



State Consumer and Family Advisory Committee
 Meeting Minutes February 14, 2023
 Hybrid Meeting

Committee Members Attendance:				Total Attendance:			
Name	In-Person	Virtual	Absent	Name	In-Person	Virtual	Absent
Jessica Aguilar		X		R. Gene McLendon	x		
Jean Andersen		x		Susan Monroe	X		
Janet Breeding		x		Lily Parker	x		
Nathan Cartwright			x	Angela Christine Rainear	x		
Bob Crayton	X			Patty Schaeffer		x	
April DeSelms	x			Annette Smith		X	
Crystal Foster	X			Ashley Snyder-Miller	X		
Mamie Hutnik	X			Johnnie Thomas	X		
Jeannie Irby	x			Lorraine Washington	x		
Heather Johnson	x			Brandon Wilson	X		
Michelle Laws	x						
Attendance:				Total Attendance:			
Name	Staff	Guest	Affiliation	Name	Staff	Guest	Affiliation
Jennifer Meade	X		DMH/DD/SUS	xxxxxx-5947		x	
Stacey Harward	X		DMH/DD/SUS	David Owen		x	VAYA
Suzanne Thompson	X		DMH/DD/SUS	Sandra Durham		x	GVPH
Ann Marie Webb	x		DMH/DD/SUS	Wes Rider		x	
Crystal Dorsey	X		DMH/DD/SUS	Eileen Bennett		x	Alliance Health
Don Buhmaster	X		DMH/DD/SUS	Earl Shy		x	Trillium NC
Eva Stevens	X		DMH/DD/SUS	Zanelle Nichols		x	Dixon Social
Erica Asbury	X		DMH/DD/SUS	Vanessa Brumfield		x	VAYA
Latwana Floyd	X		DMH/DD/SUS	Patrick Gallagher		x	Partners BHM
Ericka Johnson	x		DMH/DD/SUS	Elena Marie Dodson		x	
Lisa Jackson	x		DMH/DD/SUS	Janet McDaniel		x	
Ginger Yarbrough	X		DMH/DD/SUS	Sara McCartney		x	Counselor
Lateshia Bastien	x		DMH/DD/SUS	Hayley Sink		x	Trillium
Tina Barrett	x		DMH/DD/SUS	Rebecca Jones		x	Impressive Health
Wrenia Bratts-Brown	x		DMH/DD/SUS	Melissa Graves		x	Community Care



State Consumer and Family Advisory Committee
Meeting Minutes February 14, 2023
Hybrid Meeting

Glenda Stocks	x		DMH/DD/SUS	Anthony Ward		x	Trillium
Dina Reynolds	x		DMH/DD/SUS	Emily Whitmire		x	VAYA
Alexandra Morris	x		DMH/DD/SUS	Cecilia Faulkner		x	Reach of Cherokee County
Latoya Delagarde	X		DMH/DD/SUS	Barbara Sears-Roshon		x	
Charles Rousseau	x		DMH/DD/SUS	Sharon Nixon Crenshaw		x	
Victoria Burns	x		DMH/DD/SUS	Laurie Graham		x	Alliance
Keith McCoy	x		DMH/DD/SUS	Susan Robinson		x	First WNC
Lacosta Parker	x		DHB	Susan Ketner		x	Vaya
Gregory Daniels	x		DHB	Samantha Parrow			
Scott Schlicher	x		DMH/DD/SUS	Allison Crotty		x	Partners
Jay Ludlam	x		DHB	Cindy Trobaugh		x	Partners
Eamonn McAateer	x		DMH/DD/SUS	Victoria Jackson		x	Trillium
Eric Harbour	x		DMH/DD/SUS	Inesha S Trahan		x	Trillium
Won Hee Ryu	x		DMH/DD/SUS	Joy Futrell		x	Trillium
Charline Mangum		x	Alliance	Eric Edwards		x	
Pat McGinnis		x	VAYA	Jessica Hendricks		x	Comprehensive Intervention
Taushima Moore		X	Comprehensive Intervention	Renate' Bender		X	Alliance Health
John Weeks		x	Partners	Sarah Potter		x	Partners
Betsy Short		x		Miranda Adams		x	
Mark Sparks		x	BCH Family	Maudia Walker		x	Community CareNC
Benita Purcell		x	VAYA	Jessica Bellamy		x	Trillium
Nicole Petty		x	Burlington PEDs	Janet Sowers		x	Partners
Victoria Mosey		x	Alliance	Lorie Kimber		x	
Manuel Hyman		x	Alliance	Amber Vandall		x	Trillium
Rashaun Wiggins		x	Trillium	Starlett Davis		x	Alliance
xxx-xxx-0423		x		Annie Johnson		x	
Amie Brendle		x	Partners	Douglas McDowell		x	Alliance
Stacy Sorrells		x	VAYA	Chelsea Allen		x	VAYA
Janet Payne		x	Union County NC	Victoria Mosey		x	Alliance
Ruth Craig		x		Kevonna Martin		x	VAYA
						x	



State Consumer and Family Advisory Committee
 Meeting Minutes February 14, 2023
 Hybrid Meeting

Amber Tillman	x	Trillium	Emily Tandy	x	Trillium
Mya Lewis	x	Alliance Health	Pamela Perry	x	Carolina Complete Health
Cathie Tutka	x		Tom O'Brien	x	Industrial opportunities
Rose Pearson	x		Jessica Lyons	x	Manatte
Rachel Porter	x	Partners	Kayla Reiszal	x	In Reach
Christen Verroi	x		Trelonnie Owens	x	Place 4 me
Laura Radulescu	x	Wake Enterprise	Mark Carter	x	Easter Seals
Frances Fowler	x	PCGH INC	Lillian M Davis	x	Nami NC
Marilyn Raines	x		Gretchen Smith	x	Access east
Deanna Wilson	x	Healthy Blue	David Rojas	x	Healthy Blue NC
Marla Smith	x	Access East	Tara Muller	x	Disability Rights
Jessica Maas	x	VAYA	Christelle Marsh	x	VAYA
Pamela Turner	x	Ameihealth	Julie Knaack	x	BCBS
Ann Rodriguez	x	I2I	Charli Somers	x	Covenantcms
Eric Harbour	x	Well Care	Victoria Reichard	x	Buncombe County
Brandon Alexander	x	Alliance	Biana Parkins	x	Alliance
Corinna Miller	x	United Health Care	Kelly Friedlander	x	

Mission: <i>Nothing About Us, Without Us</i>		Vision: <i>A public mental health system that works for everyone.</i>	
Agenda Item/Presenter	Main Topic/Goals:	Action Needed:	
Discussion:			
1. Meeting Convened-Roll Call Completed	Convened by chair Brandon Wilson Chair of SCFAC at 9:00 AM	N/A	



State Consumer and Family Advisory Committee
 Meeting Minutes February 14, 2023
 Hybrid Meeting

2.	Approval of Minutes/Review /approval of Agenda	Agenda Approval 1 st - Jean Andersen 2 nd – Lorraine Washington Minutes Approved 1 st – Bob Crayton 2 nd – Susan Monroe	See the SCFAC web page
3.	Subcommittee Updates	Legislative Day – May 7 th Tuesday from 9:30-2 > The Committee is asking for Talking Points to be sent to Lorraine Washington and or April DeSelms - talking points need to be in by February 19 > Partnering with NC Developmental Disabilities	> for the March meeting the committee will Have a written explanation or description. of partnership.
4.	Public Comment	<p>1st Wes Rider: concerned that there has not been enough time. Or opportunity for public comment concerning the work that is being done on 122C. Stated that in his opinion the public is not represented and does not feel that the State is taking the importance of the community voices. 122C. Spoke about his concerns regarding the State Plan that is in the process of being updated. He stated that the communication that is being provided by the State is not efficient in keeping the community aware of changes.</p> <p>2nd Kristen Farrari: Thanked the SCFAC for Speaking out on Appendix K.</p> <p>3rd Sharron Nixon Grinshaw: Spoke on the Peet Process – Having peers trained on completing the CCA (Clinical Care Assessment) she expressed her frustration over the process that is in place at this time. Ms Grinshaw stated that the instructions were not clear and that it took her over weeks to get this document completed and that is when she discovered that there was a link that would take her to a Licensed Therapist to assist with the process.</p>	<p>To listen to public comment in its entirety click the link</p> <p>SCFAC Web page</p>



State Consumer and Family Advisory Committee
 Meeting Minutes February 14, 2023
 Hybrid Meeting

		<p>4th Pat McGinnis: Spoke about concerns regarding 122c- Stated that the community is feeling that they are disposable secondary to some of the changes that are being proposed in the draft. “Voices of the CFAC cannot go away and CFAC needs to be supported, we need to support the community voices. – Board makeup -if the changes are approved as written then the VAYA board will lose all the CFAC representatives that are now sitting on the board. It is an honor to be allowed to sit on the board as a voting member but at this time we do not make the board representatives have to be chairs, nor should it be. Our CFAC feels that if the changes in 122c are approved as written we will be sitting in an empty room. – There is a learning curve for CFAC Members and for Board members and for some, it takes several years before they feel comfortable to even say anything.</p> <p>5th Jean Andersen- spoke on 122c- spoke on concerns of a recent Partners CFAC meeting that the corporate Lawyer for Partners called a closed meeting and would not allow anyone that was not a Partners CFAC member to be in the meeting. The information that he provided on 122c was incorrect and the information that he provided on the makeup of the SCFAC was incorrect. It also appeared that the information that he was provided seemed to be made so that the CFAC would use their voice to support his wishes.</p> <p><u>Motion Made with Discussion:</u> SCFAC shall cc the following on all letters that go out to any external parties regarding our mission and the charge will be cc to not only those in the Department and the respected body that we send our letters to we will also include the Speaker of the House, The Senate Pro Temp, the Joint Oversight Committee of DHHS, and the President of the County Commissioners Association. Motion made by Dr. Laws Second by Lily Parker Discussion was had and the vote was held Motion was passed.</p>	
<p>5.</p>	<p>Ginger Yarbrough</p>	<p>Ms. Yarbrough discussed a new advisory group. Inclusion work campaign around the concerns at the Department. The department</p>	<p>To hear all of Section Chief Yarbrough click the link</p>



**IDD/Olmstead
Section Chief**

State Consumer and Family Advisory Committee
Meeting Minutes February 14, 2023
Hybrid Meeting

partnered with Inclusion's 1st work program around competitive work NC- The work group will be focused on IDD/TBI. To join the advisory group stakeholders will need to email Ginger.yarbrough@dhhs.nc.gov.

<p>6.</p>	<p>Division Updates Kelly Crosbie, Director DMH/DD/SUS</p>	<ul style="list-style-type: none"> • Tailored Plan launches 7/1/24—what stays the same: • Tailored Plans are the LME/MCO's • People will still have access to the same Mental Health, Substance use, I/DD, and TBI services (Medicaid, State, grant-funded) • Innovations/TBI waiver members Keep their slots. • Innovations wait list members keep their spots. • What is Changing: • Tailored Plan member will begin receiving health care services and medications from their Tailored Plan (LME) • Tailored Plan Members must have a Primary Care Provider (PCP) and a Tailored Care Management provider in the Tailored Plan Network. • In Late April all Tailored Plan members will receive a letter that provides them with additional information • In Late May they will receive a welcome packet. • Coming soon the Peer Warm Line will go live. • Peer Support Services: Actions to increase the workforce. Reviewed the current state of Peer Support in NC, Opportunities to Strengthen the workforce & Strengthen the high quality of Peer Support, and How DMH/DD/SUS is approaching this opportunity. • 988 performs evaluation. • Medicaid Expansion dashboard. 	<p>To hear and see all of Director Crosbie's PowerPoint please click the link</p>
<p>7.</p>	<p>Ann Marie Webb</p>	<p>Presentation on the upcoming proposed changes to the Peer Support guidance:</p> <ul style="list-style-type: none"> ➤ Ethics 	<ul style="list-style-type: none"> • See the PowerPoint that is on the SCFAC Web page. • To hear the entire presentation click link



State Consumer and Family Advisory Committee
 Meeting Minutes February 14, 2023
 Hybrid Meeting

	<p>Peer Support Program Manager</p>	<ul style="list-style-type: none"> ➤ Finds ➤ Ethical Board ➤ Credentialing Peer Supports <p>Discussion concerning the above proposals: Dr Laws feels that the Credentialing should be done by the course that they have taken not by a newly developed board</p>	
<p>8.</p>	<p>DHB Update Deputy Director Jay Ladlum; Greg Daniels, Lacosta Parker</p>	<ul style="list-style-type: none"> • Medicaid Expansion- the work continues making sure that they reach all that could benefit from the expansion, working with community organizations to help identify those that could benefit. • Joint Legislative meetings with DHB are taking place and are open and he is encouraging the committee to listen in they will be taking place until April. • PDN updates- Standard plans should be addressing them the same as LMEs – there are some differences across the companies – should address this with the Standard Plans. • Size of Trillium- this was addressed in Secretary Kinsley’s release that took place in Nov ’23. – strength of the Program – Protect members. The Secretary did have meetings with providers, and stakeholders, and it may not have shacked out the way they wanted it is the way that would provide strength to the program and protection to the members. • Greg Daniels- 1915i stat’s-4484 on the 1915i waiver,2014 on the B waiver, 213 not active, 191 on the waiver. Barriers: TCM agencies – Education- Strengthen relationships with MCO to make sure they are not being left behind. Individuals who are now adults who will need this waiver are in the process of being identified. 	<p>To hear the whole report please click on link</p>



State Consumer and Family Advisory Committee
Meeting Minutes February 14, 2023
Hybrid Meeting

- Appendix K is sunseting Feb 29th, 2024, and Waiver amendment will start March 1st.- continue to address questions on Appendix K as they come in
- Innovations Draft has been posted and is up for 30 days to allow public comment. – there have been minimal changes to it.
- 7/1/24 a new waiver will need to be done secondary to the 5-year waiver will be ending. Currently, the staff is already working on the new waiver. They have started having meetings with the SCFAC EOR subcommittee (ad hoc) and will be meeting with other groups soon.
- TBI waiver expansion has started, and we are working with the LME’s concerning this expansion and we have hired an outside group to assist with the expansion.
- TBI work group to start March 2024
- Healthy Opportunities Program at this time we are working on hiring a new director- for all questions should be directed to Kristian Dubai.

**9. Standard Plan
Panel Discussion**

Healthy Blue- Dr Michael Ogden
Well Care – Dr Therese Garrett
Carolina Complete Health- Julie Ghurtskaia
United Health Care- Christine Beck
Ameri Health Caritas- Pam Turner

Panel questions and or Topics that were addressed.

- How has the delay of Tailored Plans affected the Standard Plans?
- The effect that it has had on providers and members.
- Who decides if a member must move from the Standard plan to a Tailored Plan? Department,

To hear the complete panel discussion and the answers to these questions please click on the [link](#)



State Consumer and Family Advisory Committee
 Meeting Minutes February 14, 2023
 Hybrid Meeting

State, PHP's- What would this eligibility factor look like to go from Standard to Tailored or vice versa?

- Some of your parent companies have been sued. for denying Behavioral Health Services. What do you have in place for NC so that services are not denied or overcharged?
- Claims process issues and how are you handling any issues?
- Rates – the state has increased the rates how is your company handling the increase and when can the employees expect it.
- Are there Peers on your boards?
- BCBS has been downtown Raleigh talking to people who are below the poverty line and getting people to sign up for programs – BCBS out of Florida. Why are they here doing that?
- What is the policy of recently enrolled members who do not have a provider yet but need their meds?

10	Meeting Adjourned	At 3:00 pm Links to the meeting to watch: https://www.zoomgov.com/rec/share/e-K2UE03jAiC3uxGeBWWvygZxKJL2PYIV-69d8CUmyBuzwfQaWF3DiKUluykvF4l.Em_KX-MT-WiSc4az SCFAC web page link: State Consumer and Family Advisory Committee NCDHHS
-----------	--------------------------	--

2023-2024 Meeting Dates: Second Wednesday of Every Month

March 13, 2024	April 10, 2024	May 8, 2024
	June 12, 2024	

Meeting Link: <https://www.zoomgov.com/meeting/register/vJltdeCvgzqgHjnU0fZtd1KAyUVavCmeATs>

Nothing About Us, Without Us.



State Consumer and Family Advisory Committee
Meeting Minutes February 14, 2023
Hybrid Meeting
Participants must register for the meeting before the meeting.