

Dear Secretary Cohen,

During this fiscal year 2017-2018 the NC State Consumer and Family Advisory Committee (NC SCFAC) continued to uphold its mandated duties by advising the Department of Health and Human Services (DHHS) and the General Assembly (GA) on the planning and management of the state's public mental health, developmental disabilities and substance use services.

I would like to thank all the members of this committee for all the hours dedicated to ensuring we got our task completed. It takes more than just a monthly meeting to ensure the citizens we represent have a voice and that we express their concerns to the appropriate individuals along with some suggestions to make services better across our great state.

Members on NC SCFAC:

Ben Coggins, Chair	Benita Purcell, Vice Chair
Martha Brock	Kenneth Brown
John Duncan	Jonathan Ellis
Catreta Flowers	Bonnie Foster
Mark Fuhrmann	Pat McGinnis
Deborah Page	Wayne Petteway
Ron Rau	Lori Richardson
Patty Schaeffer	Bev Stone
Brandon Tankersley	Kurtis Taylor

The following is a summary of this past year's accomplishments of NC SCFAC:

To start this fiscal year, we sent a letter to Governor Roy Cooper, extending an invitation to attend one of our meetings. He did respond to the invitation that he would be unable to attend but supported our work.

The by-laws were reviewed this fiscal year and some changes were made regarding committees (Article 7). It was voted to dissolve the Data-Com committee and we started a new Legislative committee. The wording for this article is as follows: The SCFAC shall elect a Nominating Committee, Standing Committees and Ad Hoc Committees as necessary. The Chair shall appoint the committee chairs for Nominating Committee and Ad-Hoc Committees. In the establishment of these committees the specific task and the time frame to accomplish the task must be identified by the Chair. All Standing Committees (Sub-committees) will elect their own chairs.

SCFAC spent significant time discussing the issues with Cardinal Innovations LME/MCO and the results of the state audit. We sent a letter to Secretary Cohen and the General Assembly regarding our concerns with Cardinal Innovations LME/MCO. In this letter we identified some suggestions to help in the process of monitoring LME/MCO's.

NC SCFAC sent additional letters to Secretary Cohen, Senate Pro Tempore, Phil Berger Speaker of the House, Tim Moore and the Chair of the NC County Commissioners, regarding Cardinal Innovations LME/MCO and expressed our concern that it took so long to address the issues and made advisement on what could be done in the future to prevent some of these same issues from occurring. It was our belief

that the behavior of one LME/MCO should not make all LME/MOC's look bad. There is a place in behavioral health for LME/MCO's.

Secretary Cohen and Deputy Secretary Dr. Mark Benton addressed SCFAC in January to discuss our concerns identified in our letters. She requested we review the contracts with DMA and DHHS and the LME/MCO's and make recommendations. We wanted to ensure the language was strong enough to ensure positive outcomes. We reviewed the contracts with DHHS and DMA staff in March and made some recommendations during the meeting.

We were provided updated reports from DHHS and DMA regarding the changes in the Medicaid and NC Health Choice managed care program design proposed to the NCGA. SCFAC has reviewed the proposed plan and the Concept Papers published to date. While SCFAC was initially concerned that many Concept Papers were released without any input from this group, Secretary Cohen and Kody Kinsley, Interim Senior Director, have made welcomed commitments to include our thoughts on all proposals. SCFAC members have reviewed the proposals and have communicated our positive responses, as well as our questions and concerns to NC DHHS leadership.

Dave Richard, Deputy Secretary of Medical Assistance, attended our meeting in February and answered multiple questions that had been presented to him prior to the meeting. He reviewed the proposed plan presented to the GA and indicated that no decisions had been made. He requested we support the plan and contact our representatives to let them know we support. During this meeting, we let him know

the concerns we had with the use of the word “stakeholder” and felt it was not clear enough and encouraged wording be used to identify consumers and family members.

One of the significant projects NC SCFAC took on this year was conducting Legislative Advocacy Day. This event was spearheaded by the legislative sub-committee. The idea came up during a state to local phone call and was going to be taken on by a local CFAC; however, due to time and lack of progress, the SCFAC decided to take the lead and focus on advocacy instead of a rally. This event was held on May 22nd with Senator Mike Woodard hosting the press conference for us. The event was open to local CFAC’s and any other stakeholders that wished to participate. Each person attending was asked to make appointments with their representatives in the GA to discuss our key talking points. Senator Woodard, Representative Insko and Representative Meyer attended the press conference. There were multiple press present at the event. This was our first legislative advocacy day and it was a learning experience; however, we still had approximately 50 people attend. All members of the Legislative Oversight Committee as well as Appropriations’ Committee received visits and State CFAC brochures. They also received State CFAC’s talking points. We plan on making this an annual event.

The State to Local CFAC Sub-Committee continues to be a vital part of communication and transparency between the State CFAC and the local CFACs of all LME/MCO’s. Two calls per month allow exchange of information, education and collection of benchmarks and outcomes. The last Monday of each month serves as a time for the ELT (Executive Leadership Team) which consists of CFAC Chairpersons or

Vice-Chairs from each LME/MCO catchment area across NC to call in and discuss/develop agenda topics for the monthly State to Local Conference Call. The State to Local call occurs on the third Wednesday of each month. The agenda has presenters from LME/MCO CFAC's or outside stakeholders who report on various subjects which may include: gaps in services or budgets, trends and patterns, collaborative efforts, recruitment for advisory committee vacancies and specific concerns occurring in their area. These calls help with the inclusion of everyone from the state to local CFAC's and their families.

The Veteran's Subcommittee members participated in trainings for service members, Veterans and their families in person and via teleconference. Members of this committee also attended Coalition meetings and other special events throughout the state. This committee kept the SCFAC members current on issues related to Veteran's and their needs.

The Needs and Gaps sub-committee was not able to complete their assessment this year due to time frames changing and not having the data. This committee will be reviewing the Accessibility and Accountability Reports of all LMD/MCO's as they are submitted under the revised reporting schedule and make recommendations as needed.

The Community Engagement & Empowerment Team continues to be very supportive to our committee and provide technical assistance as needed. This group records and maintains all minutes and distributes emails for the group. Suzanne Thompson, Team Leader, secured a meeting location starting in January that works well and will keep us from being relocated. Having this room also allows us to have

individuals join the meeting by phone which is great for individuals who want to listen in to what is occurring at our meeting. Not having access to be able to call in had been a complaint many consumer and family members had expressed.

SCFAC looks forward to the coming year recognizing the considerable work that must be done with the development and implementation of the proposed changes to Medicaid and NC Health Choice managed care program changes. We will strive to continue to carry out the responsibilities given to us in GS 122C-171.