

**Consumer & Family Advisory Committee Meeting Minutes  
September 12, 2016 / 5:30 P.M.  
Triad- 4045 University Parkway W-S, NC 27106**

Committee Members	Voting Member Present = P Absent = A
Obie Johnson, CFAC Chair	Present
Bill Donohue	Present
Gail Allison	Absent
Gladys Christian	Present
Glenda Smith	Present
Janet Childress	Absent
Julie Whitaker	Present – Via Phone
Mary Annecelli	Absent
Mary Miller	Present
Matt Potter	Present
Pam Goodine	Present
Ricky Graves	Present
Terry Cox	Present
Sarah Potter	Present
Staff	Non- Voting
Stacey Inman, Member Engagement Manager	Present
Jane C lark, Member Engagement Director	Present
Eric Fox, State CFAC Liaison	Present
Cindy Wickline, Training Coordinator	Present
Cindy Rhodes, Admin Support Professional	Present
Guests	Non-Voting
David Mount	Present
Dennis Lynch	Present
Michael Whitenburg	Present

**I. Call to Order/Introduction Johnson – CFAC Chair**

Obie Johnson called the meeting to order at 5:45 p.m. giving members a chance to look over the minutes before the chair entertained a motion to accept the minutes. This was followed by a moment of silence.

**II. Consent Agenda and Minutes Approval Johnson**

August 08, 2016 Minutes were reviewed and corrections are being made to include:

- Matt Potter was counted as absent in the August 08, 2016 meeting which was corrected to being present.
- Dennis Lynch stated that his comments were in the last minutes but his name as well as the Mental Health Substance Abuse Committee was not mentioned. He would like to be recognized as their chairperson.
- Eric Fox would like to be a standing staff member on the roster.
- Pam Goodine sent an email stating she would like the following changes. “CPSS has attended all meetings CFAC/IDD @ MH/SUD beginning in the month of April. I was welcomed at each felt part of and empowered. I particularly like how the committees reach out to the community to provide trainings, workshops by using the grant money. I was able to provide WRAP & PSS trainings to those that were not able to pay themselves in which has lead to employment. Recently since CI came aboard, I was discouraged because of the changes and had thoughts of giving up; however, I will not give up. I will continue to keep pushing and reaching out to help others. She would like to acknowledge that she is a Peer Support Specialist not an IDD Specialist and was always welcomed in.”

Matt Potter made a motion to approve the minutes with previously discussed corrections. Motion seconded and all Approved.

Introduction to Cindy Rhodes – Admin Support Professional was made.

### III. Open Forum (Public Comment)

Wickline/Whitenburg

\*Stacey Inman introduced the College of Direct Support/Direct Course. Collaborative efforts are being made by Cardinal Innovations Healthcare, Smoky Mountain, and Trillium Health Resources to give providers the access to expert training resources and evidence-based curricula with no cost to the providers. (An information packet was handed out) Cindy Wickline was there to answer any questions. One question asked was if CFAC members could use this service. Currently, this is only available to providers/employers located in Cardinal Innovations 20 counties.

- Matt Potter wanted to restate his position that these were wonderful trainings but his concern is staff turnover. Cindy Wickline discussed one of the outcomes being measured among providers is to see if staff stay longer with the company after they are given these trainings.
- Question asked - Is there a database with every employee/provider that takes the trainings so they can be found per specialty. Cindy Wickline stated not that we know of at this time.
- Glenda Smith asked if Cardinal pays based on how many courses or how it is just set up. Cindy W. stated Cardinal is not paying an enhanced rate at this time. The provider contacts Kimberly Knots and states how many employees they are sending over for which courses.
- David Mount asked if these were On Demand courses. He also stated that taxpayers are paying for these courses and it makes sense to be able to have access to the courses. A suggestion was made to get consumer input on these courses. Cindy Wickline stated the feedback she is getting from others is they would like to see these courses extended to others such as advocates, stakeholders, and individuals that work with the same population; not just providers.
- A question was asked could the information be read aloud to an individual with a reading deficiency. Cindy Wickline stated she did not know of this option at this time.
- Bill Donohue stated that very few courses dealt with dual diagnosis including Alzheimer's and Down Syndrome and wanted it to be mentioned.

\*Mike Whitenburg wanted everyone to know that he was very impressed with Richard Topping, CEO with Cardinal Innovations. He wanted to clarify that he was being an advocate for CFAC when he was discussing with Richard CFAC's budget cut, the ability to meet monthly, and MH/SA wants to stay a separate committee. Mike wanted to inform CFAC members that he, David, and Matt are invited to attend a quarterly advisory board with Anna Yon. Mike also stated that he was very impressed with the way Richard Topping addressed issues and suggested to his MHC team that he does not want to evaluate CI for a year. He wants to "Give them a chance to get the program in, embrace them with 100% loyalty and see what they do." Whitenburg then discussed he would like to close the gap between CFAC and MHC.

- Matt Potter thanked Mike for advocating for CFAC and really hopes that good communication continues.
- Obie Johnson thanked Mike Whitenburg and referenced this CFAC as getting in a bind and "Waiting on Superman." Obie suggested they find their own voices and stay united.
- Mike Whitenburg – "We just think for 10 years, I am using my metaphor please, for 10 years, the community had pitchforks against CenterPoint. That war is completely over. In my opinion, I don't want to see that revisited with CI. Just my opinion."
- Dennis Lynch– Stated long term, there could be a bridge between CFAC and MHC but feels CFAC should be able to ask direct questions as well to Cardinal.

\*Obie Johnson asked the body if they wanted to continue with this issue or continue it for another meeting.

- Matt Potter stated this is a very important issue but we still have a very full agenda and would like to add this to next month's agenda.

### IV. Old Business

Johnson / Clark

- 1) Confidentiality Procedure – Jane Clark – CI's legal department has agreed to put a one-line disclaimer on the sign in sheet. It says if you hear any confidential information, you will not tell anyone.
- 2) CFAC Budget – Jane Clark – Information sheet handed out. Yearly amount is \$5,000.00 to be spent on Stipends, Mileage, and Funds for CFAC members to attend trainings, Food, and Miscellaneous expenses.
  - Glenda Smith- asked what the process was exactly for getting funds quickly. It was explained the whole CFAC committee would have to vote on a stipend. (This could be done by email).

- Mary Miller-concerned about the community projects not getting the assistance from CFAC like previous years due to budget. Jane Clark stated there is also a Bonnie Shell scholarship fund, which is specifically for education.

\*Obie Johnson – Chair – Suggested we move the discussion of budget to the “New Business” section of the agenda for further discussion.

- 3) Obie Johnson reminding others about the legislative meeting on September 14<sup>th</sup>. (State CFAC) An explanation to guests was given. Meeting in Raleigh from 9:00 – 3:00 and Richard Topping is one of the guest speakers. It provides guidance to the general assembly.
  - Eric Fox discussed the cuts this year were 153 million dollars but about 300 million are reserved funds, another 300 million are funds that are not paid out yet.
- 4) Obie Johnson – Brought up during the last meeting the 3 committees – CFAC, IDD, and MHSA were either combining or staying separate. No decision was made. Discussion on the 3 different committees determined the System of Care is now based in each individual county.
  - Julie Whitaker asked if we could get CFAC board to go to Cardinal’s Triad board and ask if CFAC can still have the committees they had under CenterPoint. Obie informed that step had already happened but an answer had not been given.

**V. State CFAC Updates Eric Fox**

\*Eric Fox discussed Self Assessments given to CFAC members 3 months ago and wanted to clarify that LME/MCO is the accurate term. He stated there are 2 contracts, one with DMA and the other with DMH. DMH does the LME part, which is the State funds, and DMA does the Medicaid work, which is the MCO piece. Several conferences coming up include: State CFAC - September 14, Local to State CFAC Phone Call - September 21, OPC is having a Peer Support Workshop - September 23, NAMI NC Conference - October 7-8, One in Recovery – November 9-11, NC TIDE - November 14-16, and Pinehurst Conference – No specific details at this time – Early December.

- Discussed the voting in of 2 new members (Pam Goodine and Gail Allison) bringing member number to 15 but 1 member retired (Reid Pen) bringing member number to 14.
- Discussed leadership – Obie Johnson has been acting chair. With new bylaws – there will need to be a chair and a chair elect.
- Discussed suicide rates have dropped in all Triad counties.
- Discussed 1115 Waiver Application went in on June 01, 2016 – Medical side, 3 statewide entities, 6 Regions – Each region can have up to 2 provider entities.
- Discussed the self-assessments with members.
- Bill Donohue – Wanted to know if there has been any discussions concerning the state of Ohio along with several other states are in litigation under the ADA concerning the waiting list issue and would like to know if the State CFAC is bringing those issues forward. Eric Fox suggested this would be a great topic to bring to public comment. He also suggested that when Obie Johnson attends the State CFAC phone call, he could discuss this matter.

**VI. New Business Clark / Fox /Johnson**

\*Jane Clark discussed Cardinal Innovations HealthCare ORG Chart. She wanted it to be known that she is in direct contact with several on the ORG chart and she is a strong advocate for the CFAC board. Also, Jane doesn’t want CFAC to look at it that things are going away, there are just more options out there that can work together. Packets were handed out to the CFAC committee. (Official CFAC On Boarding, 25 Characteristic, Examples of CFAC activities, CFAC Annual Action Plan, CFAC Schedules, CFAC Comments to Governing Board, CFAC Annual Checklist and Updates on the 6 Statutory Tasks.

- Eric Fox asked what the group felt with the suggestion of 1 Meeting for Business Plan and Budget, 2 Meetings for Quality and 3 Meetings for Miscellaneous such as Gaps in Service, etc. It was requested that information be given to the members at least a week in advance so they had time to go over it.
- Obie Johnson suggested that the representing board get together before meetings to create their own agenda.
- Gladys Christian asked if the printed material be made in large print.

\*Obie Johnson asked for a vote for supporting the Global Peer Support Recognition day on October 20, 2016 in the amount of \$400.00. There was a motion made by Glenda Smith and it was seconded by Matt Potter. – Pam Goodine explained last years Recognition Day and how important it is.

- Bill Donohue stated we should discuss the budget first and had a proposal. Bill Motioned \$1,000.00 total for Mileage and Stipends, \$750.00 Each (\$1,500.00 is left) for Food and Trainings, and \$2,500.00 for Miscellaneous. The motion was seconded and all Approved.

- Glenda Smith motioned to support the Global Peer Support Recognition Day. Matt Potter seconded the motion.

- Mary Miller – Stated she had a problem concerning the community events that CFAC will not be able to support anymore. She stated she wasn't sure what she was giving this money for concerning the Global Peer Support Day.

- Glenda Smith– Would like to know if Cardinal could support it this year like CenterPoint did last year. - Eric Fox suggested someone come up with a list of the activities CFAC sponsored in the past and decide from there. – Obie Johnson called for a vote. There were 7 I's and 2 Opposed. The motion carries. – Matt Potter asked if there was a way for Cardinal to support this and other events. Jane Clark stated they could email her directly because there was money set back for Community and Member Engagement.

Glenda Smith– Would like for Cardinal to come up with last year's budget on which committee paid for what event. Jane Clark stated she would find out who to contact and find out that information.

**VII. Action Steps:**

-Jane Clark suggested all CFAC members review the material given out and to email her with any suggestions.

- Bill Donohue asked the CFAC committee again if they were interested in being a leader in NC on behalf of Cardinal to champion concerning the wait list issue – Obie Johnson asked if this is a gap in services and if so, CFAC duties were to find gaps in services and advocate for change. - Obie Johnson asked for a decision if CFAC was going to support this endeavor. Eric Fox – CFAC terms, Recommended addressing it to the State. ISSUE –Bill Donahue- “Formal addressing by way of community engagement or community forums; the gap in services that exist for people who are documented on waiting lists as well as those undocumented and therefore unknown in our prevalence data across the state who should be eligible for IDD services. By IDD services, I mean both (b)(3) services as well as the innovations waiver.”

**VIII. Recommendations to the Board**

N/A

**IX. Comments & Adjourn**

Obie Johnson – The Chair entertains a motion to close. Matt Potter – So moved.  
Meeting closed.

Submitted by:

Cynthia (Cindy) Rhodes / Admin Support Professional

09/16/2016