



STATE CONSUMER AND FAMILY ADVISORY COMMITTEE

MEETING MINUTES

Date: Wednesday, September 11, 2019 **Time:** 9:00 am **Location:** Dorothea Dix Campus, Lineberger Building
1205 Umstead Drive, Raleigh, NC 27603

MEETING CALLED BY Benita Purcell, Chair

TYPE OF MEETING Public Meeting

ATTENDEES

COMMITTEE MEMBERS			GUESTS		
NAME	CATCHMENT AREA	PRESENT	NAME	CATCHMENT AREA	PRESENT
Jean Andersen	Cardinal Innovations	<input checked="" type="checkbox"/>	Bob Crayton	Cardinal Innovations	<input checked="" type="checkbox"/>
April DeSelms	Eastpointe	<input checked="" type="checkbox"/>	Doug Wright	Alliance	<input checked="" type="checkbox"/>
Jonathan Ellis	Trillium	<input checked="" type="checkbox"/>			<input type="checkbox"/>
Mark Fuhrmann	Partners	<input checked="" type="checkbox"/>			<input type="checkbox"/>
Angelena Kearney-Dunlap	Cardinal Innovations	<input checked="" type="checkbox"/>			<input type="checkbox"/>
Wayne Petteway	Trillium	<input checked="" type="checkbox"/>			<input type="checkbox"/>
Benita Purcell	Cardinal Innovations	<input checked="" type="checkbox"/>	CONFERENCE CALL PARTICIPANTS		
Ron Rau	Sandhills	<input checked="" type="checkbox"/>	Sarah Potter	Cardinal Innovations	<input type="checkbox"/>
Lori Richardson	Sandhills	<input checked="" type="checkbox"/>			<input type="checkbox"/>
Susan Stevens	Cardinal Innovations	<input checked="" type="checkbox"/>			<input type="checkbox"/>
Brandon Tankersley	Alliance	<input checked="" type="checkbox"/>			<input type="checkbox"/>
Lorraine Washington	Eastpointe	<input checked="" type="checkbox"/>			<input type="checkbox"/>
Brandon Wilson	Vaya	<input checked="" type="checkbox"/>			<input type="checkbox"/>
CONFERENCE CALL PARTICIPANTS			STAFF		
Kenneth Brown	Alliance	<input checked="" type="checkbox"/>	NAME	AFFILIATION	
ABSENT			Kate Barrow	Div. MH/DD/SAS- CE&E Team	
Ginger Booth	Pat McGinnis		Jennifer Bowman	Div. MH/DD/SAS- QM	
Ben Coggins	Deborah Page		Deputy Secretary Kinsley	Div. MH/DD/SAS	
Catreta Flowers			Dr. Michelle Laws	Div. MH/DD/SAS- CE&E Team	
Mitchell Gatewood					

1. Consent Agenda & Approval of MONTH Minutes

Discussion	Benita Purcell asked the group to do introductions. Following introductions, Susan Stevens motioned to add a moment of silence in recognition of the anniversary of 9/11 to the agenda. Ron Rau seconded. The motion carried. Following the moment of silence, the group reviewed the minutes of the August State CFAC meeting and the State to Local Conference Call. Lori Richardson motioned to approve the minutes. Lorraine Washington seconded. Motion carried.		
Conclusions			
Action Items	Person(s) Responsible	Deadline	
None			



2. Public Comment

Discussion	<p>Brandon Tankersley- On Peer Support Specialist Brandon discussed the new definitions on PSS and the challenges facing providers using PSS for transportation and not meeting goals of PSS program. He discussed the reimbursement rate, there's now allocated funds. Jean Andersen mentioned that the issue is mirrored for DSPs. Brandon continued discussing how to expand the definition to be sure its not misinterpreted. Brandon Wilson suggested making this a priority for State CFAC. Jean Andersen mentioned that there is freeze on training to do quality control, trying to limit the trainers to 40 PSS. Jean asked Doug Wright; put all definitions for support Set up committee for strategic planning on combining definition from DSP and PSS.</p> <p>Kenneth Brown- submitted by email Providers Selecting Vendors for HER- <i>not addressed during public comment due to time constraints.</i></p>	
Conclusions		
Action Items	Person(s) Responsible	Deadline
Follow-up on committee for strategic planning on combining definition from DSP and PSS.		SCFAC

1. Empathy Not Sympathy: Interacting Respectfully with People with Disabilities

Jonathan Ellis, *ADA Trainer*

Sutton Advocate Consulting Services, LLC

Discussion	<p>Jonathan Ellis gave a presentation on the ADA (Americans with Disabilities Act). He began by asking if people knew when the ADA had passed; some said the 1970s, Jonathan reminded the group that the ADA was passed in 1990. National ADA https://adata.org/, toll free number is for advice 1-800-949-4232. He provided background on the ADA Centers regions, North Carolina is in Region 4. He reviewed People First Language vs. disability-first language. He provided examples, such as not petting a person's service dog or leaning on a person's wheelchair. Jonathan followed the Etiquette and Language presentation with a presentation on Public Accessibility (through the ADA). He talked about how buildings built before the passage of the ADA, some buildings may not have to renovate their building, but they still have to ensure that the programs are accessible. He mentioned that this applies to public meetings as well. He noted that the Southeast ADA Center does not have any presentations on how ADA protects MH and SUD however he sent Kate Barrow several links provided by the ADA Center. The links were provided as a handout in the packets. He reviewed the requirements for meeting the requested accommodations by public entities.</p> <p>Questions from SCFAC</p> <ul style="list-style-type: none"> - Brandon Wilson mentioned that he could've used Jonathan as a consultant a year ago when going through his CARF accreditation. - Brandon Tankersley mentioned his gratitude for reviewing the stigmatizing language. - Angelena Kearney-Dunlap asked if Jonathan could speak at regional/local CFACs, who pays for it. Mentioned that this is beneficial for State to Local <ul style="list-style-type: none"> o Jonathan responded that he is self-funded - Mark Fuhrmann asked if this could be shared publicly <ul style="list-style-type: none"> o Jonathan responded that they could be shared 	
Conclusions		
Action Items	Person(s) Responsible	Deadline
Send out links to MH/SUD and ADA.	Kate Barrow	September 11, 2019



2. Committee Work & Strategic Planning

Discussion	<p>Prior to splitting into subcommittees, the group discussed the delayed roll-out of the Standard Plan. Currently 27 counties have started the enrollment period. They discussed the delays from the General Assembly in approving the budget and how that has impacted the roll-out of the Standard Plan. Although Medicaid Transformation is slightly delayed, it will still be an issue that SCFAC needs to address as well as issues outside of Medicaid Transformation.</p> <p>The committee began strategic planning by discussing and identifying key issues, categorizing the issues and building their strategic plan.</p> <ul style="list-style-type: none"> - Research pilot programs for issues identified related strategic plan. <p>Brandon Wilson lead the discussion for consolidating and categorizing strategic plan areas. Areas include Direct Services Provided, Social Determinants of Health, Medicaid Population, Education, and Telemedicine.</p>	
Conclusions	The SCFAC developed a rough draft of a Strategic Plan for the year.	
Action Items	Person(s) Responsible	Deadline
Send State CFAC Strategic Plan to Kate for distribution.	Brandon Wilson	October 1, 2019

3. Voter Registration Project

Kate Barrow, *Community Engagement Specialist*
 Div. MH/DD/SAS, DHHS

Discussion	<p>Kate Barrow, with Mya Lewis, Div. MH/DD/SAS provided an overview of the purpose of the voter registration project, and the survey results. The survey was sent to all 1,417 Adult Mental Health and DD Group homes in North Carolina by email, with the primary goal of gathering preliminary data on voter registration rates for this group. Kate and Mya provided a break down of the survey responses:</p> <ul style="list-style-type: none"> • 948 out of 2,414 people living in group homes who are represented in this survey are registered to vote in North Carolina. 1,252 people are not registered to vote, and 298 have unknown registration status. • Of those registered to vote, 178 live in Adult MH homes and 770 live in Adult IDD group homes. • There were 1,014 people who were not registered to vote but have a Photo ID and are represented in this survey. Of those, 97 live in Adult MH homes and 917 live in Adult IDD homes. • There were 696 people who were not registered, did not have a Photo ID, but did have the necessary paperwork to obtain a Photo ID. Of those, 122 live in Adult MH homes and 574 live in Adult IDD homes. • 2,217 total people referenced in survey question responses, of which 582 voted in Fall 2018 Midterm Elections and 1252 did not vote. 383 people have an unknown voting status. • 89 people in Adult MH homes voted, and 493 people in Adult IDD homes voted. • 191 people in Adult MH homes did not vote, and 1061 people in Adult IDD homes did not vote. <p>The presentation also provided some “myth busters” in response to some of the comments provided in the survey. Some comments include “incompetent people should not vote,” “residents are too “incapable” of voting,” and “a person with a guardian cannot vote.”</p> <p>The group discussed the survey results and the need for more information on the topic as well as providing education to the community and managers at mental health and I/DD group homes.</p>	
Conclusions	Need better outcome report with this data; work with group homes on education; consider making voter registration part of a person’s plan; add to Innovations cover sheet; work with exec Directors, Managers and HR Committees.	
Action Items	Person(s) Responsible	Deadline
Send data questions, data report and comments.	Kate Barrow	October 9, 2019



4. QM: LME/MCO Quality Improvement Projects

Jennifer Bowman, *Quality Management Team Lead*
 Div. MH/DD/SAS, DHHS

Discussion	<p>Jennifer Bowman provided the new LME/MCO Quality Improvement Projects to the SCFAC. Jennifer discussed the quarterly interdepartmental meetings with Quality Improvement staff and the questions asked during the meetings, as well as the annual on-site visit. Many of the QIPs reflect the types of data collected by the Division. She mentioned that sometimes QIPs happen over several years if they are not meeting their goals. Jennifer mentioned that her goal is to provide the data that can be used at the local level, so that the Consumers can use it for systems advisory. There is an outside vendor that looks at the data to validate it. Will continue to monitor on a quarterly basis.</p> <ul style="list-style-type: none"> - Did you get a copy of the SCFAC Annual Report? <ul style="list-style-type: none"> o Jennifer mentioned that she didn't. Kate Barrow emailed a copy of the report during the meeting. Mark Fuhrmann handed her a paper copy. - The State CFAC would like to see the problems that are identified by the State and Local CFACs are addressed in the Quality Improvement Projects; should be a priority of LME/MCOs. - What will happen with the LME/MCO's with the roll-out of SP and TP? <ul style="list-style-type: none"> o Currently working on what the performance requirements are for SP and TP for LME/MCO - What do you feel like the roll is of the LME/MCO? <ul style="list-style-type: none"> o Roll is to help get services to the community for MH/DD/SUD 	
Conclusions	<p>The SCFAC would like a copy of the comprehensive report.</p>	
Action Items	Person(s) Responsible	Deadline
<p>Jennifer Bowman will return in December with the comprehensive report.</p>	<p>Kate Barrow, Jennifer Bowman</p>	<p>December meeting</p>

5. Division Updates

Kody Kinley, *Deputy Director Behavioral Health and IDD*
 Michelle Laws, PhD, MA, *Interim AD of Consumer and Community Engagement*
 Div. MH/DD/SAS, DHHS

Division	<p>Kody Kinsley introduced Dr. Michelle Laws, Assistant Director of Consumer and Community Engagement. Michelle Laws gave a background about her goals for the Consumer and Community Engagement. She gave a brief overview of her personal background and connection to the services provided by DHHS. The vision State and Local CFACs not left behind in Medicaid Managed Care system. CFAC maintains prominence as a leading voice of authority with lived and advocacy experience, help shape what that looks like, seen as a resource. We are the go-to unit or team when the state needs direction or clarity. Trying to learn this environment, where we can be most influential and impactful. Eventually will need to revise the state statute to align with where we are going- what does that look like, is it a matter of technical changes or substance; state plan level- formation of community advisory councils, making sure consumer voices are heard. What do we do at the state level to get information to the community; timely information from state government. What's going on in communities that the rest of the state should know about. Design for the three disability populations. Would like feedback on direction of the team on ways to be more supportive to you.</p> <ul style="list-style-type: none"> - How do you see CFACs moving forward in the Medicaid Transformation space? <ul style="list-style-type: none"> o CFACs have had feedback, want to see us as the Consumer and Family committee that helps shape the policies and services for those under Tailored Plan. Role strengthened and valuable as we move into TP. Also need to think about what that looks like now under SP; does it feed to the regional councils? Nothing that prevents us from advocating for existing populations- still need consumer and family advocates.
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	<ul style="list-style-type: none"> ○ Need more collaboration across the community groups ○ Michelle mentioned that she has been meeting with different section chiefs; has been mentioned that there needs to be more focus on child MH. Appreciates any information, resources that Division could share, develop white paper, especially in MH and SUD side. <p>- Let us know if our feedback is helpful.</p> <p>- Develop mutual commitments along the way, especially with draft of strategic plan</p> <p>Kody Kinsley provided some updates about what’s happening at the general assembly. Boundless BH: how we do our work outside the lanes that we typically do our work. Think of our work outside of our current framework; work outside to provide delivery of care. Getting back to core of prevention. The speaker brought to a vote the veto override of the governor’s budget. Don’t foresee a problem with the budget goes through the Senate. The override, if passes Senate, budget will become law. Negotiation for Medicaid Expansion is dead in this session, cuts in the department will come true, DHHS will move to Granville County. There will probably technical corrections bill. Money will be there for transformation, but other issues that accompany it. Nearing a point where we have a significant portion of design done. Getting LME/MCOs for the RFA process.</p>				
Conclusions	SCFAC to draft a letter regarding the budget veto.				
Action Items	<table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th data-bbox="792 835 1154 871">Person(s) Responsible</th> <th data-bbox="1154 835 1567 871">Deadline</th> </tr> </thead> <tbody> <tr> <td data-bbox="792 871 1154 919"> </td> <td data-bbox="1154 871 1567 919"> </td> </tr> </tbody> </table>	Person(s) Responsible	Deadline		
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Meeting Adjourned:	Next Meeting:
The meeting adjourned at 3:21. Ron Rau motioned to adjourn. Brandon Tankersley seconded. Meeting adjourned.	October 9, 2019

