State Consumer and Family Advisory Committee  
MEETING MINUTES

Date: June 13, 2018  Time: 8:30-3:00pm  Location: Dix Campus – Ashby Building

MEETING CALLED BY Ben Coggins

TYPE OF MEETING State Consumer, Family Advisory Committee

ATTENDEES

<table>
<thead>
<tr>
<th>NAME</th>
<th>AFFILIATION</th>
<th>PRESENT</th>
<th>NAME</th>
<th>AFFILIATION</th>
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<tbody>
<tr>
<td>Ben Coggins</td>
<td>Partners</td>
<td>☑️</td>
<td>Ken Schuesselin</td>
<td>DMH DD SAS Associate Director of Consumer Policy Consumer</td>
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<tr>
<td>Benita Purcell</td>
<td>Cardinal</td>
<td>☑️</td>
<td>Suzanne Thompson</td>
<td>DMH DD SAS CE&amp;E supervisor</td>
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<tr>
<td>Bonnie Foster</td>
<td>Cardinal</td>
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<td>Stacey Harward</td>
<td>DMH DD SAS CE&amp;E team</td>
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<tr>
<td>Martha Brock</td>
<td>Alliance</td>
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<td>Eric Fox</td>
<td>DMH DD SAS CE&amp;E team</td>
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<td>Lori Richardson</td>
<td>Sandhills</td>
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<td>Patty Schaeffer</td>
<td>Partners - absent</td>
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<td>Wayne Petteway</td>
<td>Trillium—Excused</td>
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<td>Kurtis Taylor</td>
<td>Alliance</td>
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<td>Deborah Page</td>
<td>Cardinal</td>
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<td>John Duncan</td>
<td>Cardinal—Excused</td>
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<td>Mark Fuhrman</td>
<td>Partners</td>
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<td>Jonathan Ellis</td>
<td>Trillium—Phone</td>
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<td>Bev Stone</td>
<td>Trillium</td>
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<td>Jean Anderson</td>
<td>Cardinal – Phone</td>
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<td>Ron Rau</td>
<td>Sandhills—Phone</td>
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<td>Sarah Potter</td>
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<td>Brandon Tankersley</td>
<td>Alliance—Excused</td>
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<td>Doug Wright</td>
<td>Alliance</td>
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<td>Catriona Flowers</td>
<td>Trillium --- Excused</td>
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<td>Bob Crayton</td>
<td>Cardinal</td>
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<tr>
<td>Pat McGinnis</td>
<td>VAYA—Phone</td>
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<td>Steve Keen</td>
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<td>Kenneth Brown</td>
<td>Alliance — Absent</td>
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<td>Anna Marshall -</td>
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<td>LaVern Oxendine</td>
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<td>Lakesha McCormick</td>
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<td>Sarah Potter</td>
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1. Agenda topic: Welcome

Discussion
- Welcomed everyone
- Reviewed the reason for those that were not present at the meeting
- All members and guest introduced themselves and staff
- Reviewed Agenda – it was approved
- Reviewed the May minutes and they were approved with some corrections
- Ben talked about May 22nd Advocacy Day – It was well received – 50 people from across the state – Legislators were responsive to the day. Positive Experience.
- SCFAC members on the phone - there will be a check-in throughout the meeting to ensure attendance.

Conclusions

Action Items
- Motion – Approval of both sets on Minutes

Person(s) Responsible  Deadline
Deb Page 1st  
Bev Stone 2nd Committee approved minutes unanimously
2. Agenda topic: Annual Reports

**Presenter(s):** Benita Purcell

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<th>Discussion</th>
<th>Conclusions</th>
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<tr>
<td>• Need reports from the sub-committees</td>
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<td>• Would like to have it done by the July meeting</td>
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<th>Action Items</th>
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3. Agenda topic: Sub-Committee reports

**Presenter(s):** Benita Purcell

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<tr>
<th>Legislation committee/Advocacy Day- Martha Brock</th>
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<td>• Legislation committee have had regular meetings since Nov 2017.</td>
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<td>• First meeting of the Legislation committee was mainly about organization and establishing goals. The next meetings mainly focused on Advocacy Day and current Legislation.</td>
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<td>• Advocacy Day was a success- VAYA had a great showing; they sent staff to help their members. Trillium had a great turn out. Alliance showing was not bad. Cardinal also had a solid turnout. Eventbrite will give excellent demographics; this information will be available through registration. Eventbrite shows that the site had more than 200 hits during the day there was a press conference / Benita and Ben, and Senator Woodard, had pretty good media interest. CFAC was able to get its purpose out there and feel that we had a positive outcome.</td>
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<td>• Ben C. - “A Success”</td>
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<td>• Pat McGinnis – Ability to speak with Western Legislators, and Martha did a fantastic job.</td>
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<td>• Ben C. - “Overwhelmed” is a good word for now as well as preserver.</td>
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<td>• Martha B. stated that she does not want to be the only member on the Legislative committee – ”We need more members”. Would like to see and “Executive Committee”. Need to make more legislative connections.</td>
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<td>• Mark F. - Legislative sub-committee is a spin off from service Gaps and Needs - Legislative focus took precedence.</td>
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**Gaps and Needs Committee – Mark F.**

- Committee is watchful - Things are changing. Time frames changed along with new time lines. New 2-year budget to come in the Spring of 2019, both subcommittees are well focused at this point on the budget.
- Bonnie F. would like to go over what local CFAC's are doing – need to get an overview of the state as a whole. Stressed the importance of ground rules and importance of by-laws Discussion on motion made by Bonnie.
- Mark F. asked for help understanding what she was asking for? – Need more knowledge and background- what she has described at this time is very ambiguous and nebulous
- Deb P. – we walk alongside the local CFAC
- Martha B - in statute, at request of the Local CFAC (who is asking for this request?) - the Cardinal Board &/or the CFAC needs to make a direct request for this assistance.
- Benita P. – each CFAC needs to address their own discretionary issues (self-governing)
- Bonnie F. – suggested that a training be provided for the Local CFAC and the State CFAC. Something that would assist in defining what technical assistance is and is not
- Deb P. - Cardinal did provide trainings and still does on a regular basis.
- Martha B - Amend Motion
- Chair to appoint ad-hoc committee - This will be for writing the letter (possibly Martha B)
- Pat M. voiced her objection to the interference of a local CFAC by the State CFAC without directly being asked by them.
- Self-governing advocates? How will it be implemented? Three ideas: 1) state conf. call, 2) Chair Ad-Hoc committee, and 3) letter to CFAC. Group agreed to table this topic until July.

**Nominations Committee – Deb Page**

Four candidates - for Chair, the candidates are Benita Purcell and Martha Brock. For Vice Chair, the candidates are Brandon Tankersley and Mark Fuhrmann.

**State to Local Conference Call – Ben Coggins**

- There has been an increase in participation on the calls
- The calls run on a cycle with 3 CFAC's reporting on what is happening in their area.
- We have open discussion where the topics have been picked on the ELT call the month prior.
- SCFAC during this call is there to provide technical support to the local CFAC as requested.
- The call is a venue for voices to be heard.
- It is always the same call-in number, which seems to really assist in the participation.

**Annual Report – Benita Purcell**
- Please Send items to Benita by the End of June for the completion of the Report!!
- Reports by June 20th and Annual report to SCFAC by Wednesday June 27th
- Pat McGinnis – Veterans Town Hall Meetings – Announcements to be emailed to CE&E staff
- Phone Members check – In 9:40am - Catreta was not on the call

**Conclusions**

**Action Items**

<table>
<thead>
<tr>
<th>Motion: Bonnie F. made a Motion that the SCFAC provide technical assistance to the Mecklenburg CFAC. Motion Amended – Martha B. – Motion to coordinate with Mecklenburg CFAC to investigate what technical assistance is needed. Martha B- 1st Bonnie F. 2nd</th>
<th>Person(s) Responsible</th>
<th>Deadline</th>
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<tr>
<td>Vote – Ken Brown – aye Ron R- aye Kurtis T. – aye Martha B. – aye Mark F.- aye Bonnie F.- aye Bev S. – aye Benita P – aye</td>
<td>Abstained Pat M. Jonathan E.</td>
<td>No date was given to have this completed by</td>
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**4. Agenda topic: Cardinal Innovation CEO**

**Presenter(s):** Trey Sutton

**Discussion**

- Benita P. introduced Trey Sutton -
  - Trey S. thanked everyone for their time
  - New to the role of CEO
  - Discussed the number of meetings that he has to attend, 400+, and this is the third CFAC meeting
  - He wants to spend time listening and being responsive
  - Cardinal Board has 3 CFAC members
  - Cardinal is, at this time, rotating board meetings around the region.
  - We have moved the public comment to the beginning of the meeting so that the public could make their comment and if they wished, they are able to leave.
  - At our last Board meeting we had the highest public attendance

**Reinvestment Plan –**

- Discussion on how Cardinal was able to convince the powers to allow them to keep the money and reinvest it back in to the community.
- 3.8 million to be reinvested in to the community
- Cardinal board decided to make it an even 4 million.
- Cardinal requested proposals on projects to reinvest; received 240 proposals that totaled about 48 million.

**Registry of unmet needs -**

- Anna Marshall is looking to work with people on the registry of unmet needs
- Member Engagement Team going thru list while they wait for innovations slots
- Talk to 70+ people per month is the goal and we have just started the initiative
- Benita P. – what is the number on your waiting list? Spoke to one family and they have been waiting for 14 years.
- Discussion went on for some time
Richard Topping –

- Cardinal has filed a law suit against him to try and recoup some of the money that he should not have received.
- Martha B. – Cardinal had caused a lot of problems for the entire system. Legislators believe LME/MCO's are flushed with money. What new projects for people with MH issues?
- Anna Marshall - Opioid Epidemic – refocused to MH. Treatment alternative, have a high focus upon Peer Support, combating isolation to achieve community inclusion, and working with local hospitals with peer bridge'ers.
- Phoenix, Arizona - potential model for nationwide program.
- Anna Marshall - Cardinal is adding wellness center across their catchment area
- Bonnie F. – How do you assure quality of care once they get out of a facility? Care coordination - will they hire additional people? Would not like to see people auto assigned to provider.
- Care coordination - $4.5 million in new resources, $2-3 million in TCLI front line staff
- Service descriptions to determine Tailored Plan vs Standard Plan – looking at psychotropics to be a measure for Tailored plan acceptance
- Incorporate performance evaluation for provider/consumer relations and assistance; getting feedback from both providers and consumers
- Mark F. – Future of the LME/MCO’s?
- Trey Sutton - 12-18 months looking to become a tailored plan; need to educate Cardinal as an organization about whole person care, understanding the physical health side of the equation.
- Looking at possible consolidation and mergers now about the state, not about competition. Must involve partnerships.
- Kurtis T. - there is going to be a tremendous learning curve to integrate physical and behavioral health. Is there a curriculum or template?
- Trey S. – Will look to research this and have medical team target this issue.
- Looking at putting a local crisis center in Burlington area; $1.3million.
- Martha B. (comment), state collaborative – want to promote this voice of actual consumers and service users.
- Trey – Six systems of Care Collaborative across the state. Also each of the 20 counties have community partnership meetings.

Conclusions

Action Items

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5. Agenda topic: By-Laws

Presenter(s): Ben Coggins

Discussion

- Ben C. attendance is a real issue and we need to address this in the By-Laws
  - Number of absences
  - To vote by absentee ballot
- Martha B. - Only be excused by the Chair for personal and family emergency is too limiting and needs to be revised.
- Deb P. - Excused is not the same as "just calling in" and not being a no-show.

Conclusions

Action Items

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- Phone check – Kenneth Brown, Johnathan Ellis, Pat McGinnis, Ron Rau all present on the phone.

Motion: Complete Review of SCFAC By-laws – Look into absentee voting by an ad-hoc committee - Motion made by Martha B. and 2nd Bonnie F. – motion carried

6 Agenda topic: Concept Papers

Presenter(s): Benita Purcell

Discussion

- Feedback notes circulated to all SCFAC member's
• Martha B. – Pat Deegan- "Don't blame a plant if it does not survive, if it doesn't have proper soil or environment" --- social "Determinants" should be social factors – social factors matter greatly – make the client the focus – focus on the abilities not disabilities
• Pat M. – World Health Organization (WHO) website have consumers at the table.

Conclusions

Action Items

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7. Agenda topic: Division update

Presenter(s): Kody Kinsley Interim Senior Director

Discussion

• Update on budget
• IVC bill
• Concept papers
• Janie Shivar and Kathy Nichols
• Tailored plans
• Assembly is in session:
  ➢ Not seeing forward motion in budget – Odd items the complete removal of Suicide Hotline, Dix funds to pay for MH training in schools, Suicide Life Line returns
  ➢ Correction to 3-way hospital contracts – nobody is ecstatic.
  ➢ Another cut to single stream funding; unclear as to how they backed into these numbers
  ➢ Attempting to figure out how the cut will be implemented – Secretary to make changes- false narrative that LME/MCO have money – they must have a Risk Reserve; we need to alter perceptions form Cardinal days.
• Mark F. - $107 million is about the right figure
• Cannot compare this year to last year's budget (Rose Hoban)
• Difficulties to even identify changes -- I21's comment agree hard to match up items
• SB 63 Nurse Reform – study bill – came out of Medicaid funding – County Commissioners vs Medicaid.
• Unlicensed people will not be able to bill Medicaid
• Single Stream cuts – How are we going to ensure people will have continue services – Maintenance of effort – Kathy Nichols says it is monitored and it is very lean – working on analysis.
• Martha B - What do you want from SCFAC? Reviewing the budget is a mandate – look at the calendar to make comment timely
• How do we ad SCFAC educate the legislature?
• Transparency is a major key- wanted more time to a review concept papers need to have staff work through.
• Things rest upon the assumption of the expansion of Medicaid – Kathy Nichols – the Tailored Plans are high level concepts -- more rest with standard plans than expansion.
• "Closing the Coverage Gap"- Medicaid Expansion – especially around substance use treatment; $15.5 cures funding in year 2, but year three, nothing is allocated.
• Kurtis T. – What can we do as a SCFAC to educate the legislators? History of the state Legislators are new; they were not here 5 years ago.
• Kody K. – "Educate and advocate", is about numbers of people and gaining an influential mass message.
• Kathy N. – People will have choice and will work with enrollment. They are not locked in forever. "Medicare navigation is a Hot Mess."
• Bev S. - County Community Health Departments have the data you are looking for. Also look at the good monthly collaboratives are great.
• Individual feedback provided to Kody. Look for SCFAC to have a collective voice once everyone has read them.
• Mark F. – More levels of profit taking? Will there be a higher degree of accountability is the department comfortable with this?
- Kody K. - The plans primary focus for efficiency, accountability. How good is our data going to be? Other stated have done better with data.
- Eighty-five cents out of every $1 goes to medical services. Removing pre-existing conditions is just bad. The concept was to spear the risk.
- SB630 Chancing 122C with IVC not a priority for us.

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**8. Agenda topic: Perception of Care survey results**

**Presenter(s): Karen Feasel**

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<td>MH&amp;SUD Consumer Perception of Care Survey 2017 results – preview prior to approval</td>
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<td>6500 + respondent consumers</td>
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<td>400+ Providers</td>
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<td>4% of the annual population</td>
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<td>See report once it is approved.</td>
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<td>Martha B – would like data from state to state compare to other southeastern states.</td>
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**9. Agenda topic: Public Comments**

**Presenter(s): Ben Coggins**

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<tr>
<td>LaVern Oxendine – Dorothea Dix Park – Master Plan due in spring of 2019. A meeting is to be here tonight. Number 3 and 4 will be in October – 5000 people have made recommendations, 30-45 min to have people present to SCFAC, 85 buildings on campus. DHHS lease is for 7 more years.</td>
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<td>Rep. Verla Insko looking for funding for a memorial preservation of the cemetery.</td>
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<td>Antiquities Act – No response, Dix Conservancy.</td>
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<td>Dix invented the treatment mall concept, dixpark.org, about the master planning.</td>
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<td>Doug Wright - 1) remind CFAC about Gaps and Needs, and to provide advisory input</td>
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<td>2) Behavioral Health urgent care, operating one in Durham county for 6 months. To open one in Wake County soon. Funded by state and county dollars, but getting Medicaid patients – people do value this model. Peer Support Specialist work there.</td>
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**10. Agenda topic: Advocacy Day**

**Presenter(s): Martha Brock**

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<td>Martha B. - Balance of $160 raised for Advocacy day</td>
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<td>$40 to reimburse for money that Martha (I) spent</td>
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<td>$120 left – what do we do with $ --- what about a nice banner?</td>
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<td>Motion</td>
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- Motion: Get a Banner that can be hung up and Martha to be reimbursed for her expenses –Martha B 1st Benita P 2nd – Motion unanimously approved
- Phone roll call Ken Brown, Jonathan Ellis, Pat McGinnis, Ron Rau
Vice Chair – Brandon Tankersley – Not present, Mark Fuhrmann - since Brandon was not present at the meeting the Vice Chairs did not give their 3 min talk.
Chair – Martha Brock & Benita Purcell – Martha and Benita both gave a 3 min speech as to what they would like to see happen with the SCFAC in the next year.
Vote was held and at the conclusion of the vote, the Chair for 2018-2019 will be Benita Purcell and the vice chair will be Mark Fuhrmann.

Benita P at the end of the meeting handed out certificates of appreciation to the members of the committee that will be rolling off the committee. Ben Coggins, Bonnie Foster, Bev Stone, Kurtis Taylor.
Dr Rita Linger resigned effective 6-30-2018

Meeting Adjourned: 2:58pm
Next Meeting: July 11, 2018
Minutes Approved July 11, 2018
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<th>Name</th>
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<td>Brenda Purcell</td>
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<td>Doug Wright</td>
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<tr>
<td>Bob Crayton</td>
<td><a href="mailto:leadinwiththepaws@hotmail.com">leadinwiththepaws@hotmail.com</a></td>
<td>336/512-0932</td>
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<tr>
<td>Juanita Jefferson</td>
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<td>Anna Marshall</td>
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<td>STEVE KEEN</td>
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<td>Angela K Duvall</td>
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<td>Monica Johnson</td>
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<td>Sean Anderson</td>
<td>CARDINAL - PIEDMONT CFAE</td>
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<td>Sarah Potter</td>
<td>CARDINAL - TRIAD CFAE</td>
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<td>Lavern</td>
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<td>🆘</td>
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<tr>
<td>OVERDONE</td>
<td></td>
<td></td>
<td>YES</td>
</tr>
</tbody>
</table>

Lakesha McCormick - CARDINAL
<table>
<thead>
<tr>
<th>Name</th>
<th>E-Mail Address</th>
<th>Phone</th>
<th>Comment</th>
</tr>
</thead>
<tbody>
<tr>
<td>Steve Keen</td>
<td><a href="mailto:steve.keen@cardinalinnovations.org">steve.keen@cardinalinnovations.org</a></td>
<td>919-920-2023</td>
<td></td>
</tr>
<tr>
<td>David Corro</td>
<td>dave.corro@ gmail.com</td>
<td>919-805-0059</td>
<td></td>
</tr>
<tr>
<td>Kibsy Silva-Dish</td>
<td><a href="mailto:kibsy.silva-dish@cardinalinnovations.org">kibsy.silva-dish@cardinalinnovations.org</a></td>
<td>704-939-7590</td>
<td>None</td>
</tr>
<tr>
<td>Mary Miller</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Jeremy Riddle</td>
<td><a href="mailto:jriddle@centene.com">jriddle@centene.com</a></td>
<td>512-541-6476</td>
<td></td>
</tr>
<tr>
<td>Rebecca Coleman</td>
<td><a href="mailto:rebecca.k@yaho.com">rebecca.k@yaho.com</a></td>
<td>844-813-8864</td>
<td></td>
</tr>
<tr>
<td>Jan Breug</td>
<td></td>
<td>910-434-3811</td>
<td></td>
</tr>
</tbody>
</table>
MH/SA Consumer Perception of Care Survey

- Annual survey of consumer perceptions of quality of care
- SAMHSA reporting requirement for Community MHBG
- Overall quality of public MH/SUD service system
- 3 parts of survey administered in NC:
  - Mental Health Statistics Improvement Program (MHSIP) Survey
  - Consumer experiences with LME-MCO and providers
  - Adult physical health

SOURCE: 2017 Mental Health and Substance Use Services Consumer Perception of Care Report
MH/SA Consumer Perception of Care Survey

- 2017 survey period: May 8 — June 12
- Sample of 6,500+ respondents
- 400+ Provider NPIs
- Providers receive standard administration guidelines, e.g.,
  - Survey is voluntary, confidential, no right or wrong answers
  - Provide private area to complete and secure method to return
  - Enlist help of peers/advocates to assist

SOURCE: 2017 Mental Health and Substance Use Services Consumer Perception of Care Report

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Survey Format

Please answer the following questions based on the services you have received so far in the past year. Indicate if you Strongly Agree, Agree, or Neutral, Disagree, or Strongly Disagree with each statement. If the question is about something you have not experienced, please fill in the circle for Not Applicable (N/A) to indicate that this item does not apply to you.

<table>
<thead>
<tr>
<th>II. YOUR SERVICES</th>
<th>Strongly Agree</th>
<th>Agree</th>
<th>Neither</th>
<th>Disagree</th>
<th>Strongly Disagree</th>
<th>N/A</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. I like the services that I received here.</td>
<td>○</td>
<td>○</td>
<td>○</td>
<td>○</td>
<td>○</td>
<td>○</td>
</tr>
<tr>
<td>2. If I had other choices, I would still get services from this agency.</td>
<td>○</td>
<td>○</td>
<td>○</td>
<td>○</td>
<td>○</td>
<td>○</td>
</tr>
<tr>
<td>3. I would recommend this agency to a friend or family member.</td>
<td>○</td>
<td>○</td>
<td>○</td>
<td>○</td>
<td>○</td>
<td>○</td>
</tr>
<tr>
<td>4. The location of services was convenient (parking, public transportation, distance, etc.).</td>
<td>○</td>
<td>○</td>
<td>○</td>
<td>○</td>
<td>○</td>
<td>○</td>
</tr>
<tr>
<td>5. Staff were willing to see me as often as I felt it was necessary.</td>
<td>○</td>
<td>○</td>
<td>○</td>
<td>○</td>
<td>○</td>
<td>○</td>
</tr>
<tr>
<td>6. Staff returned my call within 24 hours.</td>
<td>○</td>
<td>○</td>
<td>○</td>
<td>○</td>
<td>○</td>
<td>○</td>
</tr>
<tr>
<td>7. Services were available at times that were good for me.</td>
<td>○</td>
<td>○</td>
<td>○</td>
<td>○</td>
<td>○</td>
<td>○</td>
</tr>
<tr>
<td>8. I was able to get all the services I thought I needed.</td>
<td>○</td>
<td>○</td>
<td>○</td>
<td>○</td>
<td>○</td>
<td>○</td>
</tr>
<tr>
<td>9. Staff here believe that I can grow, change, and recover.</td>
<td>○</td>
<td>○</td>
<td>○</td>
<td>○</td>
<td>○</td>
<td>○</td>
</tr>
<tr>
<td>10. I feel free to complain.</td>
<td>○</td>
<td>○</td>
<td>○</td>
<td>○</td>
<td>○</td>
<td>○</td>
</tr>
</tbody>
</table>

SOURCE: 2017 NC DHHS Division of MHDODISA Services Adult Survey
Survey Domains

Access to Services
Treatment Planning
Quality and Appropriateness/Cultural Sensitivity
Outcomes/Functioning/Social Connectedness
General Satisfaction

Survey Items (Examples)

Access to Services
- Services were available at times that were good for me.
- Staff were willing to see me as often as I felt it was necessary.

Treatment Planning
- I, not staff, decided my treatment goals.
- I helped to choose my child's services.

Quality & Appropriateness
- I was given information about my rights.
- Staff were sensitive to my cultural background.

Cultural Sensitivity
- Staff treated me with respect.
- Staff spoke with me in a way that I understand.
Survey Items (Examples)

- **Outcomes**
  - I am better able to deal with crisis.
  - My child is doing better in school and/or work.

- **Functioning**
  - I do things that are more meaningful to me.
  - My child is better able to do things he or she wants.

- **Social Connectedness**
  - I feel I belong in my community.
  - In a crisis, I would have the support I need from family or friends.

- **General Satisfaction**
  - Overall, I am satisfied with the services I received here.
  - I received services that were right with me.

SOURCE: 2017 NC DHHS Division of MH/DD/SA Services Adult, Youth, and Parent Surveys

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N.C. LME-MCOs

- Reflects LME-MCO as of 7/1/18.
- Includes the realignment of Columbus County to Triad Health Resources on 7/1/18.
### Primary Reason for Services

#### Adult Respondents

<table>
<thead>
<tr>
<th>MH, Male</th>
<th>MH, Female</th>
<th>SU, Male</th>
<th>SU, Female</th>
</tr>
</thead>
<tbody>
<tr>
<td>25%</td>
<td>46%</td>
<td>13%</td>
<td>15%</td>
</tr>
</tbody>
</table>

#### Youth Respondents

<table>
<thead>
<tr>
<th>MH, Male</th>
<th>MH, Female</th>
<th>SU, Male</th>
<th>SU, Female</th>
</tr>
</thead>
<tbody>
<tr>
<td>45%</td>
<td>30%</td>
<td>50%</td>
<td>5%</td>
</tr>
</tbody>
</table>

**SOURCE:** 2017 Mental Health and Substance Use Services Consumer Perception of Care Report

---

### Adult Respondents

- **White:** 30.8%
- **Black/African American:** 30.8%
- **Asian/Pacific Islander:** 6.2%
- **American Indian/Native American/Alaska Native:** 3.3%
- **Multiracial:** 2.9%
- **Other:** 2.0%
- **Unknown:** 0.3%

*73.3% also identified as Hispanic/Latino*

**SOURCE:** 2017 Mental Health and Substance Use Services Consumer Perception of Care Report
Youth Respondents

- Black/African American, 37.7%
- White, 42.7%
- Multiracial, 9.6%
- Asian/Pacific Islander, 0.9%
- American Indian/Native American, 2.5%
- Other, 6.0%

(17% also identified as Hispanic/Latino)

SOURCE: 2017 Mental Health and Substance Use Services Consumer Perception of Care Report

Survey Results

- Annual Trends
- National Data
- LME-MCO Patterns
- Demographic Groups
Adult Survey: 2013-2017

SOURCE: 2017 Mental Health and Substance Use Services Consumer Perception of Care Report

Youth Survey: 2013-2017

SOURCE: 2017 Mental Health and Substance Use Services Consumer Perception of Care Report

SOURCE: 2017 Mental Health and Substance Use Services Consumer Perception of Care Report

Annual Trends

Survey Populations

Child Family  Adult  Youth
Annual Trends

Survey Domains

Quality and Appropriateness/ Cultural Sensitivity
General Satisfaction
Treatment Planning
Access
Outcomes/ Functioning
Social Connectedness

2016 Mental Health National Outcomes Measures (NOMS):
SAMHSA Uniform Reporting System*

<table>
<thead>
<tr>
<th>Adult Consumer Survey Measures</th>
<th>N.C. Rate</th>
<th>U.S. Rate**</th>
</tr>
</thead>
<tbody>
<tr>
<td>Access to Services</td>
<td>92%</td>
<td>87%</td>
</tr>
<tr>
<td>Participation in Treatment Planning</td>
<td>87%</td>
<td>85%</td>
</tr>
<tr>
<td>Quality/Appropriateness</td>
<td>95%</td>
<td>90%</td>
</tr>
<tr>
<td>Outcomes from Services</td>
<td>77%</td>
<td>76%</td>
</tr>
<tr>
<td>Improved Social Connectedness</td>
<td>75%</td>
<td>74%</td>
</tr>
<tr>
<td>General Satisfaction with Care</td>
<td>93%</td>
<td>90%</td>
</tr>
</tbody>
</table>

SOURCE: samhsa.gov
2016 Mental Health National Outcomes Measures (NOMS): SAMHSA Uniform Reporting System*

<table>
<thead>
<tr>
<th>Youth/Child Family Survey Measures</th>
<th>N.C. Rate</th>
<th>U.S. Rate**</th>
</tr>
</thead>
<tbody>
<tr>
<td>Access to Services</td>
<td>84%</td>
<td>86%</td>
</tr>
<tr>
<td>Participation in Treatment Planning</td>
<td>83%</td>
<td>91%</td>
</tr>
<tr>
<td>Cultural Sensitivity of Providers</td>
<td>94%</td>
<td>95%</td>
</tr>
<tr>
<td>Outcomes from Services</td>
<td>67%</td>
<td>73%</td>
</tr>
<tr>
<td>Improved Social Connectedness</td>
<td>85%</td>
<td>86%</td>
</tr>
<tr>
<td>General Satisfaction with Care</td>
<td>88%</td>
<td>89%</td>
</tr>
</tbody>
</table>

SOURCE: samhsa.gov

LME-MCO Network

Have any of the following problems interfered with your ability to receive the services you need from any of your LME/MCO’s providers? (Weighted percentages)**

<table>
<thead>
<tr>
<th>LME-MCO</th>
<th>Transportation</th>
<th>Difficulty reaching provider</th>
<th>Service location</th>
<th>Cost of meds</th>
<th>Service cost</th>
<th>Hours services available</th>
<th>Other</th>
<th>None of the above</th>
</tr>
</thead>
<tbody>
<tr>
<td>Alliance</td>
<td>11%</td>
<td>4%</td>
<td>5%</td>
<td>7%</td>
<td>3%</td>
<td>6%</td>
<td>3%</td>
<td>78%</td>
</tr>
<tr>
<td>Cardinal</td>
<td>11%</td>
<td>3%</td>
<td>4%</td>
<td>8%</td>
<td>5%</td>
<td>5%</td>
<td>2%</td>
<td>77%</td>
</tr>
<tr>
<td>Eastpointe</td>
<td>8%</td>
<td>3%</td>
<td>4%</td>
<td>8%</td>
<td>3%</td>
<td>4%</td>
<td>2%</td>
<td>83%</td>
</tr>
<tr>
<td>Partners</td>
<td>13%</td>
<td>3%</td>
<td>6%</td>
<td>5%</td>
<td>3%</td>
<td>6%</td>
<td>3%</td>
<td>78%</td>
</tr>
<tr>
<td>Sandhills</td>
<td>8%</td>
<td>5%</td>
<td>4%</td>
<td>6%</td>
<td>5%</td>
<td>5%</td>
<td>5%</td>
<td>91%</td>
</tr>
<tr>
<td>Trillium</td>
<td>13%</td>
<td>4%</td>
<td>4%</td>
<td>12%</td>
<td>5%</td>
<td>6%</td>
<td>3%</td>
<td>78%</td>
</tr>
<tr>
<td>Vaya</td>
<td>11%</td>
<td>5%</td>
<td>4%</td>
<td>9%</td>
<td>6%</td>
<td>7%</td>
<td>4%</td>
<td>72%</td>
</tr>
<tr>
<td>State</td>
<td>10%</td>
<td>4%</td>
<td>6%</td>
<td>5%</td>
<td>3%</td>
<td>4%</td>
<td>6%</td>
<td>71%</td>
</tr>
</tbody>
</table>

SOURCE: 2017 Mental Health and Substance Use Services Consumer Perception of Care Report
Questions?

Karen Feasel
DMH/DD/SAS Quality Management
Karen.Feasel@dhhs.nc.gov
(919) 715-2270
SCFAC Elections 2018

Chair

☐ Martha Brock
☐ Benita Purcell
☐ [Blank]

SCFAC Member's Signature

[Signature]

SCFAC Elections 2018

Vice-Chair

☐ Mark Fuhrmann

[Checkmark]

[Signature]
SCFAC Elections 2018

Chair

☐ Martha Brock
☑ Benita Purcell

SCFAC Member's Signature

SCFAC Elections 2018

Vice-Chair

☑ Mark Fuhrmann

SCFAC Member's Signature

Benita Purcell
SCFAC Elections 2018

Chair

☐ Martha Brock
☒ Benita Purcell

SCFAC Member's Signature

SCFAC Elections 2018

Vice-Chair

☒ Mark Fuhrmann

☐ [Signature]

SCFAC Member's Signature
SCFAC Elections 2018

Chair

- Martha Brock
- Benita Purcell

SCFAC Member’s Signature

SCFAC Elections 2018

Vice-Chair

- Mark Fuhrmann
- Brandon T

SCFAC Member’s Signature
SCFAC Elections 2018

Chair

☑ Martha Brock

☐ Benita Purcell

SCFAC Member’s Signature

Mark Brock

SCFAC Elections 2018

Vice-Chair

☑ Mark Fuhrmann

☐ Brandon J

SCFAC Member’s Signature

Mark Brock
2018 - State CFAC – Election Ballot

* Please Check the Ballot box. ✓

SCFAC Elections 2018

Chair

☐ Martha Brock
☐ Benita Purcell

SCFAC Member's Signature

[Signature]

SCFAC Elections 2018

Vice-Chair

☐ Mark Fuhrmann
☐ [Blank]

SCFAC Member's Signature

[Signature]
SCFAC Elections 2018

Chair

☑ Martha Brock
☐ Benita Purcell
☐

SCFAC Member's Signature

Lori Richardson

SCFAC Elections 2018

Vice-Chair

☑ Mark Fuhrmann
☐

SCFAC Member's Signature

Lori Richardson
2018 - State CFAC – Election Ballot

* Please Check the Ballot box. ✔

SCFAC Elections 2018

Chair

☐ Martha Brock
☐ Benita Purcell
X Benita Purcell

SCFAC Member's
Signature

SCFAC Elections 2018

Vice-Chair

☐ Mark Fuhrmann
X Mark Fuhrmann

SCFAC Member's
Signature
SCFAC Elections 2018

Chair

☐ Martha Brock

☐ Benita Purcell

SCFAC Member's Signature

(SCFAC Elections 2018)

Vice-Chair

☐ Mark Fuhrmann

☐ Brandon  

SCFAC Member's Signature

(SCFAC Elections 2018)
SCFAC Elections 2018

Chair

☐ Martha Brock
☒ Benita Purcell

SCFAC Member's
Signature

SCFAC Elections 2018

Vice-Chair

☒ Mark Fuhrmann

SCFAC Member’s
Signature

* Please Check the Ballot box. ✅
Baity, Tammy

From: Harward, Stacey
Sent: Wednesday, June 13, 2018 2:34 PM
To: Baity, Tammy
Cc: Thompson, Suzanne
Subject: Fwd: [External] SFAC Election-Absentee Voting

Please make a copy of this will need to keep it with the others

Stacey A. Harward, BSW
NC DHHS
Mental Health Program Coordinator
Division of MH/DD/SAS
Advocacy and Customer Service Section
3009 Mail Service Center
Raleigh, NC 27699-3009
Phone: 919-604-6027
Fax: 919-733-4962
Email: Stacey.Harward@dhhs.nc.gov
http://www.ncdhhs.gov/mhddsas

Begin forwarded message:

Resent-From: <SRSO=9Lnp=l7=gmail.com=ellisjs114@securence.com>
From: Jonathan Ellis <ellisjs114@gmail.com>
Date: June 13, 2018 at 1:26:20 PM EDT
To: <Stacey.Harward@dhhs.nc.gov>
Cc: <suzanne.thompson@dhhs.nc.gov>, <deb0306@gmail.com>
Subject: [External] SFAC Election-Absentee Voting

CAUTION: External email. Do not click links or open attachments unless verified. Send all suspicious email as an attachment to Report Spam.<mailto:report.spam@nc.gov>

Hi All:

Chair- Benita Purcell
Vice Chair- Mark Furman

Jonathan Ellis
NCCOCP now I2I

Sent from my iPad

Email correspondence to and from this address is subject to the North Carolina Public Records Law and may be disclosed to third parties by an authorized State
SCFAC Elections 2018

Chair

☑ Martha Brock

☐ Benita Purcell

☐

SCFAC Member's Signature

Ken Brown

SCFAC Elections 2018

Vice-Chair

☑ Mark Fuhrmann

☐

SCFAC Member's Signature

Ken Brown
Please make a copy of this - we will need to keep a copy of this

Stacey A. Harward, BSW
NC DHHS
Mental Health Program Coordinator
Division of MH/DD/SAS
Advocacy and Customer Service Section
3009 Mail Service Center
Raleigh, NC 27699-3009
Phone: 919-604-6027
Fax: 919-733-4962
Email: Stacey.Harward@dhhs.nc.gov
http://www.ncdhhs.gov/mhddsas

Begin forwarded message:

Resent-From: <SRSO-8upk-i7@gmail.com=mdque186@securence.com>
From: Kenneth Brown <mdque186@gmail.com>
Date: June 13, 2018 at 2:29:21 PM EDT
To: "Harward, Stacey" <stacey.harward@dhhs.nc.gov>
Subject: [External] Voting

CAUTION: External email. Do not click links or open attachments unless verified. Send all suspicious email as an attachment to Report Spam.

Hi Stacey,

I cast my vote for

Martha Brock

Mark Furhman
SCFAC Elections 2018

Chair

☑ Martha Brock
☐ Benita Purcell

SCFAC Member's
Signature  Pat McGinnis

SCFAC Elections 2018

Vice-Chair

☑ Mark Fuhrmann
☐ Brandon

SCFAC Member's
Signature  Pat McGinnis
Stacey A. Harward, BSW  
NC DHHS  
Mental Health Program Coordinator  
Division of MH/DD/SAS  
Advocacy and Customer Service Section  
3009 Mail Service Center  
Raleigh, NC 27699-3009  
Phone: 919-604-6027  
Fax: 919-733-4962  
Email: Stacey.Harward@dhhs.nc.gov  
http://www.ncdhhs.gov/mhddsas

Begin forwarded message:

Resent-From: <SRS0=R1gE=i7=gmail.com-getvocal@securence.com>  
From: Pat McGinnis <getvocal@gmail.com>  
Date: June 13, 2018 at 2:52:21 PM EDT  
To: "Harward, Stacey" <stacey.harward@dhhs.nc.gov>  
Subject: [External] vote

CAUTION: External email. Do not click links or open attachments unless verified. Send all suspicious email as an attachment to Report Spam.

Martha, Mark
2018 - State CFAC – Election Ballot

Please Check the Ballot box.  ✓

SCFAC Elections 2018

Chair

☐ Martha Brock
☒ Benita Purcell
☐

SCFAC Member's Signature  Ron Raw  email

SCFAC Elections 2018

Vice-Chair

☒ Mark Fuhrmann
☐

SCFAC Member's Signature  Ron Raw  email
Stacey A. Harward, BSW
NC DHHS
Mental Health Program Coordinator
Division of MH/DD/SAS
Advocacy and Customer Service Section
3009 Mail Service Center
Raleigh, NC 27699-3009
Phone: 919-604-6027
Fax: 919-733-4962
Email: Stacey.Harward@dhhs.nc.gov
http://www.ncdhhs.gov/mhddsas

Begin forwarded message:

Resent-From: <SRSO=B/ia=I7=adsyes.org=rrau@securence.com>
From: "Ronald C. Rau, Jr" <rrau@adsyes.org>
Date: June 13, 2018 at 2:51:04 PM EDT
To: "stacey.harward@dhhs.nc.gov" <stacey.harward@dhhs.nc.gov>
Subject: [External] Votes

CAUTION: External email. Do not click links or open attachments unless verified. Send all suspicious email as an attachment to Report Spam.

Chair: Benita P.

Vice Chair: Mark F.

Ronald C. Rau, Jr., MBA
President & CEO
Alcohol & Drug Services of Guilford Inc.
(336) 882-2125, Ext. 229
www.adsyes.org

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