

**CONSUMER AND FAMILY ADVISORY COMMITTEE - REGULAR MEETING
Mecklenburg County**

Monday, August 28, 2023

5200 W. Paramount Parkway, Morrisville, NC 27560

5:30-7:00 p.m.

MINUTES



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

GUEST(S): Suzanne Thompson, NCDHHS Ashley Holmes-virtual

STAFF PRESENT: Aimee Izawa, Director Community & Member Engagement Lakeisha McCormick, Manager, Member Inclusion and Outreach-in-person Eileen Bennett Member Inclusion and Outreach Specialist-in-person

1. **WELCOME AND INTRODUCTIONS** – the meeting was called to order by Linda Campbell at 5:32 pm
2. **REVIEW OF THE MINUTES** – The minutes from the June 26, 2023, meeting were reviewed; a motion was made by Alan McDonald and seconded by Michael Flood to approve the minutes. Motion passed unanimously.

AGENDA ITEMS:	DISCUSSION:	NEXT STEPS:	TIME FRAME:
3. Welcome	Linda Campbell		
4. Review of the Minutes	Linda Campbell		
5. Public Comment	Randy Sperling noted the Tailored Plan was postponed and she wanted to know how members were feeling. Eileen Bennett noted that members were frustrated about communication but still receiving services. Linda noted that the process seems confusing, and that Tailored Plan seems like a bad idea. Alan noted that the delay is an opportunity to catch up on communications and gave an example of a time he called Alliance when care coordination wasn't assigned to his son. Eileen noted that you can call the 1-800 number to request care coordination. Alan noted that many people don't understand to call the Access line or the process at all. Linda noted that there was someone on the State to Local call that didn't understand the TBI Waiver and where to find TBI Waiver contact info. Lakeisha noted that she understood that the person asking about the TBI Waiver was seeking a specific Alliance Health contact within the TBI Waiver Department. Lakeisha noted that due to potential shift of staff we encourage individuals to call the 1-800 number because the Access folks are knowledgeable and can get you to the right person. Randy noted that not everyone can navigate this confusing system. Michael asked Alan some questions about his Care Coordination and Alan noted that the Access		

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	person was very knowledgeable and helpful in answering his questions and to solve his problem.		
6. State Updates	Suzanne Thompson-not present at this meeting.		
7. LME/MCO Updates	<p>Lakeisha McCormick noted that survey was sent out to determine 2023 CFAC Retreat date. Date chosen via survey was September 23, 2023. Retreat will be from 10am-4pm; hybrid format, with those in-person meeting at the Morrisville office. The timetable and agenda will be sent out soon. Retreat registration link will be sent out to determine how people will attend (in-person and virtually), along with lunch preference. noted that retreat will include speakers and strategic planning for our whole county CFAC. Lakeisha requested that members think about what goals and objectives they would like to see for the year. Randy noted that it had been a year since the State agreed to develop a RUN flyer and it's still not done. Randy noted that the time was too long and that the State has not done anything. Eileen noted that she would follow up with the State regarding the Flyer. Lakeisha noted that having the state complete the RUN flyer would be easier as it would already be pre-approved by the State. The CFAC noted their frustration with the lack of communication from the State on the Flyer.</p> <p>Lakeisha also noted that the September Steering committee meeting will be Tuesday September 5th. changed due to the Holiday. Usually, it is the 1st Monday of every month.</p> <p>Lakeisha noted that she wanted to go over the Charter. She noted that they are requesting that all local CFAC's review their charters. Under Mecklenburg County our Charter says, "hosting one community event..." And she noted that instead of having the local CFACS host something solo Alliance would like CFACs to collaborate with Alliance events happening. Lakeisha gave an example of the Orange County event. Lakeisha also noted that Alliance is sending out a Calendar of days and events for the following month so that CFAC can stay informed about our events. There was some discussion regarding the specific wording related to the charter and how they would like to word the community event participation going forward. Jim asked several questions surrounding if we could quantify how CFAC interacted with members and how we participated in events and what outcomes that had. Eileen and Lakeisha suggested to review the charter and think about some language and then we can discuss each person's suggestion.</p>	<p>Eileen Bennett-send note to Suzanne</p> <p>Eileen Bennett-Lakeisha and Eileen get CFAC Retreat invite out</p> <p>Eileen send out reminder for Charter 1 week before meeting</p> <p>Eileen to provide Events to CFAC for next meeting</p>	<p>1 week</p> <p>1 week</p> <p>3 weeks</p> <p>3 weeks</p>

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	<p>Lakeisha also noted that the Alliance Networking Event would be coming up and we can give the CFAC details. Randy requested we have a calendar for our CFAC meeting and Lakeisha said we could have some events to give them at the next meeting. Shagun asked if there had to be a certain number of people at each event and Lakeisha noted that the charter does not specify that. Linda noted that some members cannot participate due to family members that they care for. Alan noted there may be some virtual options for participation. Alan asked if the calendar that CFAC is given provide enough for our areas such as IDD, TBI, Substance Abuse, or Mental Health. Lakeisha noted that if any of the CFAC members notice something missing from the events calendar to please let us know and we will reach out to that group. Alan noted a TBI organization that was having an event and that he would forward on the event. Ron noted that CW Williams had an event and he noted there were several Alliance members were there and he wanted to know if that would qualify as an event. Lakeisha noted that we can be more intentional about what we share each month. Ron noted that September is national Recovery Month and Ron noted that he would let us know of any events.</p>		
<p>8. Reports</p>	<p>Michael Flood/Alan McDonald-BHSP Committee-Michael noted that the BHSP wrapped up for the next few months and will meet again in January. They consolidated their focus to strategy and focus areas. The next three months they are consolidating the interview data and doing a gap analysis and will present in January. From the interviews they did some data analysis to see what words were repeated the most. And the words aligned mostly with the areas that the group had focused on. Shagun noted that she attended one of the meetings and she wanted to know how it would translate into getting actual services to the members. Michael/Alan noted that they have financial funding for the analysis to the execution/implementation of the plan. They noted that the positive out of the collaboration is that there is ownership of executing the services. Lois Stickell-Steering Committee-Lois provided notes that are included. Steering Committee meeting August 7, 2023 Summary of minutes Steering Committee elected a new chair and vice-chair. Marie Dodson from Johnston County CFAC is chair. Alicia Jones from Wake CFAC is vice-chair. Public Comments</p>		

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	<p>-1) housing crisis for IDD population as autism explodes. No agency to help people with IDD apply for housing. Discussion followed with someone mentioning plans for tiny homes in Raleigh and other housing plans in an around Raleigh. Alliance has a job posting for someone to focus on housing.</p> <p>-2) suggestion of a strategic plan for CFAC but no action was taken on this. A strategic plan would help guide and give direction.</p> <p>State Updates Check Alliance website for training opportunities. Alliance CFAC Annual Report is now online. Each of the 6 counties who make up the Alliance area have a page highlighting accomplishments for the fiscal year that just ended. CFAC Leadership bios CFAC members will be asked for a 2-3 sentence bio. Retreat Sat September 23 at Morrisville (the Alliance home office) Focus of retreat is on how to be effective with advocacy. Marie Dodson, chair of the CFAC Steering Committee, has reached out to NAMI (National Alliance on Mental Illness) for a speaker. Editorial from Lois: the focus of the Steering Committee is often on mental illness and NAMI is frequently mentioned. Anyone attending the retreat may want to remind them that CFAC deals with mental health, intellectual and developmental disabilities, substance use disorders and traumatic brain injury. I think this is going to bear a lot of repeating or the steering committee is at risk of limiting its focus to mental illness. Bylaws and Relational Agreement is in its final draft phase. This is an agreement between Alliance Board of Directors and CFAC to establish the roles and responsibilities of each Party, channels of communication between the Parties, and a process for resolving disputes. Code of Conduct is ready to submit to the state (NCDHHS) for approval, then give to CFAC Members. Ron wanted to discuss TCLI and noted there was a lot of funding around the program. Alan McDonald-State to Local-The overall theme was state services and the budget. They talked about the 988 number and staffing and employee of record (EOR). Budgeting was a big issue with services provided. There are subcommittees being</p>		

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	created by the MCO's and that anyone can attend them, and Alan gave some examples and when you could attend. Jim noted that he has not attended the Crisis Collaborative but will begin attending in the future.		
9. Statutory Requirements and Recommendations:	Postponed for next month.		
10. Announcements	Jim noted that beds are difficult for children for behavioral health currently and that Atrium seems to be full now with lots of kids with severe mental health issues. Linda asked if there were any step-down programs and Jim noted that he believed there are not adequate step-down programs now. He noted that there are a lot of families where they aren't getting a workable result. He noted if Autism is involved it changes things dramatically for the child. He said there are many families in crisis and need step down services. Michael noted that at the BHSP sessions they have been discussing wrap arounds and how to improve that process so that there are more after-care services.		
11. Adjournment	Michael Flood made a motion to adjourn and Jim Sonda seconded. The motion passed unanimously.		

12. **ADJOURNMENT:** the meeting adjourned at 7:05 pm; the next meeting will be September 25, 2023, from 5:30 p.m. to 7:00 p.m.