



STATE CONSUMER AND FAMILY ADVISORY COMMITTEE

MEETING MINUTES

Date: Wednesday, August 10, 2022 **Time:** 9:00 am

Location: 306 N. Wilmington Street
Bath Building Conf. Room 107
Raleigh, NC 27699-3001

MEETING CALLED BY April DeSelms, Chair

TYPE OF MEETING Public Meeting – Hybrid

ATTENDEES

COMMITTEE MEMBERS			GUESTS		
NAME	AFFILIATION	PRESENT	NAME	AFFILIATION	PRESENT
Jessica Aguilar	Partners – in Person	<input checked="" type="checkbox"/>	Chelsea Allen	Vaya	<input checked="" type="checkbox"/>
Jean Anderson	Partners – in Person	<input checked="" type="checkbox"/>	Vanessa Brumfield	Vaya	<input checked="" type="checkbox"/>
Janet Breeding	Sandhills – virtual	<input checked="" type="checkbox"/>	Carrie Chambliss		<input checked="" type="checkbox"/>
Kenneth Brown	Alliance – virtual	<input checked="" type="checkbox"/>	Holly Connor	Trillium	<input checked="" type="checkbox"/>
Jason Burke	Trillium –	<input type="checkbox"/>	Corye Dunn	DRNC	<input checked="" type="checkbox"/>
Orion Christy	Vaya –	<input type="checkbox"/>	Marie Dionne		<input checked="" type="checkbox"/>
Bob Crayton	Vaya – virtual	<input checked="" type="checkbox"/>	Brenda Day		<input checked="" type="checkbox"/>
April DeSelms	EastPointe – in person	<input checked="" type="checkbox"/>	Kent Earnhardt	Monarch Board	<input checked="" type="checkbox"/>
Crystal Foster	Vaya –virtual	<input checked="" type="checkbox"/>	Kerri Erb		<input checked="" type="checkbox"/>
Heather Johnson	Vaya – virtual	<input checked="" type="checkbox"/>	Becca Friedman		<input checked="" type="checkbox"/>
Ricky Johnson	Trillium – virtual	<input checked="" type="checkbox"/>	Sandhya Gopai		<input checked="" type="checkbox"/>
Robin Jordan	Vaya –	<input type="checkbox"/>	Stacy German		<input checked="" type="checkbox"/>
Susan Monroe	Vaya – in person	<input checked="" type="checkbox"/>	Sandhya Gopai		<input checked="" type="checkbox"/>
Lori Richardson	Sandhills –	<input type="checkbox"/>	Deborah Hendren	Vaya	<input checked="" type="checkbox"/>
Patty Schaeffer	Partners –	<input type="checkbox"/>	Chris Hendricks	NCCDD	<input checked="" type="checkbox"/>
Johnnie Thomas	Alliance – in person	<input checked="" type="checkbox"/>	Katrina Henry		<input checked="" type="checkbox"/>
Brandon Wilson	Vaya – In person	<input checked="" type="checkbox"/>	Mamie Hutnik	Trillium	<input checked="" type="checkbox"/>
Dreama Wilson	Vaya – virtual	<input checked="" type="checkbox"/>	Jeannie Irby	Vaya	<input checked="" type="checkbox"/>
		<input type="checkbox"/>	Stephanie Jeffries		<input checked="" type="checkbox"/>
		<input type="checkbox"/>	Crystal Kearney		<input checked="" type="checkbox"/>
		<input type="checkbox"/>	Michael Kirschner	The Arc of the Triangle	<input checked="" type="checkbox"/>
STAFF			Michael Lennon	Partners	<input checked="" type="checkbox"/>
NAME	AFFILIATION		Lynn Martin		<input checked="" type="checkbox"/>
Stacey Harward	DMHDDSAS		Joel Maynard		<input checked="" type="checkbox"/>
Badia Henderson	DMHDDSAS		Pat McGinnis	Vaya	<input checked="" type="checkbox"/>
Wes Rider	DMHDDSAS		Frank Messina	Trillium	<input checked="" type="checkbox"/>
Branson Rollings	DMHDDSAS		Vandna Munshi		<input checked="" type="checkbox"/>
Suzanne Thompson	DMHDDSAS		Sandy Pendergraft		<input checked="" type="checkbox"/>
Deb Goda	DMHDDSAS		Pat Porter		<input checked="" type="checkbox"/>
Deputy Sec Richard	DHB		Rachel Porter		<input checked="" type="checkbox"/>
Deputy Sec Benton	DMHDDSAS		Sarah Potter	Partners	<input checked="" type="checkbox"/>
			Cheryl Powell	NCCDD	<input checked="" type="checkbox"/>
			Benita Purcell	Vaya	<input checked="" type="checkbox"/>



		Ron Rau	Sandhills	<input checked="" type="checkbox"/>
		Laurel Robichaud	DMH	<input checked="" type="checkbox"/>
		Dr. Faith Samples	CCH	<input checked="" type="checkbox"/>
		Kate Schultz		<input checked="" type="checkbox"/>
		Kathi Shaw		<input checked="" type="checkbox"/>
		Annette Smith	Alliance	<input checked="" type="checkbox"/>
		Sheila Smith		<input checked="" type="checkbox"/>
		Janet Sowers	Vaya	<input checked="" type="checkbox"/>
		Eva Stevens		<input checked="" type="checkbox"/>
		Tanya D. Thacker	DMHDDSAS	<input checked="" type="checkbox"/>
		Cortina Thorne	Trillium	<input checked="" type="checkbox"/>
		Cindy Trobaugh	Partners	<input checked="" type="checkbox"/>
		Karen Walton		<input checked="" type="checkbox"/>
		Lorraine Washington	Eastpointe	<input checked="" type="checkbox"/>
		John Weeks	Partners	<input checked="" type="checkbox"/>
		Tyler Weidig		<input checked="" type="checkbox"/>
		Emily Whitmire	Vaya	<input checked="" type="checkbox"/>
		Connie		<input checked="" type="checkbox"/>
		Charlotte		<input checked="" type="checkbox"/>
		757/5****14	Cecilia Graves	<input checked="" type="checkbox"/>
		984/3****32		<input checked="" type="checkbox"/>

1. Consent Agenda & Approval of MONTH Minutes

Discussion	Minutes and Agenda approved		
Conclusions			
Action Items	Person(s) Responsible	Deadline	
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2. Public Comment

Discussion	<ul style="list-style-type: none"> -Benita Purcell voiced concerns about the closure of Adult Day Vocational Programs to the Disability Rights of NC re of Adult Day Vocational Programs – referred to a letter that the VAYA CFAC had addressed this concern. -April DeSelms read a letter to the SCFAC written by Donna Roberts Asst Director of United Support Services inc. - Jeannie Irby expressed concern regarding not receiving clear communication from the LME/MCO about the transition to Tailored Plan. - Benita asked can letters be shared with local CFACs that State CFAC sends out? That way it would allow local CFAC's to do letters of support. - Vandna Munshi – How do we find out if our current PCP is part of the new network under the tailored plan? - April DeSelms thanked participants for their public comments. She stated that the conversation from this point on will need to be limited to SCFAC members. If non-members have questions or comments, they may place those in the chat and they will be addressed if time allows
Conclusions	



Action Items	Person(s) Responsible	Deadline

3. Ad Hoc Committee

Heather Johnson

Discussion	Recommendations on the Attendance policies and procedures There was a lot of discussion about medical leave and leave of absences	
Conclusions	<p>Attendance will be reviewed at the beginning of the meeting – anyone that misses a meeting will be contacted by a designated member to make sure that everything is ok with them.</p> <p>The possibility of the leave of absence clause being removed from the bylaws was discussed. It was decided that the AD Hoc membership committee would address this and come back next month with a recommendation.</p> <p>Dreama Wilson – There needs to be some form of alternative contact in case a member is incapacitated by illness/injury and cannot communicate their attendance status</p> <p>Pat McGinnis – This would discriminate against consumers and possibly older folks that do not have emergency contacts</p>	
Action Items	Person(s) Responsible	Deadline
<p>The motion was made to not approve the request for a leave of absence for member Robin - Johnny seconded the motion after some discussion</p> <p>During the meeting, Robin notified the vice chair that she would be resigning.</p>	<p>Committee agreed to send a letter to the appointing authority recommending the removal of the member requesting the leave of absence.</p>	

4. Deputy Secretary Dave Richard

DHB

Discussion	<ul style="list-style-type: none"> - Spoke on the Tailored Plans – addressed a rumor that Tailor Plans may not launch on 12-1. He said at this point there is no reason to believe that Tailored Plans will not go live 12-1. There is a process and at this time there are Teams from DMH and DHB who have been conducting desk reviews and site visits to assess readiness. From these site visits, the teams will provide information back to the LME/MCOs and ask for additional information to show they will be ready to become tailored plans. At the end of August, the first of September, the division will decide based on these reviews and responses whether these plans may go live. We will not launch if we feel we are not ready. Things will not be perfect. Our responsibility is that when things go wrong, we fix them fast. We must make sure that we are accountable to our Federal Partners like CMS and our General Assembly. - We are most worried that we have an adequate physical health network, and we are working closely with the LMEMCOs to assure this. - LMEMCOs need to keep up their efforts around the DOJ Settlement we have been in for the last decade. We know that at this same time we have very serious workforce issues. - What do we do to stabilize the workforce considering COVID supplements going away? - 11.000 people a day are turning 65. Most of us are relatively healthy. - Other problems such as people’s unwillingness to work for low wages. - DMH DD SAS staff have been incredible. Constant turnover of Directors, lots of Vacancies, we want to commend the incredible work of the people who work at the Division. <p>Brandon Wilson- there is a non-compete clause for the first 4 years. What is the vision for the future of LME MCOs after this period?</p>	
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	<p>DS Richard- 1.5 years out till we start having those conversations. Much depends on performance of Tailored Plans.</p> <p>Jean Andersen – What can be done to improve communications from the LME MCOs regarding the transition to Tailored Plans.</p> <p>DS Richard- From the CFAC, please tell us what are the things that you feel need to be done in terms of communication. LME MCOs?</p> <p>Jean Andersen – Dave, how can we ensure families are receiving communication from MCOs they feel that they need?</p> <p>Lynn Martin – attended a MCO meeting yesterday on tailored plans, they had an enrollment broker that simply read the slides from the website, the MCO was asked many questions they could not answer, and no real information was gained</p> <p>Lynn Martin – also asked about PCPs and Specialists and was told they are working on it. My experience is that specialists are pulling out</p>	
Conclusions	Due to time, please send any other questions for DS Richards to Suzanne Thompson at suzanne.thompson@dhhs.nc.gov	
Action Items	Person(s) Responsible	Deadline

5. UPDATE on DMH
Deputy Secretary Mark Benton
DMH

Discussion	<ul style="list-style-type: none"> ○ Deputy Director position is still open, but we hope to have it filled soon, we should be wrapping up interviews by the end of the month and on board by mid to late December. ○ Other Key positions – IDD Section Chief, Budget Director position we are still working on and hope to have filled soon. ○ One out of every 3 positions are open at our facilities. ○ Brandon Wilson asked about possibly ending the moratorium on CPSS Training Courses. ○ Jean Andersen – Mark... just stressing again the importance of experience and familiarity with NC DHHS history, policies, and future... ○ Corye Dunn, DRNC – Those limitations for peer support have the effect of especially deterring peer-led work and work that is more culturally relevant to underserved communities. ○ DS Benton thanked the committee and pledged to look into the possibility of lifting the moratorium on Peer support courses. 	
Conclusions		
Action Items	Person(s) Responsible	Deadline

6. DHB Updates-
Deb Goda
NC DHHS DHB

Discussion	<ul style="list-style-type: none"> ○ From Deb Goda ○ https://www.ncahec.net/practice-support/medicaid-managed-care-2-2/ ○ This is the link to the back porch chat page. All of the webinars are archived there, as well as info on upcoming webinars. ○ Our enrollment broker can help: https://ncmedicaidplans.gov/
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	<ul style="list-style-type: none"> ○ Corye Dunn, DRNC – How will the timeline of rollout overlap with restarting redeterminations? ○ She fears many people will misunderstand that redetermination and TP rollout are connected even though they are not. 				
Conclusions					
Action Items	<table border="1"> <thead> <tr> <th>Person(s) Responsible</th> <th>Deadline</th> </tr> </thead> <tbody> <tr> <td>Stacey Harward</td> <td></td> </tr> </tbody> </table>	Person(s) Responsible	Deadline	Stacey Harward	
Person(s) Responsible	Deadline				
Stacey Harward					
Stacey Harward to send out reminders about the Tailored Plan 101 meetings. Link placed in chat for the group.					

7. MACs and CFAC

Suzanne Thompson

Discussion	<ul style="list-style-type: none"> ○ Corye Dunn, DRNC – very interested in the progress on CFAC/MAC decisions. They are working with other legal service providers to ensure enrollee engagement in plan management. Feel free to contact her at corye.dunn@disabilityrightsncc.org if she can be helpful to SCFAC or its members. 				
Conclusions					
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8. Recap of what needs to be completed prior to the next meeting

Stacey Harward

Discussion	<ul style="list-style-type: none"> ○ PowerPoint will be attached to min. ○ Discussion about writing letters and how best to agree upon the topic and what points to cover. ○ Discussion about the different subcommittees and what is meeting their statutory requirements. ○ Discussed changing the name of the state to Local collaboration call to the Stakeholders meeting ○ Base info from each entity and put in spreadsheet for State CFAC members. To include: Name, main contact info, which entity do they advise, # of members, how often they meet, group mission, greatest challenge. Just a suggestion. 				
Conclusions					
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Person(s) Responsible	Deadline				
Suzanne Thompson					
<ul style="list-style-type: none"> • Update was given on letters sent to 3 members that have not been participating for over a year. 					
Meeting Adjourned: 2:45 pm	Next Meeting: 9-14-22				