



State Consumer and Family Advisory Committee
 Meeting Minutes November 8, 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	LillyParker	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	Dina Reynolds	X		DMH/DD/SUS
Stacey Harward	X		DMH/DD/SUS	Erica Asbury	X		DMH/DD/SUS
Suzanne Thompson	X		DMH/DD/SUS	Yvonne French	X		DHM/DD/SUS
Crystal Dorsey	X		DMH/DD/SUS	Ericka Johnson	X		DHB
Sec. Kody Kinsley	X		NC DHHS	Elliot Krause	X		DMH/DD/SUS
Charles Rousseau	X		DMH/DD/SUS	Yvonne French	X		DHM/DD/SUS
Eva Stevens	X		DMH/DD/SUS	Greg Daniels	X		DHB
Glenda Stokes	X		DMH/DD/SUS	LaCosta Parker	X		DHB
Renee Rader	X		DMH/DD/SUS	Keith McCoy	X		NC DHHS
Akelia Hollingsworth-Roper		X	Hoke	Latoya de Lagarde		X	
Alex Morin		X		Lisa Roberson		X	
Amie Brendle		X	Partners	Manuel Hyman		X	Sandhills
Aquilla Brockington		X	Sandhills	Marilyn Raines		X	Alliance
Benita Purcell		X	Vaya	Maureen Turney		X	
E. Marie Dodson		X	Alliance	Michelle Hicks		X	Partners
Emily Whitmire		X	Vaya	Mya Lewis		X	Alliance
Elizabeth Kimball		X		Nakia Pearson		X	Wayne
Gerecka Tate		X	Alliance	Nely Guidici		X	Vaya
Chelsea Allen		X	Vaya	Nina Paranjpe		X	



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Attendance				Total Attendance:			
Name	Staff	Guest	Affiliation	Name	Staff	Guest	Affiliation
Christelle Marsh		X		Pat McGinnis		X	Vaya
Christen Verroi		X	Vaya	Philip Morris		X	
Cindy Trobaugh		X	Partners	Rachel Porter		X	Partners
Crystal Burts		X	Trillium	Renate' Bender		X	Alliance
Douglas Taggart		X	Alliance	Ron Rau		X	Sandhills
Flo Stein		X	Alliance	Sam Thompson		X	Sandhills
Hannah Fletcher		X		Sandhya Gopal		X	Alliance
Jaclyn Karasik		X	Alliance	Sarah Potter		X	Partners
Janet McDaniel		X	Partners	Shelley Pereda		X	Vaya
Janet Sowers		X	Vaya	Stacy Sorrells		X	Vaya
Jess Kuhn		X		Starlett Davis		X	Vaya
Joni Willet		X		Vanessa Brumifeld		X	Vaya
Joseph Day		X		Vashon Canty		X	
Julie Curry		X		Virginia Goodson		X	Vaya
Justin		X		828/****020		X	
Katherine Fields		X		910/****686		X	
Kayla Reiszal		X	Davidson	919/****025		X	
Krista Shalda		X	Vaya	919/****928		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 AM			N/A		
2.	Approval of Minutes/Review of Agenda	Agenda Approval – with changes 1 st - Susan Monroe 2 nd – J. Thomas Minutes Approval with Corrections – 1 st – Susan Monroe 2 nd – Jenny Irby			Minutes approved with corrections		
3.	Public Comments	Public Comment #1			<ul style="list-style-type: none"> PowerPoint is posted on the SCFAC web page to see the full report – or 		



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		<ul style="list-style-type: none"> Staffing is extremely difficult to find and with children with profound needs increase the issue of staffing – there are not enough trained and available people to meet the need and if they are they may not be willing to accept the cases. Our adult family members are the greatest resources that we have. The question is Why take that away as an option? <p>Public Comment #2.</p> <ul style="list-style-type: none"> IDD/TBI seem to get the most attention because of their unique complications and the caregiver issues. Parents are the most vocal and engaged. However, there are many of us with MH/SAS who want to make sure that we are being considered in all these changes to strengthen our access to care. <p>Public Comment #3</p> <ul style="list-style-type: none"> There are areas in the state that have programs that are working well – could we not use those examples such as Johnston County- Health Department and bring it forward to other counties? 	<p>listen to the report- link provided on the SCFAC Web Page</p> <ul style="list-style-type: none"> https://www.ncleg.gov/BillLookup/2023/H629
<p>3.</p>	<p>Jay Ludlam Deputy Secretary, NC Medicaid/DHB</p>	<p>Medicaid Updates/Appendix K Response</p> <ul style="list-style-type: none"> NC Medicaid announced today the extension of Appendix K through February 29, 2024. <p>Comprehensive update on the 1915(i) option Services</p> <p>LME/MCO Performance measures</p> <p>Dashboard report on PDN</p> <p>Contract Deliverables</p> <ul style="list-style-type: none"> Jay addressed everything regarding network adequacy including the example of impact related to access to care and getting timely service that was discussed in the Contract Deliverables subcommittee. Atrium Health still hasn't signed, Network Adequacy, e.g. Atrium has their own BH services – probably why no contract? 	<p>https://medicaid.ncdhhs.gov/blog/2023/11/08/nc-medicare-extend-appendix-k-temporary-flexibilities-until-feb-29-2024</p> <p>LME-MCO Dashboard: https://www.ncdhhs.gov/divisions/mental-health-developmental-disabilities-and-substance-use-services/reports</p> <p>CD subcommittee will be writing a letter</p> <p>EOR meeting to be set up soon to address concerns are fully discussed with Lacosta Parker.</p>



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- Will MANATT be looking at any of the 1915 (i) waiver deliverables/health plans?`

Discussion

- When the amended flexibility letter was read, it did not include several amendments listed on similar November 3 update that is on the NC DHHS website. One appears to be for TBI and one for Innovations. Are there two different sets of amendments?
- Live-in adult family members (NOT JUST PARENTS) need to be allowed to be RADSE for both minor and adult waiver recipients. The staffing shortages are not going yo get better.
- Staffing is extremely difficult to find, and with children with profound needs, very few people are able, willing, and qualified to care for them. Our adult family members are one of the best resources we have, so why take that away?
- And what do we do on Saturday if we have no reply from CMS? Some will have almost no staffing left if the flexibilities are not continued, and no options to find more, some have been looking for months, and when they have no staff, they cannot work.
- Some understand IDD/TBI get the most attention because of their unique complications and the caregiver/parents are most vocal and engaged, however, there are many with MH/SUD. Are they being considered in all these changes to strengthen their access to care?
- In Johnston County, their local health dept. provides services instead of going to Alliance MCO offices. It works well. Most counties have health depts. Can we look at what is working in Johnston to bring to other county health depts?
- Some searched the DHHS website including DHB and didn't see the new map with the LME catchment areas/ counties listed. Is there a map update yet? If yes, the sooner put online the better. * As soon as Stacey gets the map she will send it – once it is blessed.
- There was time to address the amendments that will be put in place at that time. There are many issues not addressed



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		<p>about EORs and RADSE and still a lack of clarity on how some of these things work out in real life. Most EORs believe that there should be several more amendments made permanent from Appendix K.</p> <ul style="list-style-type: none"> • As an EOR stated, “We are being given direction the 11th hour of the 11th.” Their concerns are not going away. An extension until February is no doubt helpful, but more discussion and advocacy is needed for long-term changes to the waiver to address extreme staffing shortages. • Our state model does allow for choice of providers. More important. • There’s a strong intent to elevate EOR concerns through the proposed EOR meeting with Lacosta Parker to be set up soon to address concerns that are fully discussed. • To clarify, the understanding is that RADSE will potentially end entirely for minor children. The NCDHHS list of recommendations for flexibilities to be made permanent at times includes parents being allowed to function as RADSE for minor children. And then at times, it is not included in the list. • Is there an EOR state stakeholder committee? • Where can we find the DHHS reimbursement rates for services so we can compare them to the rates set by the MCOs? 	
<p>4.</p>	<p>Division Updates Kelly Crosbie, Director, DMH/DD/SUS</p>	<p>Dir. Kelly Crosbie provided the following updates:</p> <p>Crisis Investments in the SFY 23-25 Budget</p> <ul style="list-style-type: none"> • \$131M is going towards crisis services SFY23-25 <p>Guiding Principles for Identifying Investments – Year 1 & Year 2</p> <ul style="list-style-type: none"> • <p>Discussion</p> <ul style="list-style-type: none"> • Law enforcement and even HHS services experience very differently in Black, Hispanic, Latino, and American Indian communities in general especially if they are poor with very little political and affluent social capital. • Then if you have to be transported to a MH facility, you go in the back of a cop car wearing handcuffs. 	<p>Kelly's PowerPoint presentation is on the SCFAC web page – Links for the meeting are below.</p>



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		<ul style="list-style-type: none"> It is important to note that most of the kids stuck in hospital EDs with no place to go and other facilities and service providers refusing to accept them are African American. 	
<p>5.</p>	<p>Secretary Kody Kinsley NC DHHS</p>	<p>Sec. Kinsley provided LME/MCO Consolidations Update – In deciding how to best reduce the number of MCOs, he solicited input from consumers and beneficiaries, providers, county leadership, associations, and MCO leadership. The realignment is to be taken immediately to ensure the expeditious launch of tailored plans and to minimize duplication work, such as transferring assets and other efforts related to multiple consolidations. and based his decision on three primary criteria:</p> <ul style="list-style-type: none"> What is best for the people we serve and for the providers who deliver services? What will promote the value of whole-person care and move us to Tailored Plans faster? What will reduce complexity, create less disruption, and make things easier for everyone involved? <p>Secretarial Directive (11/1)</p> <ul style="list-style-type: none"> Sandhills Center will be dissolved and Eastpointe will be the surviving entity with all counties in the Sandhills Center catchment area aligned to Eastpointe except 3 counties. Eastpointe shall consolidate with Trillium. A consolidation agreement should be crafted by the parties and presented to the Dept. for consultation NLT 30 days from the date of the Directive. <p>Discussion</p> <ul style="list-style-type: none"> Will there be an introductory meeting between participants/families and Trillium with the consolidation? Is there a projected timeline for the final consolidation? Will Trillium be hosting EOR stakeholder meetings? Remember, we also have new players on the scene – the PHPs. It’s not just the LME/MCOs, but also the PHPs. Are they being held accountable for monitoring and maintaining and sustaining network adequacy? Are they evaluated or 	



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assessed the same way given they are private market entities?

- We would like to hope that the MACs would also be asking and monitoring this with the PHPs?
- There needs to be more information on the PHPs. How are they doing with promoting services to members? Do they provide any reports?
- How can we be included and updated on the process of the TBI waiver going statewide? As asked for in SCFAC's letter.
- Do we direct TBI questions to Ginger Yarbrough?
- Will all 4 waivers be under Tailored Plans?
- Does legislation still give the LME/MCOs 4 years of exclusivity in managing TPs? What happens after 4 years?
- Many are very worried about to many changes occurring at the same time. There is not enough staff at any level to ensure things will be smooth.
- There are not enough LME/MCO staff in local areas for individuals to reach out to. People are still after all this time not familiar with who to call for services. In many cases they are reaching out to people 4 hours or more away and we all know trust is a big factor. We trust people in our communities that we can see face to face no having to call a number and punch buttons.

6. **Strategic Plan Update**
Charles Rousseau
Acting Director of Strategy
and Planning
DMH/DD/SUS

NC State Plan MH/DD/SUD/TBI

The Community Collaboration Model includes 4 Advisory Committees

- Workforce (BH & IDD)
- Crisis System
- Supports for Justice-Involved Individuals

Discussion

- Will there be a description for each of the 4 and what is being looked for being on one of these Advisory Boards? Stipends?
- "You get what you pay for. Your time is extremely valuable, a critical addition, and should be respected."
- Another population group that is quickly growing are seniors 55+ as the baby boomers are aging with unique comorbidity

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issues. One suggestion is to include the NC State Tar Heel Legislation in some of these talks because they're focusing on the same issues. They fall under DHHS also.

- Another suggestion is that some of those Side by Side webinars be in the evening. Right now it looks like based on the communication received they are in the middle of the day and if they want the other communities to be engaged, then need to be more hours they can be available,

7. **SCFAC Sub-Committee Report Out continued and Discussion**

Sub Committee reports and discussion

- Gaps and Needs Optimization Committee Feedback Log –
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SCFAC will be writing a letter addressing areas of concern and sending it to the Secretary and the Department.

8. **Meeting Adjourned**

At 2:55 pm

Links to the meeting to watch. :

<https://www.zoomgov.com/rec/share/T1fwqabykdIPzFMwIm0ev4wdO2cOeMdHdAhmC7OXqxCjRJ4HSQASZmel0W7r-jXs.x2FaLTmIHF8cG8Rf>

SCFAC web page link: [State Consumer and Family Advisory Committee | NCDHHS](#)

2023 Meeting Dates: Second Wednesday of Every Month

December 13, 2023	January 10, 2024	February 14, 2024
March 13, 2024	April 10, 2024	May 8, 2024

Meeting Link: <https://www.zoomgov.com/meeting/register/vJltdcVqzggHjnU0fZtd1KAyUVavCmeATs>

Participants must register for the meeting before the meeting.