" type="checkbox"/>
Bonnie Foster	Cardinal	<input checked="" type="checkbox"/>	Stacey Harward	DMH DD SAS CE&E team	<input checked="" type="checkbox"/>
Martha Brock	Alliance	<input checked="" type="checkbox"/>	Eric Fox	DMH DD SAS CE&E team	<input checked="" type="checkbox"/>
Lori Richardson	Sandhills	<input checked="" type="checkbox"/>			
Patty Schaeffer	Partners - absent	<input type="checkbox"/>			
Wayne Petteway	Trillium—Excused	<input type="checkbox"/>			
Kurtis Taylor	Alliance	<input checked="" type="checkbox"/>			
Deborah Page	Cardinal	<input checked="" type="checkbox"/>			
John Duncan	Cardinal- Excused	<input type="checkbox"/>			
Mark Fuhrman	Partners	<input checked="" type="checkbox"/>	GUEST		
Jonathan Ellis	Trillium---Phone	<input checked="" type="checkbox"/>	NAME	AFFILIATION	
Bev Stone	Trillium	<input checked="" type="checkbox"/>	Jean Anderson	Cardinal – Phone	
Ron Rau	Sandhills- Phone	<input checked="" type="checkbox"/>	Sarah Potter	Cardinal – Phone	
Brandon Tankersley	Alliance- Excused	<input checked="" type="checkbox"/>	Doug Wright	Alliance	
Catreta Flowers	Trillium --- Excused	<input type="checkbox"/>	Bob Crayton	Cardinal	
Pat McGinnis	VAYA—Phone	<input type="checkbox"/>	Steve Keen		
Kenneth Brown	Alliance – Absent	--	Anna Marshall -	Phone	
			LaVern Oxendine		
			Juanita Jefferson	Cardinal	
			Lakesha McCormick		

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

Discussion	<ul style="list-style-type: none"> • Welcomed everyone • Reviewed the reason for those that were not present at the meeting • All members and guest introduced themselves and staff • Reviewed Agenda – it was approved • Reviewed the May minutes and they were approved with some corrections • Ben talked about May 22nd Advocacy Day – It was well received – 50 people from across the state – Legislators were responsive to the day. Positive Experience. • SCFAC members on the phone - there will be a check-in throughout the meeting to ensure attendance. 		
Conclusions	•		
Action Items		Person(s) Responsible	Deadline
o Motion – Approval of both sets on Minutes		Deb Page 1 st Bev Stone 2 nd Committee approved minutes unanimously	

2. Agenda topic: Annual Reports

Presenter(s): Benita Purcell

Discussion	<ul style="list-style-type: none"> • Need reports from the sub-committees • Would like to have it done by the July meeting 						
Conclusions	<ul style="list-style-type: none"> • 						
Action Items	<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	•		
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3. Agenda topic: Sub- Committee reports

Presenter(s): Benita Purcell

Be a	<p>Legislation committee/Advocacy Day- Martha Brock:</p> <ul style="list-style-type: none"> • Legislation committee have had regular meetings since Nov 2017. • First meeting of the Legislation committee was mainly about organization and establishing goals. The next meetings mainly focused on Advocacy Day and current Legislation. • Advocacy Day was a success- VAYA had a great showing; they sent staff to help their members. Trillium had a great turn out. Alliance showing was not bad. Cardinal also had a solid turnout. Eventbrite will give excellent demographics; this information will be available through registration. Eventbrite shows that the site had more than 200 hits during the day there was a press conference / Benita and Ben, and Senator Woodard, had pretty good media interest. CFAC was able to get its purpose out there and feel that we had a positive outcome. • Ben C. - "A Success" • Pat McGinnis – Ability to speak with Western Legislators, and Martha did a fantastic job. • Ben C. - "Overwhelmed" is a good word for now as well as preserver. • Martha B. stated that she does not want to be the only member on the Legislative committee – "We need more members". Would like to see and "Executive Committee". Need to make more legislative connections. • Mark F. - Legislative sub-committee is a spin off from service Gaps and Needs - Legislative focus took precedence. <p>Gaps and Needs Committee – Mark F.</p> <ul style="list-style-type: none"> • Committee is watchful - Things are changing. Time frames changed along with new time lines. New 2-year budget to come in the Spring of 2019, both subcommittees are well focused at this point on the budget. • Bonnie F. would like to go over what local CFAC's are doing – need to get an overview of the state as a whole. Stressed the importance of ground rules and importance of by-laws • Discussion on motion made by Bonnie. • Mark F. asked for help understanding what she was asking for? – Need more knowledge and background- what she has described at this time is very ambiguous and nebulous • Deb P. – we walk alongside the local CFAC • Martha B - in statute, at request of the Local CFAC (who is asking for this request?) - the Cardinal Board &/or the CFAC needs to make a direct request for this assistance. • Benita P. – each CFAC needs to address their own discretionary issues (self-governing) • Bonnie F. – suggested that a training be provided for the Local CFAC and the State CFAC. Something that would assist in defining what technical assistance is and is not • Deb P.- Cardinal did provide trainings and still does on a regular basis. • Martha B - Amend Motion • Chair to appoint ad-hoc committee - This will be for writing the letter (possibly Martha B) • Pat M. voiced her objection to the interference of a local CFAC by the State CFAC without directly being asked by them. • Self- governing advocates? How will it be implemented? Three ideas: 1) state conf. call, 2) Chair Ad-Hoc committee, and 3) letter to CFAC. Group agreed to table this topic until July. <p>Nominations Committee – Deb Page</p> <p>Four candidates - for Chair, the candidates are Benita Purcell and Martha Brock. For Vice Chair, the candidates are Brandon Tankersley and Mark Fuhrmann.</p> <p>State to Local Conference Call – Ben Coggins</p> <ul style="list-style-type: none"> • There has been an increase in participation on the calls
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	<ul style="list-style-type: none"> • The calls run on a cycle with 3 CFAC's reporting on what is happening in their area. • We have open discussion where the topics have been picked on the ELT call the month prior. • SCFAC during this call is there to provide technical support to the local CFAC as requested. • The call is a venue for voices to be heard. • It is always the same call-in number, which seems to really assist in the participation <p>Annual Report – Benita Purcell</p> <ul style="list-style-type: none"> • Please Send items to Benita by the End of June for the completion of the Report!! • Reports by June 20th and Annual report to SCFAC by Wednesday June 27th • Pat McGinnis – Veterans Town Hall Meetings – Announcements to be emailed to CE&E staff • Phone Members check – In 9:40am - Catreta was not on the call
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Conclusions	•
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Action Items	Person(s) Responsible	Deadline
<p>Motion: Bonnie F. made a Motion that the SCFAC provide technical assistance to the Mecklenburg CFAC.</p> <p>Motion Amended – Martha B. – Motion to coordinate with Mecklenburg CFAC to investigate what technical assistance is needed. Martha B- 1st</p> <p>Bonnie F. 2nd</p>	<p>Vote –</p> <p>Ken Brown – aye</p> <p>Ron R- aye</p> <p>Kurtis T. – aye</p> <p>Martha B. – aye</p> <p>Mark F.- aye</p> <p>Bonnie F.- aye</p> <p>Bev S. – aye</p> <p>Benita P – aye</p> <p>Abstained</p> <p>Pat M.</p> <p>Jonathan E.</p>	<p>No date was given to have this completed by</p>

4. Agenda topic: Cardinal Innovation CEO

Presenter(s): Trey Sutton

Discussion	<p>Benita P. introduced Trey Sutton -</p> <ul style="list-style-type: none"> ➤ Trey S. thanked everyone for their time ➤ New to the role of CEO ➤ Discussed the number of meetings that he has to attend, 400+, and this is the third CFAC meeting ➤ He wants to spend time listening and being responsive ➤ Cardinal Board has 3 CFAC members ➤ Cardinal is, at this time, rotating board meetings around the region. ➤ We have moved the public comment to the beginning of the meeting so that the public could make their comment and if they wished, they are able to leave. ➤ At our last Board meeting we had the highest public attendance <p>Reinvestment Plan –</p> <ul style="list-style-type: none"> ➤ Discussion on how Cardinal was able to convince the powers to allow them to keep the money and reinvest it back in to the community. ➤ 3.8 million to be reinvested in to the community ➤ Cardinal board decided to make it an even 4 million. ➤ Cardinal requested proposals on projects to reinvest; received 240 proposals that totaled about 48 million. <p>Registry of unmet needs -</p> <ul style="list-style-type: none"> ➤ Anna Marshall is looking to work with people on the registry of unmet needs ➤ Member Engagement Team going thru list while they wait for innovations slots ➤ Talk to 70+ people per month is the goal and we have just started the initiative ➤ Benita P. – what is the number on your waiting list? Spoke to one family and they have been waiting for 14 years. ➤ Discussion went on for some time
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	<p>Richard Topping –</p> <ul style="list-style-type: none"> ➤ Cardinal has filed a law suit against him to try and recoup some of the money that he should not have received. ➤ Martha B. – Cardinal had caused a lot of problems for the entire system. Legislators believe LME/MCO's are flushed with money. What new projects for people with MH issues? ➤ Anna Marshall- Opioid Epidemic – refocused to MH. Treatment alternative, have a high focus upon Peer Support, combating isolation to achieve community inclusion, and working with local hospitals with peer bridge'ers. ➤ Phoenix, Arizona - potential model for nationwide program. ➤ Anna Marshall - Cardinal is adding wellness center across their catchment area ➤ Bonnie F. – How do you assure quality of care once they get out of a facility? Care coordination - will they hire additional people? Would not like to see people auto assigned to provider. ➤ Care coordination - \$4.5 million in new resources, \$2-3 million in TCLI front line staff ➤ Service descriptions to determine Tailored Plan vs Standard Plan – looking at psychotropics to be a measure for Tailored plan acceptance ➤ Incorporate performance evaluation for provider/consumer relations and assistance; getting feedback from both providers and consumers ➤ Mark F. – Future of the LME/MCO's? ➤ Trey Sutton - 12-18 months looking to become a tailored plan; need to educate Cardinal as an organization about whole person care, understanding the physical health side of the equation. ➤ Looking at possible consolidation and mergers now about the state, not about competition. Must involve partnerships. ➤ Kurtis T.- there is going to be a tremendous learning curve to integrate physical and behavioral health. Is there a curriculum or template? ➤ Trey S. – Will look to research this and have medical team target this issue. ➤ Looking at putting a local crisis center in Burlington area; \$1.3million. ➤ Martha B. (comment), state collaborative – want to promote this voice of actual consumers and service users. ➤ Trey – Six systems of Care Collaborative across the state. Also each of the 20 counties have community partnership meetings.
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Conclusions	•		
Action Items	Person(s) Responsible	Deadline	
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5. Agenda topic: By- Laws

Presenter(s): Ben Coggins

Discussion	<p>Ben C. attendance is a real issue and we need to address this in the By-Laws</p> <ul style="list-style-type: none"> ➤ Number of absences ➤ To vote by absentee ballot <ul style="list-style-type: none"> • Martha B. - Only be excused by the Chair for personal and family emergency is too limiting and needs to be revised. • Deb P. - Excused is not the same as "just calling in" and not being a no- show.
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Conclusions	•		
Action Items	Person(s) Responsible	Deadline	
• Phone check – Kenneth Brown, Johnathan Elis, Pat McGinnis, Ron Rau all present on the phone.			
Motion: Complete Review of SCFAC By-laws – Look into absentee voting by an ad-hoc committee - Motion made by Martha B. and 2 nd Bonnie F. – motion carried			

6 Agenda topic: Concept Papers

Presenter(s): Benita Purcell

Discussion	• Feedback notes circulated to all SCFAC member's
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	<ul style="list-style-type: none"> • Martha B. – Pat Deegan- “Don’t blame a plant if it does not survive, if it doesn’t have proper soil or environment” --- social “Determinants “should be social factors – social factors matter greatly – make the client the focus – focus on the abilities not disabilities • Pat M. – World Health Organization (WHO) website have consumers at the table. 				
Conclusions	•				
Action Items					
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7. Agenda topic: Division update

Presenter(s): Kody Kinsley Interim Senior Director

Discussion	<ul style="list-style-type: none"> • Update on budget • IVC bill • Concept papers • Janie Shivar and Kathy Nichols • Tailored plans • Assembly is in session: <ul style="list-style-type: none"> ➢ Not seeing forward motion in budget – Odd items the complete removal of Suicide Hotline, Dix funds to pay for MH training in schools, Suicide Life Line returns ➢ Correction to 3-way hospital contracts – nobody is ecstatic. ➢ Another cut to single stream funding; unclear as to how they backed into these numbers ➢ Attempting to figure out how the cut will be implemented – Secretary to make changes- false narrative that LME/MCO have money – they must have a Risk Reserve; we need to alter perceptions form Cardinal days. • Mark F. - \$107 million is about the right figure • Cannot compare this year to last year’s budget (Rose Hoban) • Difficulties to even identify changes -- I21’s comment agree hard to match up items • SB 63 Nurse Reform – study bill – came out of Medicaid funding – County Commissioners vs Medicaid. • Unlicensed people will not be able to bill Medicaid • Single Stream cuts – How are we going to ensure people will have continue services – Maintenance of effort – Kathy Nichols says it is monitored and it is very lean – working on analysis. • Martha B - What do you want from SCFAC? Reviewing the budget is a mandate – look at the calendar to make comment timely • How do we ad SCFAC educate the legislature? • Transparency is a major key- wanted more time to a review concept papers need to have staff work through. • Things rest upon the assumption of the expansion of Medicaid – Kathy Nichols – the Tailored Plans are high level concepts -- more rest with standard plans than expansion. • “Closing the Coverage Gap”- Medicaid Expansion – especially around substance use treatment; \$15.5 cures funding in year 2, but year three, nothing is allocated. • Kurtis T. – What can we do as a SCFAC to educate the legislators? History of the state Legislators are new; they were not here 5 years ago. • Kody K. – “Educate and advocate”, is about numbers of people and gaining an influential mass message. • Kathy N. – People will have choice and will work with enrollment. They are not locked in forever. “Medicare navigation is a Hot Mess.” • Bev S. - County Community Health Departments have the data you are looking for. Also look at the good monthly collaboratives are great. • Individual feedback provided to Kody. Look for SCFAC to have a collective voice once everyone has read them. • Mark F. – More levels of profit taking? Will there be a higher degree of accountability is the department comfortable with this?
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	<ul style="list-style-type: none"> • Kody K. - The plans primary focus for efficiency, accountability. How good is our data going to be? Other stated have done better with data. • Eighty-five cents out of every \$1 goes to medical services. Removing pre-existing conditions is just bad. The concept was to spear the risk. • SB630 Chancing 122C with IVC not a priority for us. 		
Conclusions	•		
Action Items		Person(s) Responsible	Deadline
•			

8. Agenda topic: Perception of Care survey results Presenter(s): Karen Feasel

Discussion	<ul style="list-style-type: none"> • MH&SUD Consumer Perception of Care Survey 2017 results – preview prior to approval • 6500 + respondent consumers • 400+ Providers • 4% of the annual population • See report once it is approved. • Martha B – would like data from state to state compare to other southeastern states. 		
Conclusions	•		
Action Items		Person(s) Responsible	Deadline
•			

9. Agenda topic: Public Comments Presenter(s): Ben Coggins

Discussion	<ul style="list-style-type: none"> • LaVern Oxendine – Dorothea Dix Park – Master Plan due in spring of 2019. A meeting is to be here tonight. Number 3 and 4 will be in October – 5000 people have made recommendations, 30-45 min to have people present to SCFAC, 85 buildings on campus. DHHS lease is for 7 more years. • Rep. Verla Insko looking for funding for a memorial preservation of the cemetery. • Antiquities Act – No response, Dix Conservancy. • Dix invented the treatment mall concept, dixpark.org, about the master planning. • Doug Wright - 1) remind CFAC about Gaps and Needs, and to provide advisory input • 2) Behavioral Health urgent care, operating one in Durham county for 6+ months. To open one in Wake County soon. Funded by state and county dollars, but getting Medicaid patients – people do value this model. Peer Support Specialist work there. 		
Conclusions	•		
Action Items		Person(s) Responsible	Deadline
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10. Agenda topic: Advocacy Day Presenter(s): Martha Brock

Discussion	<ul style="list-style-type: none"> • Martha B. - Balance of \$160 raised for Advocacy day • \$40 to reimburse for money that Martha (I) spent • \$120 left – what do we do with \$ --- what about a nice banner? • Motion 		
Conclusions	•		
Action Items		Person(s) Responsible	Deadline
<ul style="list-style-type: none"> • Motion: Get a Banner that can be hung up and Martha to be reimbursed for her expenses –Martha B 1st Benita P 2nd – Motion unanimously approved • Phone roll call Ken Brown, Jonathan Ellis , Pat McGinnis, Ron Rau 			

7. Agenda topic: Voting

Presenter(s): Deb Page

<p>Discussion</p>	<ul style="list-style-type: none"> • Vice Chair – Brandon Tankersley – Not present, Mark Fuhrmann - since Brandon was not present at the meeting the Vice Chairs did not give their 3 min talk. • Chair – Martha Brock & Benita Purcell – Martha and Benita both gave a 3 min speech as to what they would like to see happen with the SCFAC in the next year. • Vote was held and at the conclusion of the vote, the Chair for 2018-2019 will be Benita Purcell and the vice chair will be Mark Fuhrmann. <p>Benita P at the end of the meeting handed out certificates of appreciation to the members of the committee that will be rolling off the committee. Ben Coggins, Bonnie Foster, Bev Stone, Kurtis Taylor. Dr Rita Linger resigned effective 6-30-2018</p>	
<p>Conclusions</p>	<ul style="list-style-type: none"> • 	
<p>Action Items</p>	<p>Person(s) Responsible</p>	<p>Deadline</p>
<ul style="list-style-type: none"> • Motion: to close the nominations - Bonnie Foster 1st and Kurtis Taylor 2nd – Unanimous vote aye • Motion made to adjourn the meeting – meeting ended at 2:58pm 		

Meeting Adjourned: 2:58pm

Next Meeting: July 11, 2018

Minutes Approved July 11, 2018

Guests – Sign-In Sheet

June 13, 2018

*Public Comment – No guarantee of confidentiality

(2:00 pm)

<u>Name</u>	<u>E-Mail Address</u>	<u>Phone</u>	<u>Comment</u>
① Brenta Purcell	② + m...d		* *
✓ Doug Wright			③ *
Bob Clayton	lead in with the paws @hotmail.com	336/512-0932	—
/ Juanita Jefferson			No
Anna Marshall			No
STEVE KEEN ~	CARDINAL.		
→ Angela K Dowling			
Phone •	MONICA JOHNSON -	CARDINAL	
• Jean Anderson CARDINAL - PIEDMONT CFAE			
• SARAH POTTER -	CARDINAL TRIAD CFAE		
✓ Laverne ✓ O'ardne	on file		④ YES

LAKESHA Mc CORMICK - CARDINAL

Guests – Sign-In Sheet

June 13, 2018

*Public Comment – No guarantee of confidentiality

(2:00 pm)

<u>Name</u>	<u>E-Mail Address</u>	<u>Phone</u>	<u>Comment</u>
Steve Keen	Steve.Keen@cardinalinnovations.org	919.920.7023	
David Corro	davecorroll@gmail.com	919.805.0359	
Kissy Silva-Dista	Kissy.Silva-Dista@Cardinalinnovations.org	704-939-7590	None
Mary Miller		✓	
Jeremy Riddle	jriddle@centene.com	512-541-6476	
Rebecca Adams	adams.rebecca24@yahoo.com	904-213-8864	
Jan Breeg		910.434.3811	



NC Department of Health and Human Services
**2017 Mental Health and Substance
Use Services
Consumer Perception of Care Survey**

Karen Feasel
DMHDDSAS Quality Management

June 13, 2018

MH/SA Consumer Perception of Care Survey

- Annual survey of consumer perceptions of quality of care
- SAMHSA reporting requirement for Community MHBG
- Overall quality of public MH/SUD service system
- 3 parts of survey administered in NC:
 - Mental Health Statistics Improvement Program (MHSIP) Survey
 - Consumer experiences with LME-MCO and providers
 - Adult physical health

SOURCE: 2017 Mental Health and Substance Use Services Consumer Perception of Care Report

MH/SA Consumer Perception of Care Survey

- 2017 survey period: May 8 — June 12
- Sample of 6,500+ respondents
- 400+ Provider NPIs
- Providers receive standard administration guidelines, e.g.,
 - Survey is voluntary, confidential, no right or wrong answers
 - Provide private area to complete and secure method to return
 - Enlist help of peers/advocates to assist

SOURCE: 2017 Mental Health and Substance Use Services Consumer Perception of Care Report

NCDHHS, Division of Mental Health, Developmental Disabilities, and Substance Abuse Services | 2017 Consumer Perception of Care Survey | June 1, 2018

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Survey Format

Please answer the following questions based on the services you have received so far in the past year. Indicate if you Strongly Agree, Agree, are Neutral, Disagree, or Strongly Disagree with each statement. If the question is about something you have not experienced, please fill in the circle for Not Applicable (N/A) to indicate that this item does not apply to you.

II. YOUR SERVICES

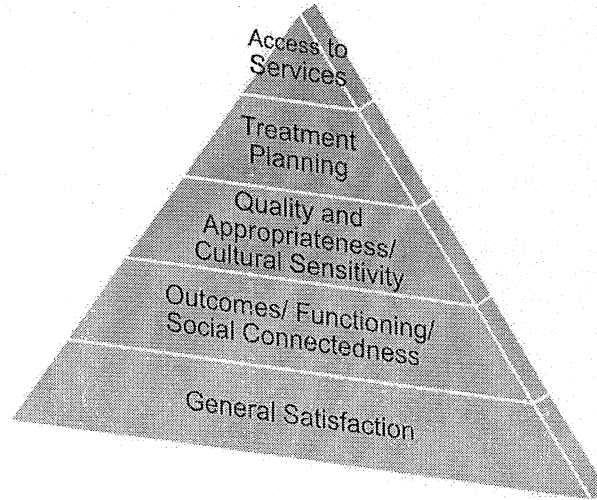
	Strongly Agree	Agree	I am Neutral	Disagree	Strongly Disagree	N/A
1. I like the services that I received here.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
2. If I had other choices, I would still get services from this agency.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
3. I would recommend this agency to a friend or family member.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
4. The location of services was convenient (parking, public transportation, distance, etc.).	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
5. Staff were willing to see me as often as I felt it was necessary.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
6. Staff returned my call within 24 hours.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
7. Services were available at times that were good for me.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
8. I was able to get all the services I thought I needed.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
9. Staff here believe that I can grow, change and recover.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
10. I felt free to complain.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

SOURCE: 2017 NC DHHS Division of MH/DD/SA Services Adult Survey

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Survey Domains



SOURCE: 2017 Mental Health and Substance Use Services Consumer Perception of Care Report

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Survey Items (Examples)

Access to Services

- Services were available at times that were good for me.
- Staff were willing to see me as often as I felt it was necessary.

Treatment Planning

- I, not staff, decided my treatment goals.
- I helped to choose my child's services.

Quality & Appropriateness

- I was given information about my rights.
- Staff were sensitive to my cultural background.

Cultural Sensitivity

- Staff treated me with respect.
- Staff spoke with me in a way that I understand.

SOURCE: SOURCE: 2017 NC DHHS Division of MH/DD/SA Services Adult, Youth, and Parent Surveys

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Survey Items (Examples)

Outcomes

- I am better able to deal with crisis.
- My child is doing better in school and/or work.

Functioning

- I do things that are more meaningful to me.
- My child is better able to do things he or she wants.

Social Connectedness

- I feel I belong in my community.
- In a crisis, I would have the support I need from family or friends.

General Satisfaction

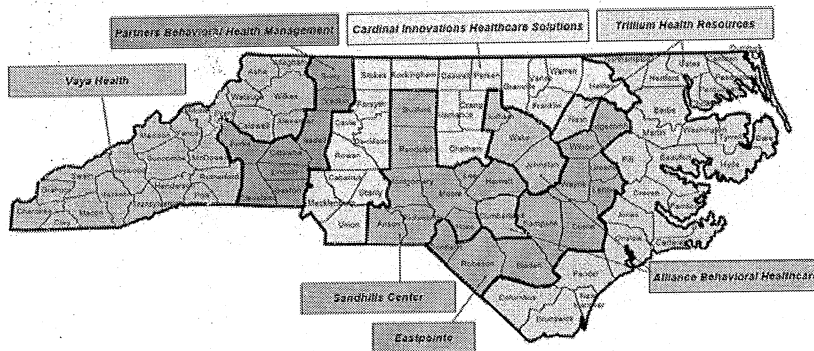
- Overall, I am satisfied with the services I received here.
- I received services that were right with me.

SOURCE: SOURCE: 2017 NC DHHS Division of MH/DD/SA Services Adult, Youth, and Parent Surveys

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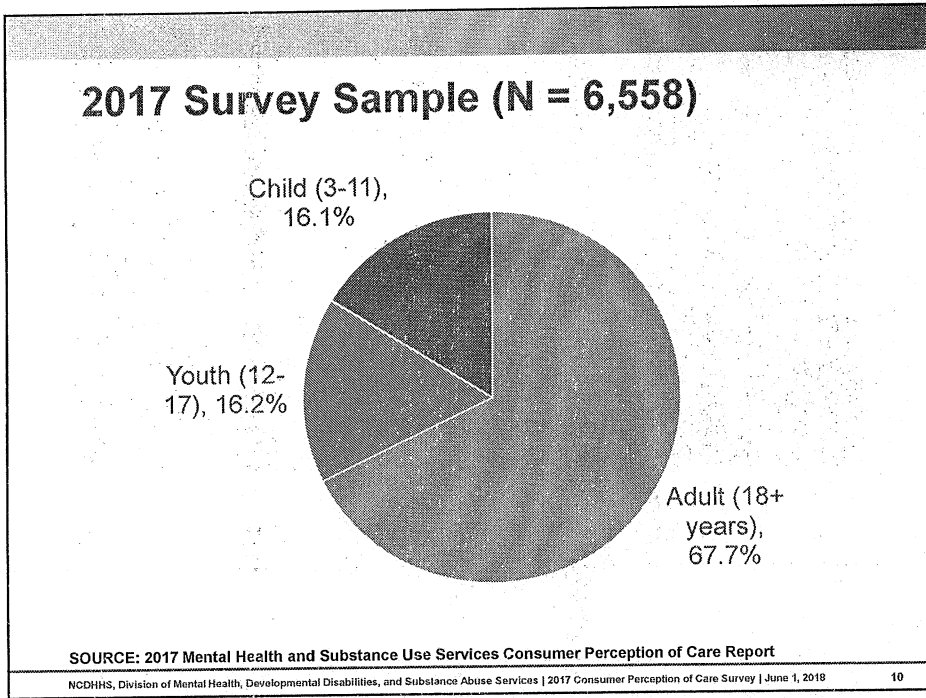
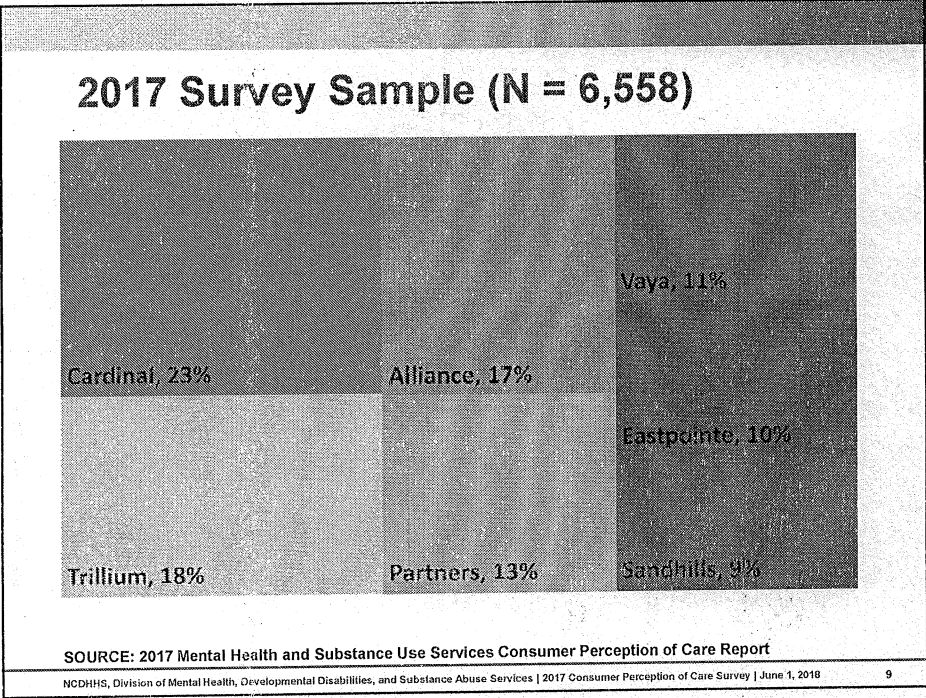
N.C. LME-MCOs



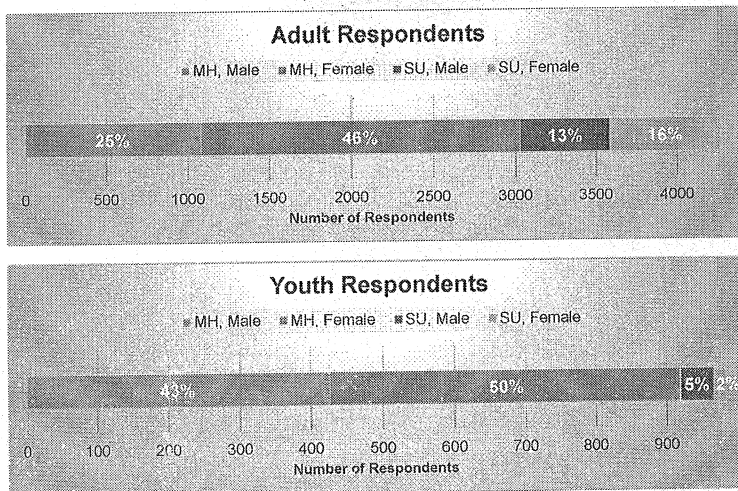
- Reflects LME-MCOs as of 7/1/18.
- Includes the reassignment of Columbus County to Trillium Health Resources on 7/1/18.

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Primary Reason for Services

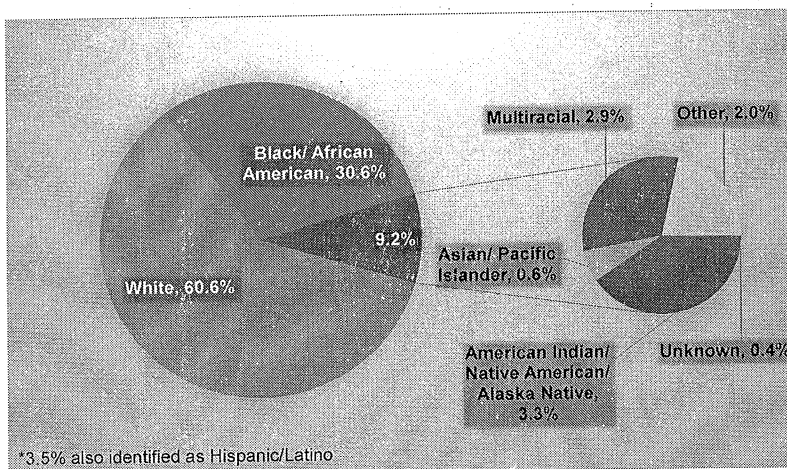


SOURCE: 2017 Mental Health and Substance Use Services Consumer Perception of Care Report

NCDHHS, Division of Mental Health, Developmental Disabilities, and Substance Abuse Services | 2017 Consumer Perception of Care Survey | June 1, 2018

11

Adult Respondents

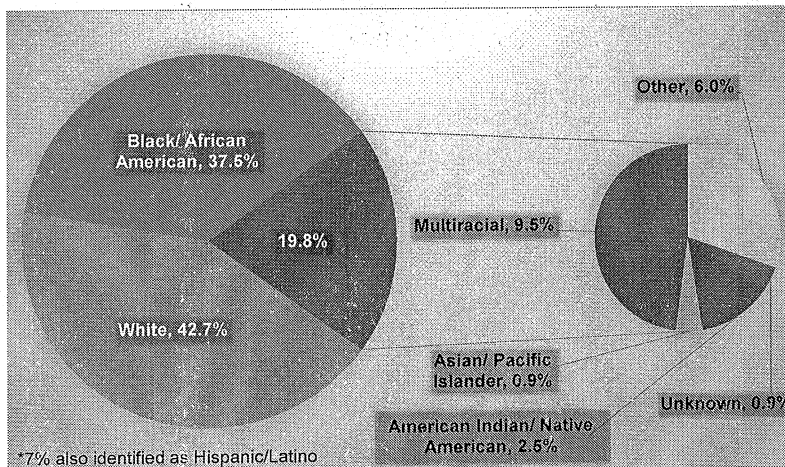


SOURCE: 2017 Mental Health and Substance Use Services Consumer Perception of Care Report

NCDHHS, Division of Mental Health, Developmental Disabilities, and Substance Abuse Services | 2017 Consumer Perception of Care Survey | June 1, 2018

12

Youth Respondents

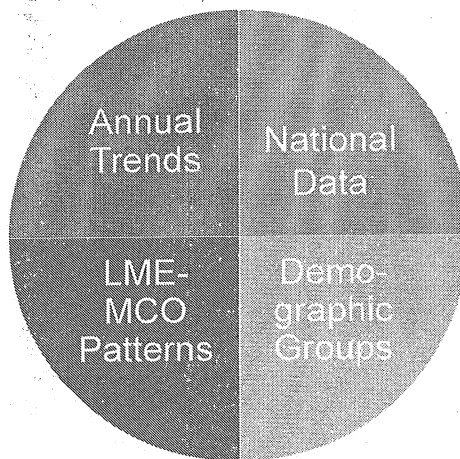


SOURCE: 2017 Mental Health and Substance Use Services Consumer Perception of Care Report

NCDHHS, Division of Mental Health, Developmental Disabilities, and Substance Abuse Services | 2017 Consumer Perception of Care Survey | June 1, 2018

13

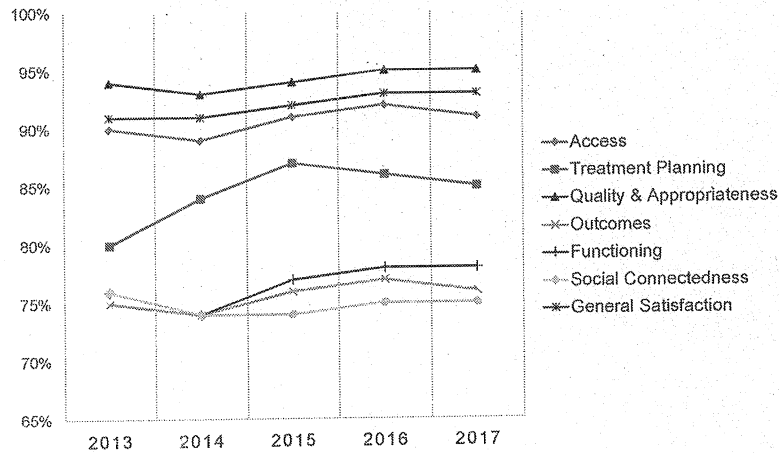
Survey Results



NCDHHS, Division of Mental Health, Developmental Disabilities, and Substance Abuse Services | 2017 Consumer Perception of Care Survey | June 1, 2018

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Adult Survey: 2013-2017

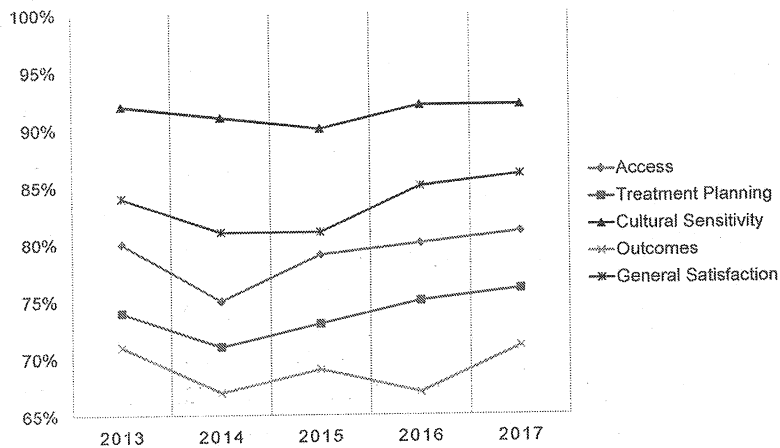


SOURCE 2017 Mental Health and Substance Use Services Consumer Perception of Care Report

NCDHHS, Division of Mental Health, Developmental Disabilities, and Substance Abuse Services | 2017 Consumer Perception of Care Survey | June 1, 2018

15

Youth Survey: 2013-2017

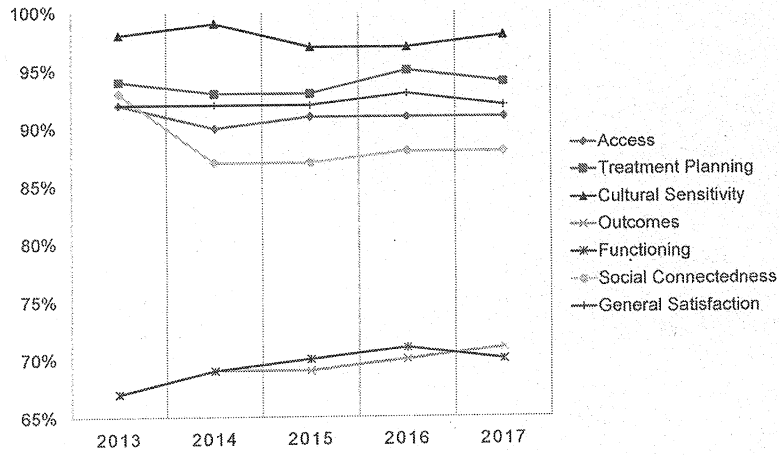


SOURCE: 2017 Mental Health and Substance Use Services Consumer Perception of Care Report

NCDHHS, Division of Mental Health, Developmental Disabilities, and Substance Abuse Services | 2017 Consumer Perception of Care Survey | June 1, 2018

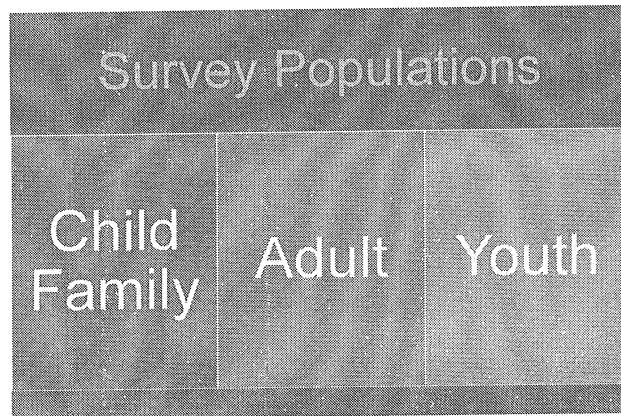
16

Child Family Survey: 2013-2017

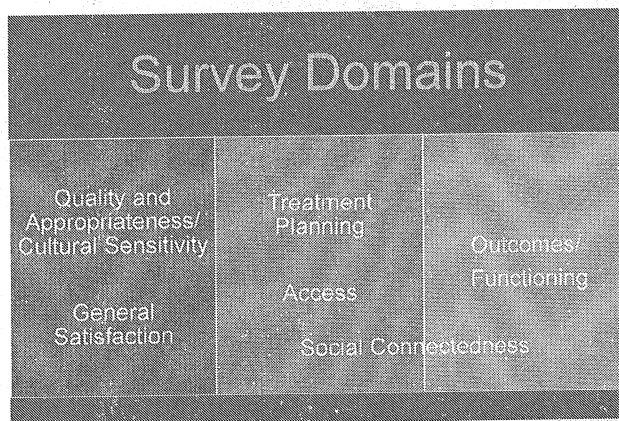


SOURCE: 2017 Mental Health and Substance Use Services Consumer Perception of Care Report

Annual Trends



Annual Trends



NCDHHS, Division of Mental Health, Developmental Disabilities, and Substance Abuse Services | 2017 Consumer Perception of Care Survey | June 1, 2018

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2016 Mental Health National Outcomes Measures (NOMS): SAMHSA Uniform Reporting System*

Adult Consumer Survey Measures	N.C. Rate	U.S. Rate**
Access to Services	92%	87%
Participation in Treatment Planning	87%	85%
Quality/Appropriateness	95%	90%
Outcomes from Services	77%	76%
Improved Social Connectedness	75%	74%
General Satisfaction with Care	93%	90%

SOURCE: samhsa.gov

NCDHHS, Division of Mental Health, Developmental Disabilities, and Substance Abuse Services | 2017 Consumer Perception of Care Survey | June 1, 2018

20

**2016 Mental Health National Outcomes Measures (NOMS):
SAMHSA Uniform Reporting System***

Youth/Child Family Survey Measures	N.C. Rate	U.S. Rate**
Access to Services	84%	86%
Participation in Treatment Planning	83%	91%
Cultural Sensitivity of Providers	94%	95%
Outcomes from Services	67%	73%
Improved Social Connectedness	85%	86%
General Satisfaction with Care	88%	89%

SOURCE: samhsa.gov

NCDHHS, Division of Mental Health, Developmental Disabilities, and Substance Abuse Services | 2017 Consumer Perception of Care Survey | June 1, 2018

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LME-MCO Network

LME-MCO	Have any of the following problems interfered with your ability to receive the services you need from any of your LME/MCO's providers? (Weighted percentages)*							
	Trans- por- ation	Difficulty reaching provider	Service location	Cost of meds	Service cost	Hours services available	Other	None of the above
Alliance	11%	4%	5%	7%	3%	6%	3%	78%
Cardinal	11%	3%	4%	8%	5%	5%	2%	77%
Eastpointe	8%	3%	4%	8%	3%	4%	2%	83%
Partners	13%	3%	6%	8%	3%	6%	3%	77%
Sandhills	8%	5%	4%	6%	5%	6%	5%	81%
Trillium	13%	4%	4%	12%	5%	6%	3%	75%
Vaya	11%	5%	4%	9%	6%	7%	4%	72%
State	10%	4%	5%	8%	4%	5%	3%	77%

SOURCE: 2017 Mental Health and Substance Use Services Consumer Perception of Care Report

NCDHHS, Division of Mental Health, Developmental Disabilities, and Substance Abuse Services | 2017 Consumer Perception of Care Survey | June 1, 2018

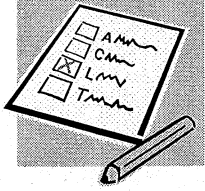
22

Questions?

Karen Feasel
DMH/DD/SAS Quality Management
Karen.Feasel@dhhs.nc.gov
(919) 715-2270

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*** Please Check the Ballot box. ✓**



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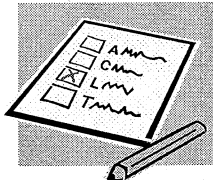
Chair

Martha Brock

Benita Purcell

SCFAC Member's
Signature

Martha Brock



SCFAC Elections 2018

Vice-Chair

Mark Fuhrmann

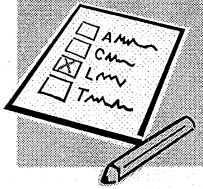
Brandon T

SCFAC Member's
Signature

Brandon T

2018 - State CFAC – Election Ballot

* Please Check the Ballot box. ✓



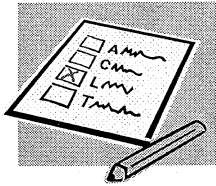
SCFAC Elections 2018

Chair

Martha Brock

Benita Purcell

SCFAC Member's
Signature _____



SCFAC Elections 2018

Vice-Chair

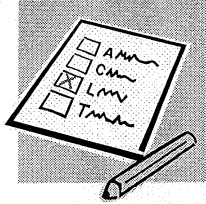
Mark Fuhrmann

Brandon T _____

SCFAC Member's
Signature Benita Purcell

2018 - State CFAC – Election Ballot

* Please Check the Ballot box. ✓



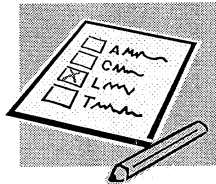
SCFAC Elections 2018

Chair

Martha Brock

Benita Purcell

SCFAC Member's
Signature _____



SCFAC Elections 2018

Vice-Chair

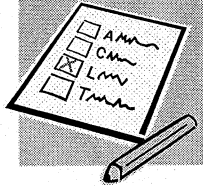
Mark Fuhrmann

Brandon J _____

SCFAC Member's
Signature _____

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*** Please Check the Ballot box. ✓**



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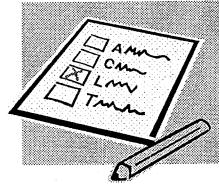
Chair

Martha Brock

Benita Purcell

SCFAC Member's

Signature Keith C. Z



SCFAC Elections 2018

Vice-Chair

Mark Fuhrmann

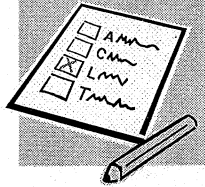
Brandon J

SCFAC Member's

Signature Keith C. Z

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* Please Check the Ballot box. ✓



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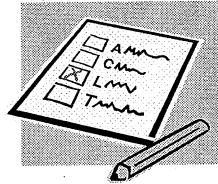
Chair

Martha Brock

Benita Purcell

SCFAC Member's
Signature

Martha Brock



SCFAC Elections 2018

Vice-Chair

Mark Fuhrmann

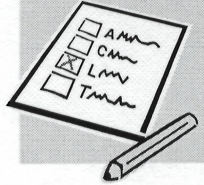
Brandon T

SCFAC Member's
Signature

Martha Brock

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SCFAC Elections 2018

Chair

- Martha Brock
- Benita Purcell
- _____

SCFAC Member's
Signature _____

Debra Page



SCFAC Elections 2018

Vice-Chair

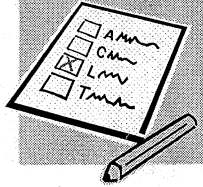
- Mark Fuhrmann
- _____

SCFAC Member's
Signature _____

Debra Page

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SCFAC Elections 2018

Chair



Martha Brock

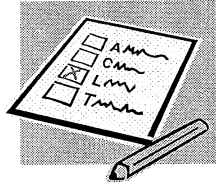


Benita Purcell



SCFAC Member's
Signature _____

Lori Richardson



SCFAC Elections 2018

Vice-Chair



Mark Fuhrmann



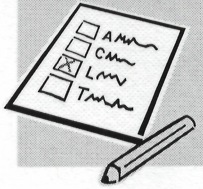
Brandon T

SCFAC Member's
Signature _____

Lori Richardson

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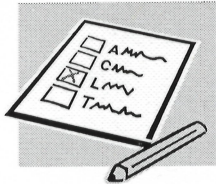
Chair

Martha Brock

Benita Purcell

SCFAC Member's
Signature

Benita Purcell



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Vice-Chair

Mark Fuhrmann

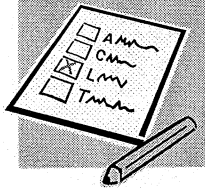
Branden T

SCFAC Member's
Signature

Mark Fuhrmann

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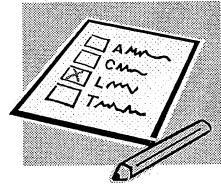
Chair

Martha Brock

Benita Purcell

SCFAC Member's
Signature

Bev Stone



SCFAC Elections 2018

Vice-Chair

Mark Fuhrmann

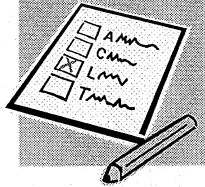
Brandon T

SCFAC Member's
Signature

Bev Stone

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Chair

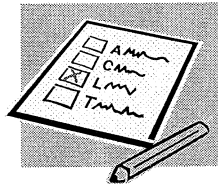
Martha Brock

Benita Purcell

SCFAC Member's

Signature J. Ellis

emailed



SCFAC Elections 2018

Vice-Chair

Mark Fuhrmann

SCFAC Member's

Signature J. Ellis

- emailed

Baity, Tammy

From: Harward, Stacey
Sent: Wednesday, June 13, 2018 2:34 PM
To: Baity, Tammy
Cc: Thompson, Suzanne
Subject: Fwd: [External] SFAC Election-Absentee Voting

Please make a copy of this will need to keep it with the others

Stacey A. Harward, BSW
NC DHHS
Mental Health Program Coordinator
Division of MH/DD/SAS
Advocacy and Customer Service Section
3009 Mail Service Center
Raleigh, NC 27699-3009
Phone: 919-604-6027
Fax: 919-733-4962
Email: Stacey.Harward@dhhs.nc.gov
http://www.ncdhhs.gov/mhddsas

Begin forwarded message:

Resent-From: <SRS0=9Lnp=|7=gmail.com=ellisjs114@securance.com>
From: Jonathan Ellis <ellisjs114@gmail.com>
Date: June 13, 2018 at 1:26:20 PM EDT
To: <Stacey.Harward@dhhs.nc.gov>
Cc: <suzanne.thompson@dhhs.nc.gov>, <deb0306@gmail.com>
Subject: [External] SFAC Election-Absentee Voting

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Hi All:

Chair- Benita Purcell

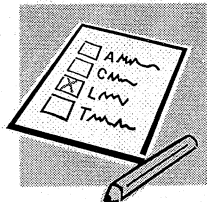
Vice Chair- Mark Furman

Jonathan Ellis
NCCOCP now I2I

Sent from my iPad

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SCFAC Elections 2018

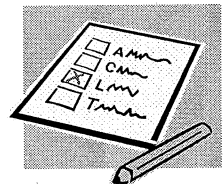
Chair

Martha Brock

Benita Purcell

SCFAC Member's
Signature

Ken Brown *mailed*



SCFAC Elections 2018

Vice-Chair

Mark Fuhrmann

SCFAC Member's
Signature

Ken Brown *mailed*

Baity, Tammy

From: Harward, Stacey
Sent: Wednesday, June 13, 2018 2:35 PM
To: Baity, Tammy
Cc: Thompson, Suzanne
Subject: Fwd: [External] Voting

Please make a copy of this - we will need to keep a copy of this

Stacey A. Harward, BSW
NC DHHS
Mental Health Program Coordinator
Division of MH/DD/SAS
Advocacy and Customer Service Section
3009 Mail Service Center
Raleigh, NC 27699-3009
Phone: 919-604-6027
Fax: 919-733-4962
Email: Stacey.Harward@dhhs.nc.gov
http://www.ncdhhs.gov/mhddsas

Begin forwarded message:

Resent-From: <SRS0=8upk=l7=gmail.com=mdque186@securenc.com>
From: Kenneth Brown <mdque186@gmail.com>
Date: June 13, 2018 at 2:29:21 PM EDT
To: "Harward, Stacey" <stacey.harward@dhhs.nc.gov>
Subject: [External] Voting

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Hi Stacey,

I cast my vote for

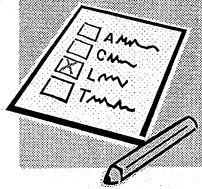
Martha Brock

Mark Furhman

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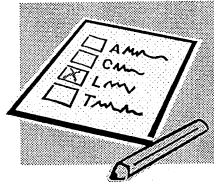
Chair

Martha Brock

Benita Purcell

SCFAC Member's

Signature Pat McGinnis phone _____



SCFAC Elections 2018

Vice-Chair

Mark Fuhrmann

Brandon T

SCFAC Member's

Signature Pat McGinnis Phone _____

Baity, Tammy

From: Harward, Stacey
Sent: Wednesday, June 13, 2018 2:54 PM
To: Baity, Tammy; Thompson, Suzanne
Subject: Fwd: [External] vote

Stacey A. Harward, BSW
NC DHHS
Mental Health Program Coordinator
Division of MH/DD/SAS
Advocacy and Customer Service Section
3009 Mail Service Center
Raleigh, NC 27699-3009
Phone: 919-604-6027
Fax: 919-733-4962
Email: Stacey.Harward@dhhs.nc.gov
<http://www.ncdhhs.gov/mhddsas>

Begin forwarded message:

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From: Pat McGinnis <getvocal@gmail.com>
Date: June 13, 2018 at 2:52:21 PM EDT
To: "Harward, Stacey" <stacey.harward@dhhs.nc.gov>
Subject: [External] vote

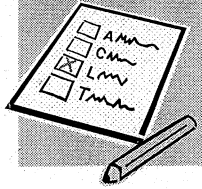
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Martha, Mark

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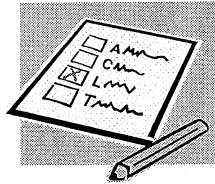
Chair

Martha Brock

Benita Purcell

SCFAC Member's
Signature

Ron Rau email



SCFAC Elections 2018

Vice-Chair

Mark Fuhrmann

SCFAC Member's
Signature

Ron Rau email

Baity, Tammy

From: Harward, Stacey
Sent: Wednesday, June 13, 2018 2:54 PM
To: Baity, Tammy; Thompson, Suzanne
Subject: Fwd: [External] Votes

Stacey A. Harward, BSW
NC DHHS
Mental Health Program Coordinator
Division of MH/DD/SAS
Advocacy and Customer Service Section
3009 Mail Service Center
Raleigh, NC 27699-3009
Phone: 919-604-6027
Fax: 919-733-4962
Email: Stacey.Harward@dhhs.nc.gov
http://www.ncdhhs.gov/mhddsas

Begin forwarded message:

Resent-From: <SRS0=B/ia=l7=adsyes.org=rrau@securance.com>
From: "Ronald C. Rau, Jr" <rrau@adsyes.org>
Date: June 13, 2018 at 2:51:04 PM EDT
To: "stacey.harward@dhhs.nc.gov" <stacey.harward@dhhs.nc.gov>
Subject: [External] Votes

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Chair: Benita P.

Vice Chair: Mark F.

Ronald C. Rau, Jr., MBA
President & CEO
Alcohol & Drug Services of Guilford Inc.
(336) 882-2125, Ext. 229
www.adsyes.org

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BP

MB

|||| |

||||

BT

MF

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