



	<ul style="list-style-type: none"> <li>• Suzanne also spoke about the monthly written update the Team formerly produced. The current plan is to begin regularly publishing a newsletter. She asked for feedback on what CFAC members would like to see in a newsletter and how often they would like to see it published.</li> <li>• Suzanne encouraged local CFAC members to attend SCFAC meetings. The new location of SCFAC meetings will allow people to participate by phone. The list of SCFAC vacancies will be opening in July will be coming out soon.</li> <li>• Mary Ann Widenhouse stated that Wes Rider came to the Vaya CFAC meeting and performed a training which was very well done.</li> <li>• Patty Schaeffer thanked Stacey Harward for coming and training Adult MHFA and clarified that CE&amp;E Team members are available on Saturdays.</li> </ul>						
<b>Conclusions</b>	•						
<b>Action Items</b>	<table border="1"> <thead> <tr> <th></th> <th><b>Person(s) Responsible</b></th> <th><b>Deadline</b></th> </tr> </thead> <tbody> <tr> <td>○</td> <td></td> <td></td> </tr> </tbody> </table>		<b>Person(s) Responsible</b>	<b>Deadline</b>	○		
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## 2. Agenda topic: SCFAC Meeting Review

**Presenter(s):** Benita Purcell

<b>Discussion</b>	<ul style="list-style-type: none"> <li>• Benita reviewed the events of the SCFAC meeting held on 1/10/18.</li> <li>• Secretary Cohen and Asst Secretary Mark Benton attended the first 30 minutes of the meeting.</li> <li>• Brad Riley, Cabarrus County Sherriff, spoke on issues related to the county jail and the number of people in jail for MH and/or SA service need. He also spoke about a new position created that would provide case management services to inmates with MH and or SA issues. Mentioned that 100% of his officers are CIT trained.</li> <li>• Hope Haven presentation - Ms. Alice R. Harrison presented on the work of Hope Haven, Inc. of Charlotte NC.</li> <li>• DMH DD SAS update - Lisa Haire</li> <li>• DMA update - LeJay Parker and Greg Daniels</li> </ul>						
<b>Conclusions</b>	•						
<b>Action Items</b>	<table border="1"> <thead> <tr> <th></th> <th><b>Person(s) Responsible</b></th> <th><b>Deadline</b></th> </tr> </thead> <tbody> <tr> <td>•</td> <td></td> <td></td> </tr> </tbody> </table>		<b>Person(s) Responsible</b>	<b>Deadline</b>	•		
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## 3. Agenda topic: Local CFAC Updates

**Presenter(s):**

<b>Discussion</b>	<p>Cardinal - Beverly Corpening</p> <ul style="list-style-type: none"> <li>• <i>Alamance Stepping Up Together</i> initiative - Cardinal Innovations Healthcare Grant. Alamance County commissioners accepted a \$1.2 million grant from Cardinal Innovations Healthcare, which administers much of Alamance County's mental health funding, to help start a mental healthcare funding and to help start a mental-health diversion and restoration center; a 24-hour, 7-day a week center for law enforcement officers to take nonviolent offenders having mental health or substance abuse crises somewhere besides the jail or emergency room to get them the right kind of help more quickly, letting police focus on other matters.</li> <li>• County Manager, Bryan Hagood, said the next step was to find new locations for Alamance County Transit Authority and Adult Day Care, which now occupy the Elderly Services building. The most likely location</li> </ul>
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for the diversion center. After that, Hagood said that the building would have to be evaluated, and then there would be a budget and timeline for the center.

- Cardinal Innovations Healthcare has started a newsletter, InfoSource. There is a section that focuses on the CFACs. In this first addition, they focused on the CFAC from Alamance Caswell and their Chair. It also provides a list of all upcoming trainings.
- Thanked Suzanne for coming to all the Cardinal CFAC meetings. Cardinal CFAC is looking forward to working with the new leadership.
- Reviewed the peer support trainings that are occurring in their area.
- Beverly stated that she had meet the acting CEO, Tray Sutton. At this time, she is very pleased with him and feels that he supports the input of the CFAC members.

#### **Partners - Patty Schaeffer**

- CFAC has not meet in Dec and January.
- We have received the SWOT and reviewed the information.
- We are planning on hosting two retreats for the CFAC. One is a 2-hour work group and the other will be 8 hours for training.
- Patty S. received an award at Pinehurst – *Making a Difference in Cleveland County*.
- [www.countyhealthraking.com](http://www.countyhealthraking.com) – This is to find out where your county ranks.
- *Peers to Pearls* meets the first Saturday of each month. This is a group of peers that have joined together to support each other, receive training and information (this is not a support group). The meeting changes location so that no one person is having to drive long distances to every meeting. This program is approved by Ron Magnum. We are hoping to connect with VAYA and Alliance to bring their peers into these group. We want to have open communication lines with all MCO's to find out how everyone is supporting their Peers.

#### **Sandhills - Azell Reeves**

##### New

- CFAC members attended the Sandhills Center's Community Stakeholder Breakfast meetings in Randolph County and Harnett County.
- Mary Kidd, Complaints and Incident Manager of Sandhills Center's Quality Management unit presented the quarterly reports on monitoring, investigations, complaints and incidents to the committee.
- Two CFAC members serve on the NCDHHS Innovations Waiver Renewal State Stakeholders Workgroup.
- Three CFAC members attended the North Carolina Council of Community Programs, "Emerging Horizon" Conference, Pinehurst Resort, Pinehurst, NC

##### Ongoing

- At each meeting, CFAC members review the Sandhills Center Consolidated Balance Sheet and Income Statement, as well as the

most recent Medicaid Waiver Operations report and the committee's strategic plan.

- In addition to serving on the Sandhills Center Board, CFAC has representation on the following Sandhills Center committees: Client Rights, Global CQI, Network Leadership, and Quality Management. Members have also been asked to serve on several subcommittees of Sandhills Center standing committees.
- The chair and vice chair participate in the monthly State CFAC conference call with CFACs across the state and make presentations on behalf of the Sandhills Center's CFAC, as required.
- One of Sandhills Center's CFAC members serves on the State CFAC.
- The CFAC chair, vice chair and staff liaison continue to work together to prepare agendas for future meetings.
- In some counties, CFAC members team with the Sandhills Center staff to conduct the Crisis Intervention Team training (CIT) for individuals with MH/DD/SA areas, resulting in over 900 law enforcement officers, EMS personnel, and 9-1-1 dispatchers being trained in crisis communication and de-escalation skills.
- Through the participation of CFAC members' advocacy on numerous leadership, stakeholder and community groups, CFAC members are continuously advocating for stability, responsive service management and system improvements for consumers being served in their catchment areas and throughout the state of North Carolina. By preserving the current model of behavioral health care management, this important voice in the behavioral health environment remains strong.

#### **Future**

- CFAC members will regularly review the committee's strategic plan and update it with status reports.

#### **Sandhills Center LME/MCO Initiatives**

- Sandhills Center has seven (7) In-Reach Specialists; all are certified as Peer Support Specialists (CPSS). In addition to the training required for them to be certified, Sandhills Center have offered them training in areas; such as, motivational interviewing, and they are able to attend all trainings sponsored by our organization.
- Sandhills Center will have Facility-Based Crisis services fully operational later this year after selecting a Randolph County location to serve residents who live throughout the region. Sandhills Center purchased a property located at 110 W. Walker Ave., in Asheboro, that was previously owned by Randolph County government. It currently houses the local county walk-in crisis center. The property is under extensive renovations to also include a 16-bed non-medical unit to provide an alternative to hospitalization for adults experiencing

behavioral health crises. Additionally, it will have six (6) “observation chairs,” which provide a period for people to be treated for their crisis, and their level of care needs assessed for up to 23 hours. Following this period, if a person is unable to go home, they may be placed in the Facility-Based Crisis center, transferred to a higher level of care, or connected with a community provider to receive continued services. Ultimately, Sandhills Center’s goal is to see that members who receive crisis services will continue behavioral health treatment by accepting referrals and connections to community providers. The Facility-Based Crisis center will be accessible 24 hours a day, seven days a week, for urgent and emergent assessments, as well as involuntary commitment evaluations. Colocation with the local county walk-in crisis center is optimal, allowing for a full continuum of crisis services under one roof.

- Sandhills Center is dedicated to creating an environment where residents are better able to understand people who are experiencing behavioral health challenges and crises. We are educating people on ways to assist when help is needed through Mental Health First Aid (MHFA) training. MHFA is an intensive, interactive 8-hour course that helps participants to identify, understand and respond to signs of addictions and mental illness. Topics covered include depression and mood disorders, anxiety disorders, trauma, psychosis and substance use. Participants are instructed on the concepts of recovery and resiliency, which is a philosophy that people can and do get better by focusing on their strengths to stay well. Each participant who passes the course receives a three-year certification as a “Mental Health First Aider.” Sandhills Center partnered with the Division of Mental Health, Department of Health and Human Service (DMH, DHHS) and the University of North Carolina (UNC) School of Social Work to bring the 40-hour MHFA train-the-trainer program to the region. It produced 18 new instructors who are now able to facilitate the 8-hour certification course in their own communities.
- Recognizing that the opioid use epidemic affects people from all socioeconomic backgrounds, including our members, we have developed a community-wide plan to address opioid addiction. Some examples of Sandhills Center’s recent efforts include:
  - ❖ An increase of 13 percent in provider reimbursement rates for opioid addiction services that offer tailored plans and work along with outpatient therapy. We also have opened our network to new medication-assisted therapy providers, and seek new ways to address potential service gaps.
  - ❖ Funding for local providers to purchase naloxone, and connecting community partners to valuable education on the distribution and use of naloxone.
  - ❖ Matching funds for law enforcement to investigate and take action on illegal prescription abuse including “doctor shopping,” stealing prescription medication and forging prescriptions.

- ❖ Partnering with Alcohol & Drug Services (ADS), in Guilford County, to develop additional service options to meet the needs of members with opioid addiction.
- ❖ Working with local partners to research national and state practices including a pilot “quick response” team in New Hanover County, NC that responds to overdose reversal scenes and determines if patients are prepared to enter treatment or should spend time in drug courts or jail.
- ❖ Expanding Crisis Intervention Team (CIT) Training to educate first responders to de-escalate behavioral health crises.
- ❖ Developing and implementing provider education that focuses on substance use disorders and opioid use while coordinating behavioral and physical healthcare, or Integrated Care. We continue to provide training and technical assistance in the areas of opioid treatment, harm reduction and therapy-interfering behaviors.
- ❖ Involvement throughout the region in community education projects including the Substance Abuse and Mental Health Symposium: The Prescribed Addiction. The event was sponsored by Randolph Community College and the Randolph Health Community Foundation. Staff also are active with Project Lazarus, which focuses on prescription drugs and other opioids. Sandhills Center is very active in take-back events and resource fairs to share information with residents, schools, businesses and neighborhood watch groups. These efforts have expanded to rural areas, distribution of materials to physicians’ offices and collaborating with other agencies through advertising and public relations.

- Sandhills Center is committed to ensuring that members have timely and easy access to behavioral health services, and that network providers have the availability to meet members’ needs. A means of accomplishing this goal is to maintain searchable and up-to-date information about network providers, contact information and services offered in the Sandhills Center Provider Directory. Sandhills Center recently implemented an enhancement to our Provider Directory. To provide continuity and increase comfort using the updated directory search feature, the planned directory now includes a number of similar elements to the current search function. In addition to the information currently available in the Provider Directory, the enhanced search includes:
  - ❖ Specialties being offered by the provider.
  - ❖ Whether new members are being accepted by the provider.
  - ❖ Cultural and linguistic capabilities of network providers.

- ❖ Completion of cultural competence training.
- ❖ The availability of American Sign Language offered by the provider or access to a skilled medical interpreter.
- ❖ Any physical health accommodations offered by the provider.
- ❖ An option to print a full directory, if desired.

The Provider Directory has the ability to display provider services at specific service locations. Additionally, it provides information about available therapists, age-disability and other target populations served, evidence-based treatment practices available, specialties and language options for members. Tracking this information helps to remove members' barriers to services and improves Sandhills Center's ability to make appropriate referrals to network providers.

- Sandhills Center is proud to collaborate with the University of North Carolina at Chapel Hill, School of Medicine on an innovative training program designed specifically for Sandhills Center and its network of providers. The training focuses on ACT, or assertive community treatment, particularly for those members participating in the Transitions to Community Living Initiative (TCLI). It is a joint effort with UNC's Institute for Best Practices, part of the Center for Excellence in Community Mental Health, Department of Psychiatry. The series includes eight days of classroom training, web-based meetings, and one-on-one consultations with Center for Excellence and Sandhills Center leadership staff. The UNC staff are working under the direction of Dr. Lorna Moser.
- Sandhills Center takes very seriously our commitment to bringing high-quality educational programming to our network of providers. Throughout the year, we offer an array of learning opportunities to suit a variety of needs within our nine-county region. One particular example is Motivational Interviewing Training. For several years, Sandhills Center has offered this program to audiences including Call Center staff, the Hospital Transition Team, as well as other providers and important stakeholders. We currently are planning a new Motivational Interviewing (MI) course, to be held in late spring. It is targeted to assertive community treatment team (ACTT) providers, or more specifically, those who offer Transition to Community Living Initiative (TCLI) services. The two-day training will offer intensive exposure to MI, an intensive, evidence-based practice for promoting positive behavior change using a person-centered, goal-oriented approach that recognizes and empowers personal autonomy. It is widely used in healthcare and human services settings to improve provider-client and self-management-related health outcomes. The expected benefit is that TCLI providers will adopt collaborative, guiding and compassionate communication styles that enhance member satisfaction, efficiently identify members' needs and priorities, and ensure successful service engagement. Participants will focus on the

	MI principles that are geared to empower members, making treatment different from more traditional therapies.		
<b>Conclusions</b>	•		
<b>Action Items</b>	<b>Person(s) Responsible</b>	<b>Deadline</b>	

**4. Agenda topic: Open Discussion**

**Presenter(s): Ben Coggins**

<b>Discussion</b>	<ul style="list-style-type: none"> <li>• What are your LME/MCO's doing to educate and empower their Peer Support Specialists?</li> <li>• Pat McGinnis - Vaya sponsors a Peer Learning Community, which meets quarterly, that will host an event this Saturday. Anyone interested is invited to attend. It will be held at the Goodwill on Patton Avenue in Asheville.</li> <li>• Patty Schaeffer shared that you do not have to be a veteran to take the online classes on the Behavioral Health Springboard website.</li> <li>• Ben spoke about an opportunity to provide feedback on a mental health <i>Money Follows the Person</i> website through the Minority Fellowship Program Coordinating Center and receive a \$100 gift card to participate. Details are available in an email which Tammy Baity sent out today.</li> <li>• Mary Ann Widenhouse mentioned a NAMI regional conference that will be held on April 28th at the First Baptist Church in Asheville. She will send an electronic copy of the flyer to Stacey for Tammy Baity to distribute.</li> </ul>		
<b>Conclusions</b>			
<b>Action Items</b>	<b>Person(s) Responsible</b>	<b>Deadline</b>	
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**Meeting Adjourned 8:16**  
**Next Meeting: 2/21/18**  
**Minutes Approved 3/14/18**