



**STATE CONSUMER AND FAMILY ADVISORY COMMITTEE**

**MEETING MINUTES**

**Date:** Wednesday, January 8, 2020    **Time:** 9:00 am    **Location:** Division of Public Health, Cardinal Meeting Room  
5605 Six Forks Road, Raleigh, NC 27609

<b>MEETING CALLED BY</b>	Benita Purcell, Chair
<b>TYPE OF MEETING</b>	Public Meeting

**ATTENDEES**

COMMITTEE MEMBERS		GUESTS	
NAME	AFFILIATION/CATCHMENT AREA	NAME	AFFILIATION/CATCHMENT AREA
Ginger Booth	Trillium	Bob Crayton	Cardinal- Central Region CFAC
April DeSelms	Eastpointe	John Marens	Client Assistance Program
Jonathan Ellis	Trillium	Deb Hendrick	Cardinal Innovations- Staff
Angelena Dunlap-Kearney	Cardinal Innovations		
Pat McGinnis	Vaya Health		
Wayne Petteway	Trillium		
Benita Purcell, <i>Chair</i>	Cardinal Innovations	<b>CONFERENCE CALL PARTICIPANTS</b>	
Ron Rau	Sandhills	Karen Gross	Vaya- Northern Region
Lori Richardson	Sandhills	Robert Dupont	Atrium Health
Susan Stevens	Cardinal Innovations	Sarah Potter	Cardinal- Triad CFAC
Lorraine Washington	Eastpointe		
Brandon Wilson	Vaya Health		
CONFERENCE CALL PARTICIPANTS		STAFF	
Jean Andersen	Cardinal Innovations	NAME	AFFILIATION
Deb Page	Cardinal Innovations	Kate Barrow	DMH/DD/SAS- CE&E
Catreta Flowers	Trillium	Trish Farnham	NC Medicaid
<b>ABSENT</b>		Kenneth Bausell	NC Medicaid
Kenneth Brown	Alliance	Dr. Michelle Laws	DMH/DD/SAS- CE&E
Ben Coggins	Partners Behavioral Health	Deputy Secretary Kinsley	DMH/DD/SAS- CE&E
Mark Fuhrmann	Partners Behavioral Health		

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

<b>Discussion</b>	Two corrections were made: Adding Angelena Dunlap-Kearney to the absentee list and Lori Richardson to the attendee list. No other corrections to the State CFAC minutes were made. One correction was made to the State 2 Local Conference call minutes, adding Wayne Petteway to the list of participants.		
<b>Conclusions</b>	Susan Stevens motioned to approve the State CFAC agenda. Lorraine Washington seconded. Motion carried. Susan Stevens motioned to approve the December minutes of State CFAC with corrections. Pat McGinnis seconded. Motion carried. Susan Stevens motioned to approve the December minutes of the State to Local Conference call with corrections. Angelena Dunlap-Kearney seconded.		
<b>Action Items</b>	<b>Person(s) Responsible</b>	<b>Deadline</b>	
Correct attendance list on both sets of minutes.	Kate Barrow	January 22, 2020	



## 2. Public Comment

<b>Discussion</b>	Jonathan Ellis signed up for Public Comment. He announced that he took the ADA Coordinator Exam at the Federal Level, passed and is now officially an ADA Coordinator.		
<b>Conclusions</b>			
<b>Action Items</b>	<b>Person(s) Responsible</b>	<b>Deadline</b>	

## 3. Tailored Plan Topics: Transitions of Care

Trish Farnham, *Senior Policy Analyst, Quality and Population Health*

Deb Goda, *Behavioral Health Unit Manager*

*Division of Health Benefits (Medicaid), DHHS*

<b>Discussion</b>	<p>Trish Farnham provided a brief overview of Money Follows the Person leading into the presentation of Transitions of Care. Trish invited the group to provide feedback and input on the information being presented.</p> <p>Health Plan Care Managers- human connection to members. How do we protect against when a care manager; prevent fear of being scammed? The group discussed how care managers can connect with members.</p> <p>Trish review the continuity elements of Transitions of Care for the Tailored Plan and members who are Tailored Plan eligible.</p> <p>She emphasized the members will not hit limits.</p> <p>Question: With confidentiality/HIPPA requirements? Will MH provider be able to talk to PCP? Lots of conversation about HIPPA, sharing information about the person receiving services.</p> <p>Concerns: Stigma of the person in the health care system.</p>		
<b>Conclusions</b>			
<b>Action Items</b>	<b>Person(s) Responsible</b>	<b>Deadline</b>	
Pull articles on trauma in health. Behavioral Health competencies in the primary care world (physical health clinicians). Network adequacy Member rights within the network Fear of advocacy	Kate Barrow	On-going	

## 4. QM Updates: Engagement Session

Jennifer Bowman, *Quality Management Team Lead*

*DMH/DD/SAS, DHHS*

<b>Discussion</b>	<p>Jennifer Bowman invited the group for feedback on what data they need to be informed.</p> <p>Benita Purcell mentioned the letter from Triad CFAC about the data collection on authorized service hours that were not provided. What is the impact to the family, quality of life impact?</p> <p>Dr. Laws discussed the reassignment of the Community Engagement and Empowerment Team members. Partnering if appropriate Reach out to Joanne Jenkins- AARP on Seniors.</p>		
<b>Conclusions</b>			
<b>Action Items</b>	<b>Person(s) Responsible</b>	<b>Deadline</b>	



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**5. Behavioral Health and I/DD Tailored Plans State Funded Services: Policy Paper Discussion & Response**

<b>Discussion</b>	The group discussed the State Funded Services policy paper. One concern raised is the waitlist for state-funded behavioral health, I/DD and TBI services. Comments/Concerns: <ul style="list-style-type: none"> <li>- Monitoring</li> <li>- Member/person rights</li> <li>- Communication to members on the waitlist               <ul style="list-style-type: none"> <li>- LME/MCO call annually; still qualify,</li> <li>- Confirmation that people are on the list</li> </ul> </li> </ul>	
<b>Conclusions</b>	Parking Lot: LME/MCO communication on waitlist- still qualify; keeping up with members on waitlist. What is the process, is it consistent/the same at every LME/MCO. Pinpoint issues for improvement.	
<b>Action Items</b>	<b>Person(s) Responsible</b>	<b>Deadline</b>

**6. Division Updates**

Kody Kinsley, *Deputy Secretary for Behavioral Health & I/DD*  
 DMH/DD/SAS, DHHS

<b>Discussion</b>	<p>Deputy Secretary Kinsley jumped into - have Mya Lewis from I/DD/TBI Section come in and discuss Registry of Unmet Needs, the Waitlist, Innovations Waiver.          When we go into Managed Care- Registry more streamline instead of piecing it together? Mya can respond better to this. Slots for Innovations Waiver are separate and apart from Managed Care. Hope to clean up the way the list is operated. Policy Priority: More slots          Department Updates: wrapped up the end of 2019 with a presentation to Secretary Cohen that outlined the accomplishments of 2019- SCFAC members involved in, and list of goals for 2020. Shifting DMH/DD/SAS to be more goal oriented to work collaboratively as possible with everyone in the state.</p> <p>Reviewed Core Values of BH/IDD (Road Map for 2020 Goals)</p> <ul style="list-style-type: none"> <li>• Access</li> <li>• Integration</li> <li>• System Performance</li> <li>• Operational Excellence</li> <li>• Boundless BH- improve health and wellness for State of NC through lens of BH/DD issue</li> </ul> <p>Interviewing Director for Division next week. Announced that Kathy Nichols moved on to another position outside of DHHS; Renee Radar stepping in as Interim. Announced Matt Herr and Dr. Laws is permanent in positions with DMH/DD/SAS.          Legislature will come back to town next week; budget discussions and potential override of Governor’s veto. Will resend DHHS response to budget.          Last white papers in late winter, including RFA.</p> <p>The letter from SCFAC to the Secretary was really well received and came at a time where staff needed to hear that response.</p> <p>Question-          If they do override veto and budget, how will the Division/Department work with that?          Department has given thought to what that would look like. No good option. Will probably mean broad layoffs, have to cut \$40 million without cutting services. No clear plan because there is no good solution.</p>
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<b>Conclusions</b>	Parking Lot Issues: School bullying- move the child being bullied (with BH) rather student who bullies Pat McGinnis made a \$5 donation to Benita Purcell for the candy for the State CFAC table at the MH Breakfast.	
<b>Action Items</b>	<b>Person(s) Responsible</b>	<b>Deadline</b>
Invite Mya Lewis	Kate Barrow	April Meeting
Provide copies of the Division's goals at next meeting.	Kate Barrow	February Meeting
Town Hall Flyers	Kate Barrow	February Meeting

## 7. Subcommittee Work/Reports

<b>Discussion</b>	<p><b>Recovery and Self-Determination Subcommittee</b> Subcommittee identified barriers to inclusion.</p> <ul style="list-style-type: none"> <li>• Financial repercussions to participating</li> <li>• Stigma</li> <li>• Transportation</li> <li>• Direct Support Accommodations</li> </ul> <p>Reduce stigma, more people with MH diagnosis be represented. Measurable through census of "who is at the table." Consideration of what a person needs to be included. <i>Kate Barrow requested that to put a plug in at NC TIDES and the presentation the CE&amp;E Team will be giving.</i> The time bound goal is within the first quarter. Pat McGinnis identified the aging population with disabilities as being included in that group as well.</p> <p>Kate recommended that the committee research or include committees, boards and workgroups that are working to address social determinants of health- are people with MH/DD/SUD represented at those tables.</p> <p><b>Service Gaps and Needs Subcommittee</b> Jennifer Bowman sat in with the group; 3 of the 6 recommendations made by subcommittee have been accomplished.</p> <ul style="list-style-type: none"> <li>• Wanted to be a better voice for consumer and family community</li> <li>• Looking at other surveys (Jennifer Bowman to send); get a better idea from consumers and families</li> </ul> <p>Look at local surveys, tasked team members out. Look at Veteran population, incarcerated population including juveniles (April DeSelms), transitioning to independent living from MH and DD side (Ginger Booth). Hope to have full report for Legislative Committee in April. Will have specific talking points in March for Legislative Day.</p> <p><b>Legislative Subcommittee</b> The schedule/date has been set for May 19<sup>th</sup>. One suggestion from the group is making the legislative day the regular meeting day. Looking to get a room at the County Commissioners office to meet prior to going to the GA. Get a resolution to support talking points for that day (Angelena to support). Last year, talking points were printed on half sheets of paper. Will have specific information bills that we want to address; get information out to Locals as soon as possible.</p> <p>Statewide meeting in April? Cardinal has set aside some money. Benita will reach out to the chair to find out. Discussion about rooms, using a state government meeting room, and issues with transportation.</p> <p><b>State to Local Subcommittee</b> Angelena Dunlap-Kearney discussed the surveys sent out to Local CFACs and that each member of this subcommittee has a specific assigned area to research.</p>	
<b>Conclusions</b>		
<b>Action Items</b>	<b>Person(s) Responsible</b>	<b>Deadline</b>



Subcommittee chairs to submit reports to Kate Barrow for inclusion in annual report	Subcommittee chairs	On-going
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### 8. Division Strategic Plan

Michelle Laws, PhD, MA, *Assistant Director, Consumer Policy and Community Engagement*  
 DMH/DD/SAS, DHHS

<b>Discussion</b>	<p>Dr. Laws provided a presentation on the Divisions 2019 Accomplishments and 2020 Goals. Copies of the presentation were distributed and will be sent out by email. Focusing on integrated health- not separating the brain from the body. Inclusion of MH/DD/SUD populations in things like housing; six settlement pillars are part of goals.</p> <p>Angelena Dunlap- Kearney mentioned that its important to focus on the monitoring aspect piece because some of the medications prescribed do impact a person’s physical health.</p> <p>Affordable Housing- critical issue- how is that being addressed with people’s criminal records (can be a deterrent), what can be done to work with landlords?</p> <p>Dr. Laws responded that she will bring someone from the Division (Ken Edminster) and DPS (Department of Public Safety, Justice Involved Individuals) to discuss those issues. DPS is probably best to answer that question.</p> <p>Who accredits facilities?</p> <p>Dr. Laws responded that it’s probably JCAHO, specialized units with specialized accreditations. We will check into that.</p> <p>You mentioned that there is an uptick in Hepatitis A; is that initiative statewide?</p> <p>Dr. Laws: Yes, that is statewide. We can get you more information on that taskforce. Consider this an access issue.</p>
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<b>Conclusions</b>	<p>Parking lot issues: more resources for children, crisis beds for children; families who have children with SMI who need respite; funding for respite</p> <p>Community Crisis Plan- get more information for SCFAC, how people access it</p>
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Action Items	Person(s) Responsible	Deadline
Provide DMH/DD/SAS Priorities to SCFAC members	Kate Barrow	February Meeting
Invite Justice Team/DPS to present to SCFAC	Kate Barrow	TBD

<b>Meeting Adjourned:</b>	<b>Next Meeting:</b>
The meeting adjourned at 3:06 PM. Angelena Dunlap- Kearney motioned. Wayne Petteway seconded. Meeting adjourned.	February 12, 2020