

**State Consumer and Family Advisory Committee (SCFAC)
C/O Community Engagement and Empowerment Team**

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Benjamin Coggins
Chair

Benita Purcell
Vice-Chair

December 19, 2017

Secretary Mandy Cohen
NC Department of Health & Human Services
2001 Mail Service Center
Raleigh, NC 27699

Dear Madame Secretary,

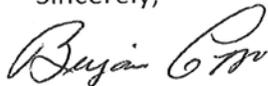
As you are aware, the North Carolina Consumer and Family Advisory Committee (NC CFAC) is mandated in GS 122C-171. The role of this committee is to advise the Department of Health and Human Services (DHHS) and the General Assembly on the planning and management of the state's public mental health, developmental disabilities and substance use services.

Over the last year, we have been very concerned about several issues related to the operation of the LME/MCOs in our state. We addressed our concerns in a letter dated October 23, 2017 (see attached) and believe it necessary to again express those apprehensions. The main points are as follows:

- *There must be more original oversight and subsequent enforcement with contracts.* There were red flags regarding the salaries of MCO staff that were unfortunately missed or ignored by the Office of State Human Resources (OSHR), DHHS and the General Assembly.
- *Public trust in the system has been eroded and must be restored.* Changes from past policies and procedures are needed, but deciding on those will take time. Stakeholders should have input into these changes.
- *Local governments are losing trust and have expressed overall concern for the wellbeing of their constituents.*

Issues of this magnitude affecting such a great number of our citizens must be addressed quickly. NC CFAC is prepared to assist in any way possible to help rebuild the trust of the citizens of our state. Each LME/MCO has local CFACs that could be utilized to help as most of the CFAC members are active in their communities and know their county commissioners. We would like to invite you to attend our meetings (meeting dates on reverse). Please contact us if you would like to present or have some dialog with us regarding how we could work together.

Sincerely,



Benjamin Coggins, Chairman
State Consumer & Family Advisory Committee

Sincerely,



Benita Purcell, Vice-Chairman
State Consumer & Family Advisory Committee

Cc: Jason Vogler, DMH Director
Suzanne Thompson, Community Engagement & Empowerment Team
Ken Schuesselin, DMH Associate Director for Consumer Policy
Dave Richard, Deputy Secretary for Medical Assistance

Attachment (1)