



**STATE CONSUMER AND FAMILY ADVISORY COMMITTEE**

**MEETING MINUTES**

**Date:** Wednesday, July 10, 2019    **Time:** 9:00 am    **Location:** Division of Public Health | Cardinal Meeting Room  
5605 Six Forks Road, Building 3 | Raleigh, NC 27609

<b>MEETING CALLED BY</b>	Benita Purcell
<b>TYPE OF MEETING</b>	State CFAC (SCFAC)

**ATTENDEES**

COMMITTEE MEMBERS			GUESTS		
NAME	AFFILIATION	PRESENT	NAME	AFFILIATION	PRESENT
Jean Andersen	Cardinal Innovations	<input checked="" type="checkbox"/>	Bob J. Crayton	Cardinal Innovations	<input checked="" type="checkbox"/>
April DeSelms	Eastpointe	<input checked="" type="checkbox"/>	Susan Jenkins	Vaya	<input checked="" type="checkbox"/>
Jonathan Ellis	Trillium	<input checked="" type="checkbox"/>	Robin Jordan	Community Member	<input checked="" type="checkbox"/>
Catreta Flowers	Trillium	<input checked="" type="checkbox"/>	Debra Hendren	Cardinal Innovations	<input checked="" type="checkbox"/>
Mark Fuhrmann, <i>Vice Chair</i>	Partners BHM	<input checked="" type="checkbox"/>	Frank Messina	Trillium or Eastpointe	<input checked="" type="checkbox"/>
			Stacey Sorrell	Vaya Health	
Angelena Kearney-Dunlap	Cardinal Innovations	<input checked="" type="checkbox"/>	Tim Simmons	Cardinal Health	<input checked="" type="checkbox"/>
Pat McGinnis	Vaya	<input checked="" type="checkbox"/>	Gerri Smith	Community Member	<input checked="" type="checkbox"/>
Wayne Petteway	Trillium Health	<input checked="" type="checkbox"/>	Melissa Swartz	N.C. DD Council	<input checked="" type="checkbox"/>
Benita Purcell, <i>Chair</i>	Cardinal Innovations	<input checked="" type="checkbox"/>	Doug Wright	Alliance Health	<input checked="" type="checkbox"/>
Lori Richardson	Sandhills Center	<input checked="" type="checkbox"/>	<b>CONFERENCE CALL PARTICIPANTS</b>		
Susan Stevens	Cardinal Innovations	<input checked="" type="checkbox"/>	Sarah Potter	Cardinal Innovations	<input checked="" type="checkbox"/>
Lorraine Washington	Eastpointe	<input checked="" type="checkbox"/>	Azell Reeves	Sandhills	<input checked="" type="checkbox"/>
Brandon Wilson	Vaya	<input checked="" type="checkbox"/>	<b>STAFF</b>		
		<input type="checkbox"/>	<b>NAME</b>	<b>AFFILIATION</b>	
<b>CONFERENCE CALL PARTICIPANTS</b>			Kate Barrow	DMH/DD/SAS- CE&E Team	
Mitchell Gatewood	Vaya	<input checked="" type="checkbox"/>	Bailey Baker	DMH/DD/SAS- <i>Intern</i>	
Deb Page		<input checked="" type="checkbox"/>	Karen Feasel	DMH/DD/SAS- QM	
Ron Rau	Sandhills	<input checked="" type="checkbox"/>	Stacey Harward	DMH/DD/SAS- CE&E Team	
<b>ABSENT</b>			Matt Herr, JD	DMH/DD/SAS- QM	
Kenneth Brown	Brandon Tankersley		Sarah Hoffman	DMH/DD/SAS- <i>Fellow</i>	
Ben Coggins			Jonathan Kappler	DMH/DD/SAS- Chief of Staff	
			Kody Kinsley	DMH/DD/SAS- Deputy Secretary	
			Glenda Stokes	DMH/DD/SAS- CSCR Team	
			Larkin Turman	DMH/DD/SAS- <i>Fellow</i>	

**1. Consent Agenda & Approval of June Minutes**

<b>Discussion</b>	SCFAC members conducted introductions and welcomed guests. Benita Purcell reviewed the conference room rules; as a reminder, it was mentioned that the next two meetings will be held at the Lineberger Building on the Dix Campus. The minutes were reviewed, without additions or corrections.		
<b>Conclusions</b>	Lorraine Washington motioned to approve both the June SCFAC Meeting and State to Local Conference Call minutes. The motion was seconded by Susan Stevens.		
<b>Action Items</b>	<b>Person(s) Responsible</b>	<b>Deadline</b>	



Distribution and posting on minutes to website.	Kate Barrow	July 11, 2019
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## 2. Public Comment

<b>Discussion</b>	<p>Benita Purcell discussed an email that she received; the email cited concerns over the salary of the Cardinal Innovations CEO, the collection of RSVPs for SCFAC meetings, and SCFAC membership diversity. Benita responded that she had discussed the salary concern with the DHHS; at this time, this is not an issue. In the discussion on ways to increase membership diversity through the recruitment of new members, the topic of potential barriers to the recruitment of younger members who may be in active recovery was also covered.</p> <p>Robin Jordan commented that the work of SCFAC is critical in assisting people before they lose their lives. Susan Jenkins finds the questions on the SCFAC Application regarding the Mental Health Vacancy to be stressful to those who are not tech-savvy.</p> <p>Comments included:</p> <ul style="list-style-type: none"> <li>- Concerns about the new application not being user friendly.</li> <li>- The revision of terminology and questions.</li> <li>- A lack of skill in technology will not disqualify someone who is lacking tech experience.</li> </ul> <p>Staff Response:</p> <ul style="list-style-type: none"> <li>- Questions were borrowed and adapted from the Partners in Policymaking program.</li> <li>- The CE&amp;E Team is working to make the application accessible to all those who are interested in applying.</li> <li>- Staff can transcribe answers and questions over the phone. We also have staff that can meet in person to assist with completion of the application.</li> </ul> <p>Pat McGinnis mentioned that people with MH/SUD should have a similar training to Partners in Policymaking.</p> <p>Jean Andersen suggested that SCFAC spearhead trainings and develop an inclusive training program for the next wave of advocates/leaderships.</p>	
<b>Conclusions</b>	SCFAC will review the DHHS SCFAC Application and make comments and recommendations at the next meeting.	
<b>Action Items</b>	<b>Person(s) Responsible</b>	<b>Deadline</b>
Add review time to the August agenda for SCFAC to provide feedback to DHHS on application.	Kate Barrow	August 14, 2019

## 3. Current vs. Future Regions

Matt Herr, *JD, Acting Assistant Director for Systems Performance*  
 DHHS, Div. MH/DD/SAS

<b>Discussion</b>	<p>Matt Herr provided an update on the Tailored Plan regions. SCFAC recommendation to the NC Association of County Commissioners (NCACC) was that the regions remain the same to avoid the potential for confusion. The NCACC's recommendation to Secretary Cohen was to keep the current regions the same. Matt announced that the Secretary had accepted the recommendation and that the regions will remain the same unless it is determined that the LME/MCOs cannot demonstrate financial sustainability. If the LME/MCOs cannot demonstrate financial sustainability, they would be required to merge with an LME/MCO that can. LME/MCOs will be allowed to merge on their own if they so choose. There is currently a moratorium on counties changing LME/MCOs.</p>	
<b>Conclusions</b>	The SCFAC had no questions for regarding Current or Future Regions.	
<b>Action Items</b>	<b>Person(s) Responsible</b>	<b>Deadline</b>
No actions identified.		



#### 4. Update on Enrollment Broker Letters

Mark Fuhrmann, Vice-Chair SCFAC, MCAC Members

<b>Discussion</b>	Mark Fuhrmann lead the discussion involving the Enrollment Broker letters that were sent out. SCFAC members spoke on concerns related unfinished pieces of the rollout (budget, certain forms, and unclear processes for plan selection). The group identified issues facing consumers in PHP selection and working with DSS eligibility. An LME/MCO board member brought up the training the CFAC members and paid Peer Support Specialists in assisting people with the enrollment process and plan selection; the consensus was that the concept of paid assistance would detract from the ability to have an unbiased 3 <sup>rd</sup> party contracted to do this work.	
<b>Conclusions</b>	SCFAC will submit a letter to Secretary Cohen, Deputy Secretary Kinsley, and members of the NCGA recommending the delay of the Standard Plan rollout. Wayne Petteway motioned to draft and submit the recommendation letter. Lori Richardson seconded. Motion carried.	
<b>Action Items</b>	<b>Person(s) Responsible</b>	<b>Deadline</b>
Draft recommendation letter to delay Standard Plan rollout.	Mark Fuhrmann and Benita Purcell.	July 17, 2019

#### 5. Quality Management: Perception of Care Survey

Karen Feasel, *Quality Management Analyst*  
 DHHS, Div. MH/DD/SAS

<b>Discussion</b>	<p>Karen Feasel gave a presentation on the annual Perception of Care Survey conducted by DHHS. In addition to an overview of the populations targeted, Karen provided information on the survey data and answered questions related to the data. She explained that the data is not inclusive of people in need of service. Highlights from this presentation include:</p> <ul style="list-style-type: none"> <li>- Survey questions for MH and SUD.</li> <li>- An overview of the programs.</li> <li>- Data is from the 2018-2019 survey is being collected and will be available for presentation in the spring of 2020.</li> </ul> <p>Questions:</p> <ul style="list-style-type: none"> <li>- Can a person complete the survey by phone?               <ul style="list-style-type: none"> <li>o No, not at this time.</li> </ul> </li> <li>- Is there a way to determine who the survey information is coming from (the consumer, a staff member, guardian or other caregiver)?               <ul style="list-style-type: none"> <li>o There is no way to determine who completes the survey.</li> </ul> </li> <li>- Is there a hard copy of the survey?               <ul style="list-style-type: none"> <li>o Surveys are conducted with pencil and paper, all information must be manually input in to the system.</li> </ul> </li> <li>- Do you have any feedback on the data changes from 2013?               <ul style="list-style-type: none"> <li>o The DMH assisted the DMA in conducting this survey on individuals with I/DD. This is the only year that I/DD was included in the survey.</li> </ul> </li> <li>- Feedback as to why scores are lower?               <ul style="list-style-type: none"> <li>o There is a section where individuals can submit comments, but there is no identifiable contact information that will allow for individual follow up.</li> </ul> </li> </ul>	
<b>Conclusions</b>	SCFAC requested a narrative explaining the data, charts and graphs to be included in future presentations.	
<b>Action Items</b>	<b>Person(s) Responsible</b>	<b>Deadline</b>
No actions identified.		



## 6. Division Updates

Kody Kinsley, *Deputy Secretary*  
 DHHS, Div. MH/DD/SAS

<b>Discussion</b>	<p>Kody Kinsley began by introducing Mark Benton of Public Health, who welcomed SCFAC members to the Public Health building.</p> <p>Kody provided an update from the Division to the State CFAC. He announced that the regions for the Tailored Plan would remain the same as the current regions, and the other feedback from SCFAC on the Tailored Plan design topics has been helpful. He provided an update on the state's budget and where the General Assembly and Governor is in the process.</p> <p>Questions and concerns expressed by State CFAC Members</p> <ul style="list-style-type: none"> <li>- The impact of any delays in passing the budget           <ul style="list-style-type: none"> <li>o There is a possibility that there could be a delay. Regions 2 &amp; 4 are a pilot roll out for Standard Plan; 20% are mild to moderate or have never used behavioral services. DHHS is trying to control expected issues by limiting the initial population size receiving benefits in order to best respond and troubleshoot issues as they arise before the full roll-out.</li> </ul> </li> <li>- How will the role of DSS work with the roll out?           <ul style="list-style-type: none"> <li>o DSS officer continue to work with people to determine their eligibility and will help direct people to Maximus for enrollment.</li> </ul> </li> <li>- Who is moving into the Standard plan and who is not?           <ul style="list-style-type: none"> <li>o Certain groups will be held back, based on diagnosis and health care needs. The "Raise your hand" form will be used to help individuals who want to choose their plan if they can show they meet the eligibility.</li> </ul> </li> <li>- Will Peer Support Specialist be part of the enrollment process?           <ul style="list-style-type: none"> <li>o Yes, talking points on this include: where to get the form, the remaining time frame. DHHS wants to include SCFAC and the Local CFAC to help direct people to DSS and Maximus for enrollment. DHHS would like SCFAC and the Local CFAC to be part of this, but Maximus will ultimately be responsible.</li> </ul> </li> </ul>		
<b>Conclusions</b>			
<b>Action Items</b>	<b>Person(s) Responsible</b>	<b>Deadline</b>	
No actions identified.			

## 7. CSCR Team Presentation

Glenda Stokes, CSCR Team Lead; Bailey Baker, *Intern*  
 DHHS, Div. MH/DD/SAS

<b>Discussion</b>	<p>Glenda Stokes gave an overview on the Consumer Fact Sheet on Complaints. The fact sheet outlines the steps on how to file a complaint about a provider. Glenda asked for State CFAC members to review the fact sheet to see if it's accessible or if there are any changes or suggestions. The fact sheet includes bullet point steps and a flow chart.</p>		
<b>Conclusions</b>	<p>State CFAC members will send Kate Barrow any suggestions or changes, and Kate will give those to Glenda.</p>		
<b>Action Items</b>	<b>Person(s) Responsible</b>	<b>Deadline</b>	
Give Glenda Stokes changes to fact sheet.	Kate Barrow	July 17, 2019	

## 8. Subcommittee Reports

<b>Discussion</b>	<p>The State CFAC reviewed the annual report. Ron Rau submitted several edits to the report by email. The group was asked to review the SCFAC bylaws and send any changes to Mark Fuhrmann.</p> <p><b>Legislative Subcommittee</b></p> <ul style="list-style-type: none"> <li>- The Legislative Subcommittee selected May 16<sup>th</sup> as the 2020 Legislative Event date.</li> </ul>		
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	<ul style="list-style-type: none"> <li>- The group discussed some of the accessibility barriers to CFAC members participating, including limited mobility devices. The group discussed contacting local DME companies that will rent out mobility equipment.</li> <li>- Discussed need to have interpreters and braille for those who need it.</li> <li>- Reserve a room block at the Holiday Inn Downtown Raleigh</li> </ul> <p><b>State to Local Collaboration</b></p> <ul style="list-style-type: none"> <li>- The State to Local Collaboration subcommittee reported on the goals identified for the next year. Goals include:             <ol style="list-style-type: none"> <li>1. Document the areas where assistance is needed</li> <li>2. Put documents on the Website for local CFAC's</li> <li>3. Lend in person assistance for special situations</li> <li>4. Introduce SCFAC to Local at statewide CFAC meeting this Fall</li> <li>5. Find Resources and make them available to locals CFACs in areas of specific needs that are beyond our capabilities.</li> </ol> </li> </ul> <p><b>Gaps and needs and Veterans</b></p> <ul style="list-style-type: none"> <li>- The goal is to follow up on recommendation and progress.</li> </ul>
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<b>Conclusions</b>			
<b>Action Items</b>	<b>Person(s) Responsible</b>	<b>Deadline</b>	
Submit final Annual Report to Kody Kinsley, Dave Richard, Division and Secretary Cohan and Legislators, County Commissioners and Local CFAC to be sent a copy of the report.	Benita Purcell, Mark Fuhrmann	July 17, 2019	

**9. NCServes Presentation**

Brandon Wilson, *Director Veterans Services of the Carolinas*  
*Asheville Buncombe Community Christian Ministry*

<b>Discussion</b>	Brandon Wilson provided a presentation on NCServes. He discussed the funding and adoption of NC360 from the military. He demonstrated how the software works and how the data can be reported on and updated in real time, allowing for the location, identification and targeting of issues that need to be addressed. NCServes functions as a resource system, no management is required.		
<b>Conclusions</b>			
<b>Action Items</b>	<b>Person(s) Responsible</b>	<b>Deadline</b>	
No actions identified.			

<b>Meeting Adjourned:</b>	<b>Next Meeting:</b>
The meeting adjourned at 3:00 pm. Catreta Flowers motioned. Jean Andersen seconded. Meeting adjourned.	August 14, 2019