



Thursday, October 26, 2023

**CONSUMER AND FAMILY ADVISORY COMMITTEE - REGULAR MEETING**  
**Cumberland County**  
711 Executive Place, Fayetteville, NC 28305  
5:30-7:00 p.m.

**APPOINTED MEMBERS PRESENT:** Felishia McPherson, Ellen Gibson, Renee Lloyd, Tekeyyon Lloyd

**GUEST(S):** Dorothy Johnson

**STAFF PRESENT:** Ramona Branch, Member Inclusion and Outreach Manager; Aimee Izawa, Director of Community and Member Engagement; Starlett Davis, Member Inclusion Outreach Specialist, Cindy Murphy, Senior Director of Community and Member Engagement

Join Zoom Meeting

<https://zoom.us/j/97470177831>

Topic: Cumberland County CFAC Meeting

Time: September 28, 2023 05:30 PM Eastern Time (US and Canada) Virtual

Please download and import the following iCalendar (.ics) files to your calendar system.

Monthly: [https://zoom.us/meeting/tJMpcOmpqTwiGdUpVp1ftHEggQBqsqK0RrYh/ics?icsToken=98tyKuCvqjwqG9OSuBqGRowEBo\\_Cc-vwtmZHjadojCn1UiZHSibxMdNgI6FuO4ji](https://zoom.us/meeting/tJMpcOmpqTwiGdUpVp1ftHEggQBqsqK0RrYh/ics?icsToken=98tyKuCvqjwqG9OSuBqGRowEBo_Cc-vwtmZHjadojCn1UiZHSibxMdNgI6FuO4ji)

Meeting ID: 974 7017 7831

One tap mobile

+13126266799,,97470177831# US (Chicago)

+16465588656,,97470177831# US (New York)

Meeting ID: 974 7017 7831

- 1. WELCOME AND INTRODUCTIONS** – the meeting was called to order at 5:35pm
- 2. REVIEW OF THE MINUTES** – The minutes from the September 28, 2023, meeting were reviewed; a motion was made by Ellen Gibson and seconded by Tekeyyon Lloyd to approve the minutes. Motion passed unanimously.

AGENDA ITEMS:	DISCUSSION:	NEXT STEPS:	TIME FRAME:
3. <b>Welcome and Introductions- 10 min</b>	The meeting was called to order by Felishia McPherson at 5:35 pm.	N/A	N/a

Draft minutes may be submitted with the monthly Board packet. Minutes will be approved by this Committee at a later date; minutes approved on 11/14/2023.

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4. <b>Review of the Minutes – 5 min</b>	The minutes from the September 28, 2023 meeting were reviewed; a motion was made by Ellen Gibson and seconded by Tekeyyon Lloyd to approve the minutes.	N/A	N/A
5. <b>PUBLIC COMMENT- 10 min</b>	Felishia and Ellen Starlett gave information on the Homeless and Hunger Stand Down event. This is an opportunity for recruitment, community engagement, and to obtain information needs and gaps in the community. Starlett will send more information via email. Ellen Gibson is doing a community event in December and needs 150 information packets for her event. Starlett and Aimee would assist.	Please see Aimee, Ramona, or Star for any questions.	Ongoing
6. <b>STATE UPDATES- 10 MINS</b>	<b>Suzanne Thompson-</b> Susan/State rep was not present. Ramona reminded the committee to refer to the CE&E updates and emails to stay updated on current events and trainings.	Please see Aimee, Ramona, Suzanne or Star for any questions.	Ongoing
7. <b>MCO Updates- 10 min</b>	<b>Aimee Izawa and Ramona Branch</b> <b>CFAC Application-</b> reminder and questions Aimee and Ramona went over the basics of the CFAC Application. Aimee introduced Cindy Murphy. She is the Senior Director of Community and Member Engagement. Her contact information is <a href="mailto:cmurphy@alliancehealthplan.org">cmurphy@alliancehealthplan.org</a> . Aimee discussed the Medicaid Toolkit that was released She also answered questions on possible resources and where to go for certain answers with the committee.	Please see Aimee, Ramona, or Star for any questions.	Ongoing
8. <b>Speaker: 15-30 min</b>	<b>TBD</b> Starlett reminded the CFAC committee of their responsibility in finding speakers for the meeting. She went over how to go about it and how she could possibly support them. Amy Perry from the Autism Society may possibly be the speaker for November. Felishia asked about the new director for NAMI coming in January.	Please see Star with any questions.	Ongoing
9. <b>Statutory Requirements and Recommendations: 15-30 min</b>	<b>Strategic Goals</b> <b>CFAC Goals- SMART Goals- The Cumberland CFAC will review goals from the CFAC Retreat and make a SMART goal for each goal that is relative to the area. We will discuss what a SMART goal is and brainstorm possible goals to vote on to be completed this fiscal year (end of June 2023)</b>  Starlett went over What SMART goals stood for and gave examples. They are below. She also went over the broad goals decided during the CFAC retreat and	Please see Aimee, Ramona, or Star for any questions.	November 13, 2023

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	<p>the challenges submitted. Each local committee is to make a specific goal for each broad goal relative to their area. The broad goals and challenges are listed below. Starlett presented all the goals and information and asked the committee if they had any ideas on goals at that time. Ellen expressed a big interest in adding to the housing goal. However, she wanted to research it further and bring it back to the committee. Starlett suggested that the members really take a look at the goals and have some ideas ready before the meeting to make the process a bit easier. The goals are due on the November 13<sup>th</sup> in person meeting date.</p> <p><b>SMART Goal</b></p> <p>S-Specific- The action step has to be specific to Cumberland County and something that will work well in the county.</p> <p>M- Measurable- The actions step has to be something that can produce data. Ex. If the goal is for the committee to be trained, it needs to be that X number of members will be trained by this date.</p> <p>A-Achievable- The action step needs to be something that can actually be done before the end of the fiscal year. It needs to be simple enough for the committee to complete and impactful.</p> <p>R- Relevant- The action step needs to be something that is relevant and specific to the community you live in and the people Alliance serves, severe and profound population.</p> <p>T- Time Bound- The action step has to have an end date/due date. It can not be a goal/action step that keep going indefinitely. The end date for all of the action steps cannot be later than June 30, 2024, end of fiscal year. They can be completed sooner than that as well.</p> <p><b>Housing</b></p> <p>Broad Goal: CFAC Members will support Alliance Health's work to address accessible housing for all members and recipients.</p>		

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AGENDA ITEMS:	DISCUSSION:	NEXT STEPS:	TIME FRAME:
	<p>(County CFAC's will create at least 1 realistic action step on how they will meet this goal)</p> <ul style="list-style-type: none"><li>• Increase partnerships</li><li>• Equal, affordable housing and accessibility</li><li>• Educate on zoning effects</li><li>• Wraparound supports for apartment living &amp; tiny homes</li><li>• Coordinator for assistance on how to apply</li><li>• Access to temporary housing for homeless</li><li>• IDD housing for kids with IDD</li><li>• Group Homes needed for kids</li><li>• Streamline housing development for non-professionals</li><li>• Moving IDD adults out of the family home- Under 30% AM I slots</li><li>• Less paperwork</li><li>• DSP workforce housing</li></ul> <p><b>Crisis &amp; Supports</b></p> <p>Broad Goal: CFAC members will increase awareness around crisis and support services for Alliance Health members and recipients.</p> <p>(County CFAC's will create at least 1 realistic action step on how they will meet this goal)</p> <ul style="list-style-type: none"><li>• Planning for crisis issues when you know an issue is going to arise</li><li>• Expand NC Start for individuals with IDD needs</li><li>• Not enough beds, no triage in hospitals for MH patients</li><li>• Little utilization of CIT</li><li>• Cuffing MH patients during crisis</li><li>• Transitional options between residential &amp; regular outpatient therapy for autistic children</li><li>• Trained and available staff for MH supports for folks with IDD dual diagnosis</li><li>• No questions asked- provide whatever care is necessary &amp; help with paperwork</li><li>• Full time crisis support</li><li>• Wraparound services for IDD</li><li>• Communication &amp; Training for preparedness</li><li>• Limited providers in Johnston County</li><li>• DSP pay increase</li></ul>		

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	<ul style="list-style-type: none"><li>• More support for anxiety related issues</li><li>• Early intervention &amp; preventative care</li><li>• Need detox in Johnston County</li><li>• Crisis support for youth</li></ul> <p><b>Transportation</b> Broad Goal: CFAC Members will identify and address barriers to safe and accessible transportation in the Alliance Health catchment area. (County CFAC's will create at least 1 realistic action step on how they will meet this goal)</p> <ul style="list-style-type: none"><li>• Personal vehicle breakdown after hours assistance</li><li>• Cross country service</li><li>• Adequate mileage reimbursements for DSP's</li><li>• Safety</li><li>• Easy Access</li><li>• Emergency transportation for people on crisis for those who do not want to call 911</li><li>• Lack of transportation in rural areas for appointments</li><li>• JCATS- even though they have expanded services, there is still an accessibility concern</li><li>• Lack of staffing, appointments missed, and long wait times for those that cannot use public transportation</li><li>• Transportation for daily living needs, not just doctor's appointments</li><li>• Increase accessibility</li><li>• Reliability</li><li>• Training for IDD population for use of public transportation</li><li>• How to qualify for/ access Go Raleigh, Go Durham, Go Wake</li></ul> <p><b>Provider Network</b> Broad Goal: CFAC Members will increase awareness to Alliance Health's member and recipients access to care and provider network adequacy. (County CFAC's will create at least 1 realistic action step on how they will meet this goal)</p> <ul style="list-style-type: none"><li>• No providers- limited in Johnston County</li><li>• Living wages with focus on Peer Support &amp; DSP's</li></ul>		

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	<ul style="list-style-type: none"><li>• Adequate staffing at providers</li><li>• Decrease waitlist</li><li>• Access to psychological testing &amp; clinical assessments</li><li>• Access to telehealth &amp; internet</li><li>• Ensure health of network</li><li>• Timely connection to services</li><li>• Transparency</li><li>• Benefits for providers</li><li>• Contract overview &amp; oversight not sufficient</li><li>• Network adequacy of 2 per 30-mile radius is not sufficient</li><li>• Training for providers</li><li>• Need more qualified providers</li><li>• Higher pay</li><li>• Transition Supports</li><li>• Increase provider choice in rural counties</li></ul>		
10. Upcoming Meeting	<b>The CFAC committee's meeting for November falls on the holiday. The CFAC committee voted to have an in-person meeting on November 13, 2023 at 5:30pm at the Alliance office. It will be the holiday celebration and will be a potluck dinner. Each member will bring a dish and email what they will be bringing prior to. Guest are also welcome and can bring a dish. Alliance will be providing food as well.</b>	Please see Aimee, Ramona, or Star for any questions.	November 13, 2023

11. **ADJOURNMENT:** the meeting adjourned at 6:30pm; the next meeting will be November 13, 2023, from 5:30 p.m. to 7:00 pm in person.