



**State to Local Conference Call
MEETING MINUTES**

Date: April 19, 2017 **Time:** 7:00pm- 8:30 pm **Location:** Conference call

MEETING CALLED BY		Ben Coggins			
TYPE OF MEETING		State to Local conference call			
ATTENDEES					
COMMITTEE MEMBERS			STATE STAFF ATTENDEES		
NAME	AFFILIATION	PRESENT	NAME	AFFILIATION	PRESENT
Ben Coggins	Vice chair of the SCFAC / Partners	x	Stacey Harward	CE&E Team	x
Paul Russ	Eastpointe	x	Wes Rider	CE&E team	x
Azell Reeves	Sandhills	x	Eric Fox	CE&E Team	x
Wayne Petteway	SCFAC /Trillium	x	CJ Lewis	CE&E Team	X
Pat McGinnis	SCFAC / Vaya	x			
Susan Jenkins	Vaya	x			
Carolyn Bradstock	Alliance	x			
Bob Crayton	Cardinal	x			
Patty Schaeffer	SCFAC/ Partners	x			
Benita Purcell	SCFAC/ Cardinal	x			
Jonathan Ellis	SCFAC / Trillium	x	GUEST		
Josie Cremisi		x	NAME	AFFILIATION	
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1. Agenda topic: Welcome /Roll call

Presenter(s): Ben Coggins

Discussion	<ul style="list-style-type: none"> • Thanked everyone for being on the call • Reviewed the Agenda • Reviewed what had happened at the SCFAC • Discussed reviewed who would be presenting on the next state to local call for May 		
Conclusions	<ul style="list-style-type: none"> • 		
Action Items		Person(s) Responsible	Deadline
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2. Agenda topic: Sandhills update

Presenter(s): Azell Reeves

Discussion	STATUS REPORT: January – April 2017
<p>New</p> <ul style="list-style-type: none"> • CFAC members attended the Sandhills Center Community Stakeholder Breakfast meetings in Moore, Hoke and Anson counties. • CFAC members participated in an in-depth, facilitated discussion by the CFAC Vice-Chair in collaboration with the Sandhills Center Network Department staff about the annual service gaps/needs analysis for our nine county catchment areas. CFAC members were given surveys to distribute within their communities. • CFAC members reviewed Quality Management reports for the quarter. • CFAC members received an informative presentation from the Sandhills Center Complaints and Incident Reports Manager, on the MH/DD/SA Act of 1985, on Article 3, Part 1, clients' rights, restriction of rights and accessing records. 	

- Division of MH/DD/SAS Community Engagement and Empowerment Team began the process of CFAC's annual self-evaluation.
- One of our CFAC members participated in planning sessions for Crisis Intervention Team (CIT) training in Richmond and Anson counties.
- One of our CFAC members attended the Wrightslaw Special Education Law and Advocacy Conference with Attorney Pete Wright.
- One of our CFAC members served on the Sandhills Center LME/MCO and Department of Social Services (DSS) Leadership Summit, Bridging Local Systems: Strategies for Behavioral Health and Social Services Collaboration, Michael Owen, Summit Facilitator, North Carolina Institute of Medicine for our nine county catchment areas.
- CFAC members attended the State Autism Conference.
- One of our CFAC members participated in a focus group to discuss "Transitions to Community Living" with an Independent Reviewer, Marti Knisley.
- CFAC members reviewed and gave recommendations to the Sandhills Center Training Coordinator for the 2017-2018 Sandhills Center Provider Training Plan which reflects the needs and priorities of Sandhills Center and its providers.
- CFAC members reviewed and received a presentation by the Sandhills Center Project Manager/Business Analyst on the Sandhills Center 2015-2016 Experience of Care and Health Outcomes (ECHO) Survey Results, a satisfaction survey of the consumers participating in the 1915 (b)(c) Medicaid Waiver Program.
- CFAC members reviewed the Sandhills Center Organizational Charts which represented the leadership positions across the Sandhills Center LME/MCO.

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.
- In addition to serving on the Sandhills Center Board, CFAC has representation on the following Sandhills Center committees: Client Rights, Global CQI, Network Leadership, Program Planning & Operations, 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.
- Staff members of the Community Engagement and Empowerment Team of the Division of MHDDSAS regularly present relevant news and information.
- The CFAC chair, vice chair and staff liaison continue to work together to prepare agendas for future meetings.

Sandhills Center LME/MCO Highlights

- On the 2016 NC DHHS Provider Satisfaction Survey, Sandhills Center scored as the highest LME/MCO on 17 of 23 questions and was the only LME/MCO to have more than three questions scored as the highest.
- Sandhills Center's overall satisfaction score was 95.3 percent, being the highest score of the peer organizations. Other areas where Sandhills Center scored the highest were:
 - Accessibility for information, referrals and scheduling of appointments.
 - Response time for provider needs.
 - Responsiveness to local community stakeholders.
 - Accurate, timely processing of claims.
 - Informative, helpful training for Information Technology and Provider Network issues and keeping providers updated, as well as answering questions accurately.
 - Completing fair, thorough investigations.
 - Timely authorizations processing with clear explanations for denials.

	<ul style="list-style-type: none"> ○ Providing a useful website with the tools and materials necessary for successful operations. • Sandhills Center is the only LME/MCO to score "above average" on every questions in the 2016 NC DHHS Provider Satisfaction Survey, with no performance areas rated as the minimum. • Sandhills Center had 19 results that were statistically higher than the 2016 NC Overall result. The second highest performers tied with three results statistically higher than the 2016 NC Overall result. Also, Sandhills Center had no result that was statistically lower than the 2016 NC Overall result. 				
Conclusions	•				
Action Items					
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3. Agenda topic:

Presenter(s):

Discussion	<p><u>Fiscal Year 2016-2017, CFAC Members:</u></p> <ul style="list-style-type: none"> • Attended the Person County Town Hall Meeting in Roxboro, NC in one of CI's twenty (20) county catchment areas, Senator Woodard and Person County Commissioners, Steve Keen, Cardinal Innovations VP, Community Development and Community Engagement Specialists were in attendance • Attended the Elon University Community Connections Forum, the Public Hearing on Health Care Reform, and participated on the monthly State CFAC to Local CFACs Conference Calls, etc. • Added new member to Cardinal Innovations Executive CFAC from Alamance County • Cardinal Innovations presented the development of the Provider Training Plan for FY 2016-2017 • Gave input into the LME/MCO's Community Needs Assessment • Conducted its annual review of the Cardinal Innovations web site and gave feedback to the Cardinal Innovations Communications Specialist and Webmaster • CFAC members will attend the Disability Rights NC 2017 Conference on Thursday, April 27, 2017 • The Brain Injury Association of NC will host its Annual Family Conference for survivors of brain injury, family members, caregivers and professionals on April 24 in Selma, NC • Darkness to Light, a non-profit organization committed to empowering adults to prevent child sexual abuse, will present Stewards of Children: Child Sexual Abuse Prevention Training on April 24 in Charlotte, N.C., and the second Tuesday of every month in Monroe, N.C. • Pat's Place Child Advocacy Center will offer the free child sexual abuse prevention training, on April 24 in Charlotte, N.C. Training also is available the second Tuesday of every month at the Turning Point's Tree House Children's Advocacy Center in Monroe, N.C. • At last two meetings, Executive CFAC members have reviewed the Cardinal Innovations FY2017-2019 Local Business Plan, as well as the most recent Quality Management report <p><u>Ongoing Training – Fiscal Year 2016-2017</u></p> <ul style="list-style-type: none"> • Cardinal Innovations Healthcare's Quality Management Department (QM) believes sharing trends identified during monitoring review activities helps providers in two ways: targeting their internal quality improvement activities and focusing internal chart reviews on common problem areas. Over the course of the last six months, a number of trends have emerged related to the top 20 common reasons providers are out-of-compliance. Providers should consider these areas when conducting internal quality improvement activities as a method for achieving compliance and implementing corrective actions prior to monitoring by Cardinal Innovations' QM staff. Providers can use the review guides (which are embedded in the state's review tools) to verify that all required elements are met. The review tools can be found at: https://www.ncdhhs.gov/document/provider-monitoring-tools • Cardinal Innovations' Community and Member Engagement teams offer training to the community, as well as members and families to help educate and raise awareness of I/DD. • Guardianship and Alternative for IDD and MH (This is a one-hour, free training that teaches participants how to pursue help for individuals who do not meet the criteria of incompetency but need assistance to live safely in their communities.)
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- **Innovations Waiver Overview** (This is a one and a-half hour, free training which provides an overview of the Innovations Waiver.)
- **Person Centered Thinking** (This is a two-day, free training that provides participants with skills and tools to support individuals with MH, I/DD and SA needs.)
- **Stigma** (This a one and one-half hour, free training that explores issues of stigma and ways to overcome it.)
- Cardinal Innovations Healthcare is offering Transitions to Community Living (TCL) training for providers throughout its service regions to help provide more information about the program.
- Cardinal Innovations Healthcare and North Carolina Families United will hold Child and Family Team training on April 24 and 25 in Charlotte, N.C. The training, Child and Family Teams from the Family's Perspective: Part One, is open to agency providers, community stakeholders, social workers, families and anyone involved in Child and Family Team meetings.
- Cardinal Innovations Healthcare and North Carolina Families United will present The Advocates Edge on April 27 in Chapel Hill, N.C. The workshop is designed to help participants take advocacy skills to the next level.
- Cardinal Innovations Healthcare training on the Ethics of Cultural Competency in Behavioral Health is scheduled for May 23 in Henderson, N.C.
- Cardinal Innovations Healthcare will offer a free Overview training on April 18 in Yanceyville, which covers the company's core functions. Information will be provided on the provider network, services and how to access services. The training also explains Cardinal Innovations' Care Coordination functions, and the Community and Member Engagement departments.
- Cardinal Innovations Healthcare will offer free Youth Mental Health First Aid Training (MHFA) on May 2, 17 and 25 in Yanceyville, NC
- Cardinal Innovations Healthcare will offer Cultural Competency Plan Development and Monitoring training in Henderson, N.C., on May 11 and in Kannapolis, N.C., on May 17.
- The Behavioral Health Springboard offers free online Group Home Employee Skills Training (GHEST) for group home employees. The training is a cost-effective way for group homes to improve staff members' knowledge about mental health, intellectual and developmental disabilities and substance use disorder so group homes can serve residents better.

Ongoing – Fiscal Year 2016-2017, continued

- In addition to the CFAC Representative serving on the Cardinal Innovations Board of Directors, CFAC will have representation on the Cardinal Innovations Client/Human Rights, Global CQI, Network Council and Quality Management Committees. Members have also been asked to serve on several subcommittees of Cardinal Innovations standing committees.
- The Chair and Vice-Chair will participate in the monthly State CFAC conference call with CFACs across the state.
- Staff members of the Consumer Engagement & Empowerment Team of the Division of MH/DD/SAS attend and present relevant news and information.
- The CFAC Chair, Vice-Chair and staff liaison will continue to work together to prepare agendas for future meetings.

How is the merger process going?

- Cardinal Innovations is the product of five (5) historical mergers. In each of those mergers, CFAC has been one of the leadership boards not participating in the discussions and developing a plan for how CFAC will function following the mergers.
- Triad CFAC is working closely with the Cardinal Innovations Community Operations, Chief Administrative Officer, Amy Kendal and Chief Operations Officer, Will Woodell on better communications, at least – respect and need for stakeholder input. They have spoken directly to the Senator Tucker and Rep. Lambeth about our thoughts on the lack of communication and have had vocal CFAC representation during Cardinal Innovations meetings with advocates from Forsyth, some I/DD, mostly MH Collaborative.

	<ul style="list-style-type: none"> • Cardinal Innovations is having an outside consultant, Kelly Friedlander from Community Bridges Consulting Group to come in and help with stakeholders, CFACs, advisories, etc. • In earlier mergers, CFAC has maintained a focus on ensuring a local presence following the merger, ensuring the maximum amount of local control in the newly merged entity and ensuring the continuity of all currently available services. With any future merger discussions, these will no doubt be primary considerations. <p><u>Will Cardinal Innovations CFACs be writing a letter to the Secretary and/or General Assembly regarding 122 C- articles 170 -which insures the on-going CFAC 's across the state after mergers (they will be writing the 122-C legislation at some point in the near future)?</u></p> <ul style="list-style-type: none"> • As mentioned above, Cardinal Innovations CFACs has shared our thoughts with the need for the CFACs to have a strong voice and to have continued leadership in the delivery of local MH/DD/SA services. <p><u>Share about your Relational Agreement with LME/MCO.</u></p> <ul style="list-style-type: none"> • As part of our Cardinal Innovations Executive CFAC annual review for the start of our fiscal year beginning, we have reviewed and approved changes to our CFAC By-Laws to be presented to the Executive CFAC for a vote on April 27, 2017 and Executive CFAC members will be reviewing our Relational Agreement with our LME/MCO. Recognizing that we do not have a CFAC member serving on the Cardinal Innovations Board of Directors, after our CFAC member resigned and was retained on the Board of Directors, we will be communicating with our Board of Directors for review and approval for a new appointment. • We are a working partner in the leadership of Cardinal Innovations and have always been provided with anything we needed. 				
Conclusions	•				
Action Items					
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4. Agenda topic: Partners update

Presenter(s): Donnie Thurman

Discussion	<ul style="list-style-type: none"> • Mentioned that State CFAC meeting will be held on June 1st, 2017 from 9:00a.m.until 2:00p.m. The event will be held at 15 Davie Avenue, Statesville NC 28677. • Partners will be sponsoring an event on May 23rd, 2017 pertaining to Outcomes Measurements the event location is TBA. (Theses outcomes were addressed to IDD, SUS, and Mental Health populations). • Partners has had several key note speakers to come in and inform CFAC members about Integrated Care. • CFAC members address their voice needs and gaps in services in each different county. • CFAC members are active in attending the Adult / Child Collaborative meetings. • NAMI training in the Statesville have been occurring twelve week course. • Several service definition trainings for family members regarding the Resource Allocation Update has been held at the Partners area. • CFAC members are attending the CCQI meetings, Provider forums, and Stakeholders meetings on a regular basis. 				
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Meeting Adjourned
Next Meeting: