



STATE CONSUMER AND FAMILY ADVISORY COMMITTEE

MEETING MINUTES

Date: Wednesday, November 9, 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
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TYPE OF MEETING	Public Meeting – Hybrid
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ATTENDEES

COMMITTEE MEMBERS			GUESTS	
NAME	AFFILIATION/ CATCHMENT AREA	PRESENT	NAME	AFFILIATION/ CATCHMENT AREA
Jessica Aguilar	Partners – in Person	<input checked="" type="checkbox"/>	Chelsea Allen	Vaya
Jean Anderson	Partners – in Person	<input checked="" type="checkbox"/>	Lateshia Bastien	
Janet Breeding	Sandhills – virtual	<input checked="" type="checkbox"/>	Ramona Branch	Alliance
Kenneth Brown	Alliance – virtual	<input checked="" type="checkbox"/>	Amie Brendle	Partners
Bob Crayton	Vaya – in person	<input checked="" type="checkbox"/>	Rose Casey	Partners
April DeSelms	Eastpointe – in person	<input checked="" type="checkbox"/>	Carrie Chambless	
Crystal Foster	Trillium – virtual	<input checked="" type="checkbox"/>	Monae Davis	Vaya
Heather Johnson	Vaya –	<input type="checkbox"/>	S. Davis	
Ricky Johnson	Trillium – virtual	<input checked="" type="checkbox"/>	Corye Dunn	DRNC
Susan Monroe	Vaya – in person	<input checked="" type="checkbox"/>	Arthur J Eccleston	
Patty Schaeffer	Partners –	<input checked="" type="checkbox"/>	Dotty Foley	HOPE
Johnnie Thomas	Alliance – in person	<input checked="" type="checkbox"/>	Latwanna Floyd	
Brandon Wilson	Vaya – virtual	<input checked="" type="checkbox"/>	Yvonne French	
Dreama Wilson	Vaya – virtual	<input checked="" type="checkbox"/>	Sandhya Gopal	
Lorraine Washington	Eastpointe – in person	<input checked="" type="checkbox"/>	Deborah Hendren	Vaya
		<input type="checkbox"/>	Mike Lennon	Partners
STAFF			Ron Lowe	Trillium
NAME	AFFILIATION		Frank Messina	Trillium
Stacey Harward	DMH/DD/SAS		Pat McGinnis	Vaya
Ann Marie Webb	DMH/DD/SAS		Pam Perry	CCH
Badia Henderson	DMH/DD/SAS		Sarah Potter	Partners
Wes Rider	DMH/DD/SAS		Benita Purcell	Vaya
Brandon Rollings	DMH/DD/SAS		Ron Rau	Sandhills
Suzanne Thompson	DMH/DD/SAS		Shanice Roache	
Deb Goda	DMH/DD/SAS		Janet Sowers	Vaya
Deputy Sec Benton	DMH/DD/SAS		Andrea Stevens	
Glenda Stokes	DMH/DD/SAS		Tanya D Thacker	
Jennifer Bowman	DMH/DD/SAS		Cotina Thorne	Eastpointe
Sydney Hyman	DMH/DD/SAS		Cindy Trobaugh	Partners
Regina Manly	DMH/DD/SAS		John Weeks	Partners
Kelsi Knick	DMH/DD/SAS		Emily Whitmire	Vaya
Kenneth Bausell	DMH/DD/SAS		Eumeka	
Michelle Merritt	DMH/DD/SAS		252/6****89	
			757/3****76	



1. Consent Agenda & Approval of Monthly Minutes

Discussion	Minutes and Agenda approved		
Conclusions			
Action Items	Person(s) Responsible	Deadline	
Finalize draft min and send to Badia	Stacey Harward		

2. Public Comment

Discussion	Public Comment Link: https://forms.office.com/g/NLzm1gckte <ul style="list-style-type: none"> • Form for concerns to be addressed and individually submitted • No one had signed up for public comment prior to the meeting • Jean made this abbreviated comment: <ul style="list-style-type: none"> ○ She was requesting further information about the Sam R. case and subsequent lawsuit. It was not sent to the Brain Intervention Advisory Council. The feeling the Council is getting is no one appears to understand why they would be interested in what is going on. They do not seem to realize TBIs can be considered I/DD yet they were eliminated from receiving the lawsuit. • Crystal - if more information is being requested and what happens when we don't get answers? • What can we do other than continue to ask the same questions over again? • The suggestion was made, when they come to present, ask the person whom they need to clarify the answer with. If they do not follow up with the group go straight to the person, that provided the group with who should be able to answer the question. • Concerns were made about being able to fill the SCFAC statutory requirements when we are not getting the answers needed to do our jobs. 		
Conclusions			
Action Items	Person(s) Responsible	Deadline	

3. Telehealth Services 2021

Jennifer Bowman

Quality Management Team Lead

Discussion	Telehealth Services Trends FY19 – FY21 & Perceptions of Telehealth Services from the 2021 Perceptions of Care Survey <ul style="list-style-type: none"> • National Core Indicators Intellectual & Developmental Disabilities (NCI–IDD) • NCI In-Person Survey COVID-19 Supplement • Shared Resources <ul style="list-style-type: none"> • Perceptions of Care Reports: Consumer Perceptions of Care NCDHHS • DMH/DD/SAS Service Array: NCTracks – FY 2023 Documents NCDHHS • DMH/DD/SAS COVID-19 Policy COVID-19 and Behavioral Health NCDHHS • NCI In-Person Survey COVID-19 Supplement <p>https://legacy.nationalcoreindicators.org/upload/core-indicators/2020-21_NCI-IDD_IPS_COVID_Supplement_Report.pdf</p> <p>PowerPoint presentation was provided to all members via email.</p> <ul style="list-style-type: none"> • Questions to Jennifer: 		
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	<ul style="list-style-type: none"> ○ Are there any telehealth services being used by TBI and if so, is there a way to pull those out? The TBI population is generally put into one of three other categories that were discussed in the PowerPoint. However, they have a grant with NC State to pull TBI data and should have more information about the TBI data by itself by Spring 2023. ○ How will you get the data? Through the provider and individuals meeting. If there are other concerns, then NC State may also ask questions of the provider or individual. ○ Is there a way you are incentivizing individuals to get the results? Survey answers have been down nationally. They do not know if there is a magic way to get others involved and to fill them out. They have discussed ways to do this but do not have an answer. ○ When is it being offered up by the Case Managers or providers to be completed? Or is it just once year? They are giving National Surveys which come with the set up to be completed annually. So, depending on the type of survey they are answering it can be given at different times. They have some for other services that are done at 6, 9, and 12 months. ○ Regarding the Race/Ethnicity section- how many spoke a different language? – They do not have the data about which language the person answering the survey spoke. The Survey was given in both English and Spanish. Individuals were able to select which version was best for them when it was sent out. 				
Conclusions					
Action Items	<table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th data-bbox="786 1083 1146 1115" style="width: 50%;">Person(s) Responsible</th> <th data-bbox="1146 1083 1544 1115" style="width: 50%;">Deadline</th> </tr> </thead> <tbody> <tr> <td data-bbox="786 1115 1146 1142"></td> <td data-bbox="1146 1115 1544 1142"></td> </tr> </tbody> </table>	Person(s) Responsible	Deadline		
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4. Introduction of New Employee – Ann Marie Webb

Discussion	<ul style="list-style-type: none"> ● Introduced herself and answered questions by team 				
Conclusions					
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5. Review of Action items from October meeting

Discussion	<ul style="list-style-type: none"> ● Did not produce a letter last month to anyone ● Anything that needs to be drafted for this month ● Might want to talk about the settlement (Sam R. Lawsuit), expected timeline, and expectations of the case ● Need to begin discussion of Legislative Day very soon, potentially to be held in February ● Sending out a new list of all the subcommittees and standing meeting dates/times. Wanting to make sure they are streamlined and more focused than they have been. 				
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5. Division Updates

Deputy Secretary Mark Benton

Deputy Secretary Dave Richard

<p>Discussion</p>	<ul style="list-style-type: none"> • Deputy Secretary Mark Benton <ul style="list-style-type: none"> ○ Scheduling mental health town hall meetings around the state. Currently one more scheduled. Two more set to be scheduled. Once they are, information will be sent out. ○ North Carolina Election Day – Things largely remained the same in the mental health and budget areas. There are some new faces but does not appear to be many. ○ Staffing Updates: <ul style="list-style-type: none"> ▪ Donna Brown – Program Manager ▪ J. Rushing – Section Chief TBI/IDD ○ Update on being able to provide peer support and working out the process on how to do things going forward. Most likely have more information in Spring 2023. • Deputy Secretary Dave Richard <ul style="list-style-type: none"> • Dave Richard discussed the Samantha R. Ruling. Need to address the worker shortage and they are working with the general assembly on this. • Issues are: <ul style="list-style-type: none"> ○ Judge is trying to prohibit ICF. Only potential from this would be a 5 to 6 bed group home. ○ There are only 10 providers in the state completion of the lawsuit terms. Who can provide the extreme cases the support they need to remain in the community? Does the 2028 closing deadline give enough time to have community resources? ○ Currently working and talking to lawyers about what to do- main concern is the fact they cannot have any new intakes regardless of need. ○ Currently, 16,000 people on the registry and 10,000 in the ICF • Having meetings with stakeholders on how to stabilize the individuals and increase funding for the workforce so they can meet the needs of the current population. • They are trying to show intent and tie the rate increases with the direct care workers. Creating more training at the state level to help keep the staff and individuals safe. They also want to ensure that caregivers at home are taken care of. • What happens when ICF is the safest and best place for the adult? How will this be expressed? This is being done and talked through with the General Assembly and other involved. All of these are current concerns and being discussed. 		
<p>Conclusions</p>			
<p>Action Items</p>	<p>Person(s) Responsible</p>	<p>Deadline</p>	

**Disability Rights Director of Public Health Advocate Program
Corey Dunn**



Discussion	<ul style="list-style-type: none"> • Sam. R case was filed 5 years ago by her agency and four complainants • Questions were asked by meeting to her: <ul style="list-style-type: none"> ○ Staffing issues and pay issues are already causing shortages with services in the community. How are you accounting for that? – Know it needs to be worked through. Not suggesting that it needs to be done immediately but that steps need to be taken. ○ What would be your options for a 24-year-old residentially placed individual? – Family home, your home, group home, small residential setting. Ms. Dunn feels there are other settings that can be implemented for these individuals. 		
Conclusions			
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6. Holding an Effective Meeting

Suzanne Thompson

Discussion	<ul style="list-style-type: none"> • Meetings need to have an objective and a goal. Going forward the agendas will for each meeting will look different to model this concept. • Goal for today is to have every subcommittee member established and a time/date set up for when they can meet with Ann Marie and Stacy. • Each subcommittee will need to start bringing updates about what they are doing to each meeting so they can be reviewed. • A tracking system is being developed so that if a letter is sent out, it can be followed up on when not answered. For this to work please copy, Suzanne, Stacy, and Ann Marie to your emails with letters prior to sending them. <ul style="list-style-type: none"> ○ When sending things out remember you do not always have to ask questions. You can also provide information and feedback to legislation about what is and isn't working in the community. • Legislation Day needs to be held earlier this year. Most likely need to look at a date in February. This will ensure we get to discuss items we want to see in Legislation. • Being requested that local CFAC communication be sent in writing to State CFAC. This way all questions and comments can be read thoroughly and answered. • Pat -- Can there be a training for each part for understanding with a power point to address moving forward to become part of policy with everyone understanding the process and request for contributing to be effective and efficient of what is working and not working? • Just can be keeping it simple for CFAC, SCFAC, members, and providers: addressing language internally and externally to help educate, plan, and collaborate for best outcomes? • The expenses of being disabled are astronomical and requires every spare dime to afford surviving. It takes members, their families, and communities to help pad these expenses. Members who work and go back to work not only work, but they also work with the expenses of being disabled and all those expenses to work need to be taken into consideration and educated to providers and taxpayers as well stakeholders to 		
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	<ul style="list-style-type: none"> ○ Financial implications of removing people from waitlist and services. How will you do this and not reduce money from other services? Lose more personnel? Not lose time from other services. ○ How many people are on the waiver but are also TBI too? 				
Conclusions					
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9. Adjournment
April DeSelms

Meeting Adjourned: 2:35 pm	Next Meeting: 12-14-2022
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