



Monday, April 24, 2023

Consumer and Family Advisory Committee- Mecklenburg
3205 Freedom Drive, Charlotte, NC 28208
MINUTES

MEMBERS PRESENT: ☒ Ron Clark-in person , ☐ Linda Campbell-in person, ☐ Ruth Reynolds-in person, ☐ Randy Sperling-in person, ☐ Beverly Corpening-virtual, ☒ Shagun Gaur-virtual, ☐ Melida Baldera ☒ Alan McDonald-in person, ☒ Michael Flood in-person, ☒ Lois Stickell in-person, ☒ Shari Phillips-Stratton-virtual, ☐ Jim Sonda

BOARD MEMBERS PRESENT:

GUEST(S): ☒ Suzanne Thompson, NCDHHS, ☒ Judy Clark.

STAFF PRESENT: ☒ Dr. Aalece Pugh-Lilly, Sr Director of Community Health & Well Being in-person, ☐ Aimee Izawa, Director Community & Member Engagement ☒ Lakeisha McCormick, Manager, Member Inclusion in-person, ☒ Eileen Bennett Member Inclusion Specialist in-person.

Microsoft Teams meeting

Join on your computer, mobile app or room device

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Meeting ID: 215 845 061 715

Or call in (audio only)

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AGENDA ITEMS:	DISCUSSION:	NEXT STEPS:	TIME FRAME:
1. Welcome and Introductions- 5 mins	The meeting was called to order by Linda Campbell at 5:02 pm. Alan asked if we were going to have a follow up on our project for the year. Linda noted we would discuss that tonight. Linda asked for Judy to get the zoom link for the meeting.		
2. Review of the Minutes – 10 mins	The minutes from the March 27, 2023 meeting were reviewed; a motion was made by Randy Sperling and seconded by Ruth to approve the minutes.		
3. MCO Discussion-Change in Board Requirements for CFAC- 15-30 min	Dr. Aalece Pugh-Lilly-she introduced herself as the senior director and she noted that she is giving a presentation about CFAC Board Qualifications. Last year she did a CFAC by-laws overview and she also noted that at the CFAC retreat there was also a presentation. She noted this was a season of change and things needed to change because our scope is changing. She said historically all of the LME/MCO	Eileen will distribute Aalece's Presentation	

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	<p>case a wide net in terms of the people we were serving, having people represent us, but under Medicaid transformation Alliance's scope will be narrowing. When we go live with the Tailored Plan on October 1 our "net" will be much smaller and the number of people we will be serving will be narrower. When the standard plans went live, the Medicaid members who were on a standard plan started managing their own services with their other plans. And, the Tailored Plan, which we fall under, now we will only be serving those individuals with Severe and Persistent Mental Illness, Substance Abuse Disorder, Traumatic Brain Injury and individuals with Intellectual and Developmental Disabilities. Because of this, we are looking at all of our operations across all of Alliance. Aalece noted that as a reminder our CFAC's were created and the purpose is to "advise on the tailored plan." The LME- that is state funded services, MCO-Managed care services-that is Medicaid Direct services-Medicaid Direct is how managed care has been managed. Medicaid direct as it's defined now, populations that are not going to be in the whole person care health plan: members like: children in crisis, medically needy population and our Tailored Plan population. Linda asked if anyone is going to be left out. Aalece noted that no one would be left out, but she said those individuals who will be eligible for the Tailored Plan are currently receiving Medicaid Direct "like" services but once the Tailored Plan goes live, they will begin receiving Tailored Plan Care on October 1, 2023 which means we will be managing their physical health. There will be some populations that stay the same children in foster care (in custody), those that the state deems medically needy (severe physical health issues). Alan asked what the definition of the medical needy. Aalece said she wasn't 100% clear, and said Suzanne may know, but her understanding is members with chronic, severe physical health conditions. Linda asked people with mild to moderate behavior issues would be managed under Medicaid direct? Aalece said no it will be under the standard plan and she noted the standard plan Medicaid providers (there are 5) that are big insurance companies that have contracted with the state to provide whole person care. The majority of NC Medicaid recipients will be managed by the Standard Plans. The rest will fall under the Tailored Plan. Lois asked if Alliance will be managing fewer people? And Aalece noted that yes we will be managing much</p>		

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	<p>less members but all the people we do manage have a lot of issues to deal with so they require a higher level of care. Aalece said since all this change is happening, that we have been revisiting the purpose of CFAC and the documents of CFAC. Aalece noted that she pulled this information directly from the CFAC by laws. Pursuant to this law, adult individual are qualified to members of CFAC is they or their family member are a consumer of our services. No member may service 3 consecutive terms. Employees of the LME/MCO are not eligible to serve on CFAC. Aalece noted that as defined by the state “an individual who is a client or a potential client of public services.” So, putting those two parts together Alliance interpretation is that in order to be a voting member on the Alliance CFAC, the individual must be a member or they have a family member that is an Alliance member. So, in a nutshell, our CFAC members must be an Alliance member or a family member of CFAC members. Randy asked if they can be past Alliance members. Aalece said she would get back to Randy on that question because she wasn’t sure. Ron asked if Veteran qualifies. Aalece said if they do have Medicaid they will qualify. Ron noted that he doesn’t have Medicaid. Linda noted that the services Andrew receives (her son) what she sees with the substance abuse is receives, but once you are on the” wagon” you really aren’t around long enough and what services do you receive after? So when I think of the Substance Abuse that are on the Board they are there for life experience. Aalece said she would like to emphasize many of the Substance Abuse members use state funded services, and under Medicaid expansion Substance Abuse should received expanded services. Suzanne confirmed that there will be some expansion of the services given to the Substance Abuse population. Aalece noted that if a person has Medicaid in North Carolina, they will be in a standard plan, in Tailored Plan, or Medicaid Direct. Depending on which health plan best fits their needs. So, Aalece gave some examples on her presentation of who would qualify for services. After showing the examples, Aalece noted that the next steps will be that all CFAC members will reapply with a new and revised application that Lakeisha and Ramona have been diligently working on. The application where we will have each CFAC member attest that they meet the qualifications to serve as a Board Member. Randy asked what happens if there is a</p>		

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	<p>member who doesn't qualify based off this new application. Aalece noted that this new application and attestation would be done completely on the "honor system," and that Alliance is not going to be doing detective work into whether that person is in fact being truthful. Aalece noted there are some individuals who do not qualify for Alliance services. For those individuals that cannot attest that they fit those requirements, then they will have until October 1, 2023 to continue serving. Randy noted that in speaking with other county CFAC members that there are a lot of members that are very very unhappy about this decision. She noted that everyone should know that there are people working behind the scenes to see if there is another way to handle this situation. Linda noted that she could see everyone finishing out their terms because new people rotating on and off can be difficult but there is something with having fresh ideas. Randy noted that not all the counties have the same population for them and that this rule may be difficult. Suzanne noted why would people be upset about this decision. Her next question is how it benefits Alliance to have people who Alliance members are not to offer direction for Alliance that this would be difficult. Aalece gave an example: Imagine you are an exclusive K-Mart Shopper, the only place you have ever shopped is K-Mart and then Wal-Mart asked you to be on their Board to help advise them. She noted it would be difficult because the K-Mart Shopper would not know what a Wal-Mart shopping experience is like. Linda said she can understand that point of view and she said families that were with cardinal can offer opinions on the differences. Linda said she was interested to see how this will be resolved. Aalece also noted that Alliance designates money to our CFAC Members, and that money is set aside for their use. If we are using taxpayer dollars to report about our member services, then that can be an issue. Aalece noted where we are right now, is to fill out the new application by September 15, 2023. Ron said this was cut and dry and that he can tell he doesn't qualify. He noted that the feedback he gives are from the people he works with that cannot come to these meetings. He also noted that his services were all done through Veteran Services. Aalece noted that she would love for Ron to come but not as a voting member. Randy noted that she was going to wait until September to see what happens and time. Linda noted that we should be</p>		

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	encouraging people who do qualify to come to the CFAC meetings. Ron noted that there are a lot of individuals who don't feel comfortable coming to these meetings. Linda asked if there were rehabilitation services and if we could contact them or Linda could come with Ron to be open to participating. Randy asked if she comes and is not on the board, she would not be able to vote? And, the answer was yes she would not be able to vote. Aalece noted that any questions or concerns they can reach out to her or Anne Oshel. Suzanne noted she was concerned that they feel like their voice isn't being heard, but they can but she also wants to know why you would want to advise on a group of people that aren't receiving services.		
4. State Updates 10 min	Suzanne Thompson noted that there are no real different updates other than the monthly emails they send. State CFAC is Weds the 10 th and there are some vacancies on the State level. She noted the State CFAC is different from Alliance that you or your family member has to have Medicaid or receiving state funded services. If you meet those criteria, she encourages someone to apply. Ron asked a question about what a family member means, and Suzanne said there is no clear-cut definition in statute. She noted that for State CFAC they give preference to family members who are actively involved in their plan for services. Alan noted that he thinks folks on the State level CFAC should have a lot of experience in dealing with the Medicaid system. Suzanne agreed but noted that she doesn't have control of who is voted onto the State CFAC. The Secretary of Health of Human Services appoints 9, the President Pro-Tempore of the senate appoints 4, the Speaker of the House appoints four, and the Association of County Commissioners appoint 4. She noted that she works on the eligibility requirements with these groups. but she doesn't make the decision. Randy noted that just because you have a family member doesn't mean your past experiences don't count for anything. Randy noted that the people who would be disqualified offer a lot and have a lot to offer. Linda noted they do but that there are a lot of groups where people will qualify. Ron said he understands and respects this decision.		
5. Reports:- 15-20 min BOD,Steering Committee,	BHSP-Alan sent an update of what was going on and Shagun also gave an explanation of the focus groups. Alan noted the challenge was the last meeting in narrowing down the strategies. So there were some more brainstorming sessions		

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State to Local, State CFAC, Conferences, Trainings, etc.	<p>were opened and members participated in. Alan noted that the meetings seem to be coming down to how the system and resources, making this all-inclusive and how they are set up to make this a successful endeavor. He also attended the Huntersville Community meeting, and it was eye opening. It had the same personnel who conducted the Meck County. There were only about ½ dozen individuals but also some providers and the purpose of the meeting was to get feedback, but Alan said there wasn't a broad perspective, but the panel was asked what feelings/emotions were there about accessing mental health care. Alan noted that the comments were basically that the system was broken and that there were many instances of people falling through the cracks with services. Alan noted there were issues for drives with the determinants of health with single parent families and their lack of support and community resources. They did give out a list of resources and Alliance was listed on there. Michael Flood noted that this was really a system wide collaboration (prison, courts, hospitals, sheriffs). The focus is to be a very narrow strategic plan for the county to have the biggest impact in the shortest amount of time. Linda asked is there a way for folks to go to send in public comments but not go to the meeting. Alan noted they have Meck TV that includes mental health, but nothing specific on how to get the info out there and get feedback. Ron said that from this meeting it was determined that the system is broken, and he wanted some examples are because he said that term gets thrown around a lot. Alan said there were no examples, but the comments were focused around access to information and where to get the information at. Michael asked was the comment about the system being broken was from the public. Alan said it was from the public at the Huntersville meeting. Alan noted there was a parent there who was so lost on trying to get services that she was overwhelmed and couldn't do it.</p> <p>Steering Committee-Lois Stickell noted that the i2i conference was discussed and that is occurring June 12-14. Alliance has just received approval to expand the TBI waiver to Mecklenburg and Orange County and that this will roll out in June. Lois is still tracking NC HB 440 which gives money to staff and that it is in appropriations.</p>		

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	Human Rights Committee-Randy noted that the Human Rights committee handles complaints that comes into Alliance is researched, evaluated. Anyone that registers the smallest complaint is not just dropped but reviewed. Randy noted some examples of cases they would hear at the Human Rights Committee. Linda asked if this is a state level committee and Lakeisha explained this was a subcommittee formed from the Alliance Board. Randy said that the group focuses on helping members feel comfortable and improving services. She noted that Meck County had a lot of complaints, but the committee noted that the members said that since Meck County is new to Alliance that the complaints will improve. She also noted that the meeting convenes quarterly.		
9. Mecklenburg County Yearly Project/Event Discussion 15-30 min	Lois Stickell noted that her original idea for the Mecklenburg County project was to have a website with all the micro-businesses that our population operates. For instance, Shagun's son has his own business, Linda's son has a business. However, Lakeisha noted that we would have to do for all six counties and that seemed like a lot to take on so she noted she has a "Plan B." Lois noted that she was talking the Meyers Park Special Education Teacher and they would like some information about the B3-iWaiver and the changes and what that means to them. The teacher noted she would set up a zoom and an in-person meeting. Lois noted that if people are interested, she could work with Eileen and Lakeisha to get it set up. Lois said she wasn't sure who would come and speak. Linda noted getting vocational rehab counselors on the invite list. Lois asked if it is possible? Lakeisha noted that we can go back and see if we have someone available, and Lois asked if we should wait but Linda noted that we need to get parents ready to start to think about it. Linda noted we started talking Tailored Plan and didn't have the answers. Linda noted that parents and teachers can pay attention to this. Shagun loves the idea and Shagun noted that she would be happy to come and discuss with people about the iwaiver and give some information to them and listen to what is going on. Eileen noted that we could do some research about the iwaiver and Lakeisha noted that CFAC could host, talk, and discuss so Alliance staff would be there not to present but to present. Lois noted parents want answers and we need some info on that. Eileen noted that there was a statewide presentation and a presentation slide deck that was done about the iwaiver and that she would track that down. Linda asked if Shagun can come and discuss the iwaiver? She said she could and that the transition process is very difficult and that we can bring some examples. Lois is going to find some dates that are available and then will check with the	Eileen to get the powerpoint presentation and the name of the contact.	

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	teacher. Lakeisha noted that we need a name and perhaps a flyer and that the school can open it up to the public and that we can provide info to our stakeholders to send to let them know.		
11 Announcements/Public Comments	Eileen Bennett noted that Jocie Cremisi has stepped down as a Board Member and we have two open spots that we need to fill. Jocie was filling an Intellectual Disability advocate and John Corrigan was a Mental Health advocate. If we have anyone who would be interested right now please email them our way. Eileen also mentioned the glitter tattoos at the Best Buddy Walk on September 29, 2023 at Symphony Park. Melida asked if she could speak next month to our CFAC. Shagun and Linda and Lois mentioned the eating out for Autism fundraiser. They noted that there is not a lot of restaurant within Mecklenburg County on April 25, 2023. It is the Tenders restaurant in Cornelius, Carrburritos in Davidson.	N/A	N/A
12. Adjournment:	Lois Stickell moved to adjourn and it was seconded by Alan McDonald. The suggested next meeting will be June 25, 2023, at 5:30 p.m.		