



**STATE CONSUMER AND FAMILY ADVISORY COMMITTEE**

**MEETING MINUTES**

**Date:** Wednesday, April 13, 2022, **Time:** 9:00 am **Location:** Hybrid Meeting  
 Replay the Meeting: URL Password:

<b>MEETING CALLED BY</b>	April DeSelms, Chair
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<b>TYPE OF MEETING</b>	Public Meeting
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**ATTENDEES**

**COMMITTEE MEMBERS**

<b>IN ATTENDANCE</b>		<b>ABSENT</b>	
<b>NAME</b>	<b>AFFILIATION/CATCHMENT AREA</b>	<b>NAME</b>	<b>AFFILIATION/CATCHMENT AREA</b>
Jessica Aguilar	Partners (WebEx)	Patty Schaefer	Partners
Jean Andersen	Partners	Lori Richardson	Sandhills
Kenneth Brown	Alliance (WebEx)	Jason Burke	Vaya
		Robin Jordan	Vaya
Bob Crayton	Vaya	Johnnie Thomas	Alliance
April DeSelms	Eastpoint	April DeSelms	Eastpointe
Crystal Foster	Trillium (WebEx)		
Pat McGinnis	Vaya	Orion Christy	Vaya
Susan Monroe	Vaya	Mark Fuhrmann	Partners
Brandon Wilson	Vaya (WebEx)		
Dreama Wilson	Vaya (WebEx)		
Ricky Johnson	Trillium – Phone		
Heather Johnson	Vaya (WebEx)		
Lorraine Washington	Eastpoint		
Crystal Foster	Partners		
Janet Breeding	Sandhills (WebEx)		

**GUESTS**

<b>NAME</b>	<b>AFFILIATION/CATCHMENT AREA</b>	<b>NAME</b>	<b>AFFILIATION/CATCHMENT AREA</b>
Betty Wilkins		John Weeks	Partners
Janet Sowers	Partners	Marie Dodson	
Angela – Christine Rainer		Annette Smith	
Ar-Nita Davis		Eva Stevens	
Chelsea Alle	Vaya Staff	Carol Conway	
Frank Messina		Aimee Brendle	Partners
Deborah Hendren	Vaya Staff	Romana Branch	Alliance Staff
Cindy Trobaugh	Partners staff		
Cheryl Powell			
Lara Kehle			
Vanessa Brumfield	Vaya Staff		
Sarah Potter	Partners		



STAFF			
NAME	AFFILIATION	NAME	AFFILIATION
Renee Rader	DMH	Brandon Rollings	DMHDDSAS- CE&E
Deb Goda	DHB	Badia Henderson	DMHDDSAS- CE&E
Debra Farrington	DHB- NC Medicaid	ShaValia Ingram	DMHDDSAS- CE&E
Deepa Avula	DMH	Stacey Harward	DMHDDSAS- CE&E
Mya Lewis	DMH	Suzanne Thompson	DMHDDSAS- CE&E
		Wes Rider	DMHDDSAS= CE&E

### 1. Consent Agenda & Approval of March Minutes

<b>Discussion</b>	<p>Vice Chair Jean Anderson opened the meeting at 9:08            Roll Call            Consent Agenda approved Janet Breeding motioned and Bob Crayton seconded the motion.            Minutes were reviewed. Pat was listed twice. Jason was listed in attendance. Robin Jordan was missing. Monet's name is misspelled and Sarah. Danial Peterman is missing. Scott Pokorny and Michelle Merritt was missing.            Janet and Bob abstained from approval of the minutes. Person responsible for minutes should be Stacey            Division Updates- Dr. Avula is listed as Interim            Renee Rader's update the date of rollout is wrong            TBI Update – Should be DHB not DHB            Minutes were approved with the changes above.</p>		
<b>Conclusions</b>			
<b>Action Items</b>	<b>Person(s) Responsible</b>	<b>Deadline</b>	
Distribute and post minutes to the website	Stacey Harward		

### 2. Public Comment

<b>Discussion</b>	<p>Angela- Christine Rainer - Spoke during public comment- we are being told that since we have fiduciaries, we will be getting the \$2000 bonus provided to Direct Care, but nothing is happening. We would like to have one contact point so that EORs can assign a single contact person. Heather Johnson at the table said she is an EOR also and that EORs should go through their LME MCOs. Angela is representing other families in the EOR program who are on a Facebook Self Directed innovations group.            Suzanne Thompson stated that all of these questions should go to the Medicaid Help desk. If you are not receiving responses, then please send your question directly to me. There is not one point of contact. Suzanne placed the email address in the chat. <a href="mailto:Medicaid.DCW.HelpDesk@dhhs.nc.gov">Medicaid.DCW.HelpDesk@dhhs.nc.gov</a> Angela was asked to place her email in the chat so that others with concerns could connect with her. She did so. Annette Smith shared that the wage increases should be in the following paychecks and to please email her if they are not.</p>		
<b>Conclusions</b>			



Action Items	Person(s) Responsible	Deadline

### 3. Michael Schwartz – Quality Management Consultant DMHDDSAS

<b>Discussion</b>	<p>Provided an overview of how Data is used and presented from a PowerPoint titled Prevalence and Penetration –Power Pointe attached</p> <p>Questions:</p> <p>Q: Orange County numbers? Because of the services offered in Orange County’s that does skew the numbers som. Since TEACH is located in Chapel Hill, would that throw the numbers high?</p> <p>A: Numbers are based on where the consumers live not where they go for services.</p> <p>Q: Crystal Foster- do the services count emergency room visits as well.</p> <p>A: Michael – Yes. Data may not be there for people who are uninsured.</p> <p>Q:</p> <p>A: Might check with LME MCO for an explanation of the data reported</p> <p>Q: Would prevalence data be a better way to determine waiver slots than the current method.</p> <p>A: Prevalence is used in several different grants to target areas with higher needs.</p> <p>Q: Cheryl Powell- does that mean that the uninsured are possibly on their own if the LME has depleted their funds.</p> <p>A: Uninsured dollars are received from the legislators, and they have block grant funds that can be used but these are limited amounts. Since it is not an entitlement, unfortunately, a lot of people who are uninsured are underserved. This does pose a conundrum</p> <p>Q: How does DHHS decide what to gather data on?</p> <p>A: There are certain federal requirements. Program managers want to collect data to see how are well we are using our resources. Also, the LMEs make decisions on what to collect data on.</p> <p>Q: Crystal Foster- in regard to the data that we receive from the LMEs. Are there specific line items that you request? Is it possible to see all the LME’s data in one report?</p> <p>A: Quarterly Performance Measure reports. The fourth quarter includes an end-of-year accounting for the entire year. We have county-level data that we use as well.</p> <p>Follow-up question...is there a way to see all the LME’s data in one presentation or bar graph so there is continuity. Michael asked for Crystal’s contact info and offered to send the data breakout information out to her.</p>	
<b>Conclusions</b>		
<b>Action Items</b>	<b>Person(s) Responsible</b>	<b>Deadline</b>

### 4. DHB Update- Debra Farrington

<b>Discussion</b>	<p>Healthy opportunities. Food services</p> <p>The extension of postpartum coverage goes from 60 days to a full year, and it is full Medicaid coverage and not just limited to the birth of a child. NC has very high childbirth morbidity rates.</p> <p>Talked about the type of plans. December 1<sup>st</sup> is still the timeline for Tailored Plans to go live. We are doing testing of systems and will be making in-person visits.,</p> <p>Ensuring that members’ services and provider service lines are up and functional.</p> <p>Talked about Foster Care. State proposed plan for Foster Care. About 31,000 children in Foster Care.</p> <p>Originally scheduled the release of the RFP in June. WE have heard from LME MCOs and CFACs as well as counties regarding the plan.</p> <p>Pat McGinnis- Why do you think we have high mortality rates of infants in NC.</p>
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	<p>Debra- part of it has to do with access to care. Prenatal care is really important and if women do not get it there are increased risks. If you are a person of color or poor, you are at higher risk. NC has developed an Action Plan to address some of these issues.</p> <p>Q: - What were some of the questions that were asked by the legislators.</p> <p>A: Wanted to understand why we are changing something in addition to all the other changes. Folks did not want the LME MCOs to go through additional changes. Someone had compiled the questions. Debra will look for them and send them over.</p> <p>Q: How will transportation be handled under the specialty foster care plan?</p> <p>A: In the same way non-emergency medical care is available and would have to contract with providers to ensure transportation is available.</p> <p>Q: Pat asked if people who provide the transportation are being paid adequately and if their rate would increase due to gas prices going up.</p> <p>A: We haven't heard this as a factor, but we could see how some providers might pull out due to rising fuel prices. Something we will need to keep an eye on.</p> <p>Q: Jessica A. non-emergency medical transportation? I had difficulty understanding Jessica. Check the recording, please.</p> <p>Q: Person with a mental health consultation. I had difficulty understanding Jessica. Please check the recording. If they want to see a therapist who is not on the health plan, the health plan can contract with an out-of-network and may be able to pay the provider a little less than the standard rate. There should be able to get this medication regardless as all the plans have the same pharmacy benefits. Have the person call the health plan helpline. If they do not get help have them call the Ombudsman.</p> <p>The day program is supposed to provide transportation. The day program is saying they will only provide ten miles of transportation per week so there is no way to provide transportation to the day program.</p> <p>Q: Member recruitment for MACs</p> <p>A: Suzanne Thompson- We are working with the MACs to encourage recruitment</p>	
<b>Conclusions</b>		
<b>Action Items</b>	<b>Person(s) Responsible</b>	<b>Deadline</b>

5. DMH DD SUS Update Renee Rader

<b>Discussion</b>	<p>Renee Rader will be filling in for the Director Avula and given her schedule I will probably be providing the update for this meeting. Director Avula will attend when she can.</p> <p>We have heard that people with IDD are being turned away from SUD services and are working with providers to see why that is.</p> <p>Opioid settlement dollars. Looking to fund 20 providers at \$400,000 a year to provide recovery support services. RFP is open until May 12<sup>th</sup>.</p> <p>Community Behavioral Health Clinic Evidence-based model which provides whole-person care. We currently have a couple in NC and this RFP will expand coverage across the state.</p> <p>I/DD Peer Support RFP published. Person to person or family member to family member to help a parent with service navigation. Hope to provide an update next month on who we selected.</p> <p>We do have several vacancies with DMH DD SAS. We are actively recruiting to fill her position. If you know anyone who might be a good fit, please send them our way.</p> <p>We have I/DD Section Chief and I/DD Team Lead positions open.</p> <p>Q and A</p> <p>Q: Crystal Foster- the RFA for provision of opioid settlement funded services ...thought this was up to each county There are multiple parts of the settlement. This part is the settlement specific for the state to administer. What are the requirements for the Section Chief position?</p>
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	<p>Expertise in I/DD and TBI...went over other qualifications.          Some gentle feedback. I had a friend apply with 26 years of experience and she has not received a reply and her references have not been checked so she is a little disappointed.          Crystal- wanted to thank the Division for helping get additional Narcan kits in Carteret County.</p>		
<b>Conclusions</b>			
<b>Action Items</b>	<b>Person(s) Responsible</b>	<b>Deadline</b>	

## 6. Behavioral Policy update

Deb Goda

<b>Discussion</b>	<p>State Emergency and Federal Emergency Wind-down          Telehealth, telephonic, and in-person claims volume information 12/31/18- 1/15/22 slide displayed.          CAHPS Adult Patient Experience with Overall Healthcare Received          80% of adult beneficiaries reported satisfaction with their health care overall.          Not much difference in reported satisfaction between those who did and those who did not receive telehealth services.</p> <p>Questions          Q: 30% of respondents said they did not have access to a computer. How was the survey distributed?          A: Mail and telephone.          Q: number is December and January. Are they down because people are traveling and can't they access telehealth while traveling/          A: This is not unusual. People are busy that time of year, traveling but busy and we see lots of cancelations.          Q: Which flexibilities will be kept in place?          A: State policy flexibilities are ending. Many around durable medical equipment, dental, pharmacy etc. Deb will send a link to the Bulletin.</p>		
<b>Conclusions</b>			
<b>Action Items</b>	<b>Person(s) Responsible</b>	<b>Deadline</b>	

## 7. Annual Report, Legislative Sub-Committee, Nomination Committee, State to Local call agenda plan,

<b>Discussion</b>	<p>Not all committees have finalized their report.          Brandon Wilson- Gaps and Needs committee has not produced its report. They have not received network adequacy reports from all the LME MCO's including VAYAs. Heard immediately from VAYA, is Staff Dreama that the report now online</p> <p>Legislative Committee report. Committee Report provided by Lorraine Washington - Legislative Advocacy Day scheduled for May 18<sup>th</sup></p> <p>Nomination Committee. Committee Report provided by Lorraine Washington</p>		
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April will be calling a meeting of the members before the end of next week.

State to Local call coming up. Discussion about what two questions should be asked of local CFACs?

Are there any community engagement events that they are involved in?

Do they have a community engagement committee?

Primary beneficiary participation in CFACs?

Regional CFAC or Statewide CFAC possibly in the Fall?

Suzanne – We can assess the comfort level of people regarding meeting in person and possibly plan one for the Fall.

Suzanne asked if her team should work with the SCFAC to plan it or should we work with the local CFACs to plan it.

The response was to work with the SCFAC.

Suzanne- Stacey, Wes, and ShaValia will start polling people to ask about an in-person Statewide meeting in the Fall.

We will also look for a place that will accommodate in-person but also accommodate virtual attendance (a hybrid meeting).

May, June, and July SCFAC Agenda items:

Project Search, ASNC

Can we get the data that Michael Swartz showed from each of the LMEs?

Jennifer Bowman with Quality Management

Update on the TBI Waiver with the addition of Orange and Mecklenburg Counties. What is Alliance offering re services and supports? Also, BIANC is offering a camp established for people with TBI. In-person and virtual camps.

Camp Royall

Geriatric Teams. Geriatric Peer Support Services

Youth Suicide and what is being done to provide more health care and outreach to children

NC Specialty Plan RFP Update on awarded contracts

Update of the State Plan – Suzanne- We need to figure out who at the Division is spearheading the State Plan for MH DD and SUD.

Jessica- CIE and Supported Employment. Suzanne Thompson stated, and announcement went out yesterday. Lunch and learn series. 3<sup>rd</sup> Wednesday every month from April – end of year. Info will be included in the CEE Team Update.

Jessica said she has lots of Hispanic family's asking about services for people with addictions what is the process to get services, etc. Suzanne- That would be DeDe Severino and Starleen Robbins.

LME MCO Updates- years ago we had a rotation

Suzanne- You are asking for a lot of people to come and provide information. My question is what you are going to do with that information. Jean Anderson- We should develop some form of feedback for someone. Jean- would like to see work products produced on a monthly basis. We should be conversing with more than just 25 legislators.

Annette Smith- In the four years she has been on Alliance CFAC, she has not received copies of any letters produced by the SCFAC.

Ricky Johnson- he traveled to Missouri last week and was recognized by the state legislature for his work with High Schools. He said if he could be of assistance and speak in any counties in NC, he would be glad to do so. Jean Anderson asked if he would like to speak to the SCFAC.

Has reservations about writing a letter until they learn more about the subject as everything is changing so rapidly?

Sarah Potter – Could we invite legislators to our meetings and open a more direct link of communication. Approach them and ask them how best to communicate with them and if they have questions for us.

Suzanne- members need to work to cultivate multiple relationships with legislators. What legislators do you want to invite and when?

Pat – Local CFACs are supposed to have members on the LME MCO Governing Board. If they do serve on the LME Governing Board, they will meet County Commissioners who also serve on the Governing Board.

May - Camp Royall, QM, and Annual Report Jennifer Bowman,

June - Ricky Johnson,

Much discussion about DSP salaries

33 online participants at 10:30 AM. Only 26 online participants at 2:10 PM.



<b>Conclusions</b>			
<b>Action Items</b>	<b>Person(s) Responsible</b>	<b>Deadline</b>	

<b>Meeting Adjourned:</b>	<b>Next Meeting:</b>
3:05 PM	May 11, 2022