



Monday, September 11, 2023

**CONSUMER AND FAMILY ADVISORY COMMITTEE - REGULAR MEETING**  
**Durham County**  
(virtual meeting via videoconference)  
5:30-7:00pm

**APPOINTED MEMBERS PRESENT:** ☒ Vandna Munshi, ☒ Victoria Chibuogu Nneji, ☐ Latasha Jordan, ☒ Dave Curro, ☒ Brenda Solomon, ☒ Chris Dale, ☒ Pinkey Dunston, ☒ Regina Mays

**GUEST(S):** ☐ Suzanne Thompson, DHHS, ☒ Alexis N, ☒ Cynthia Harris, ☒ Marie Dodson

**STAFF PRESENT:** ☒ Ramona Branch, Member Inclusion and Outreach Manager; ☒ Aimee Izawa, Director of Community and Member Engagement; ☒ Victoria Mosey, Member Inclusion and Outreach Specialist

**ZOOM MEETING INFORMATION:**

<https://zoom.us/j/93161644497>

Meeting ID: 931 6164 4497

Dial by your location

• +1 646 931 3860 US

- 1. WELCOME AND INTRODUCTIONS (5 mins)** – the meeting was called to order at 5:35pm
- 2. REVIEW OF THE MINUTES (5 mins)** – The minutes from the June 12, 2023, and August 14<sup>th</sup>, 2023 meetings were reviewed; a motion was made by Regina Mays and seconded by Chris Dale to approve the minutes. Motion passed unanimously.

AGENDA ITEMS:	DISCUSSION:	NEXT STEPS:	TIME FRAME:
<b>3. Public Comment: 5-10 mins</b>	<p>Marie introduced herself as Chair of Alliance CFAC Steering Committee and noted she would be attending various CFAC subcommittee meetings randomly on routine basis to see how meetings are run, and if there is anything beneficial that could be used for other CFAC meetings.</p> <p>Dave indicated that the Midtown Housing Coalition is trying to do tiny homes in Durham, and that they got some property from a church, but they need to work out the logistics. The target population for the tiny homes would be I/DD, Veterans, and Workforce housing. The property is near Guess Rd and 85.</p> <p>Regina indicated that she went by the area of a recent shooting last week (Halloway), reviewing the importance of taking care of one's own wellness. She noted that she recently took her daughter to Charlotte for this purpose. She</p>		

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	encouraged individuals to build up their wellness skills toolboxes, and reach out to the community, including the CFAC community available. She noted that police are short-staffed and can't do everything they may want to do.		
4. State Updates: 5 mins	Suzanne Thompson – Not present.		
5. Reports (BOD, Steering Committee, State to Local, State CFAC, Conferences, Trainings, etc.): 10-20 mins	<ul style="list-style-type: none"><li>- Regina/Dave: Board Updates, Steering Committee</li><li>- <b>Dave:</b> In the recent Board of Directors meetings, it was reviewed that Alliance is working on building out their physical health services. No budget has been approved yet, and there is no clear timeline for the start of the Tailored Plan. There have been no changes in Medicaid Direct. Quality Management is incorporating physical health in data tracking and pharmacy benefits, also expanding telehealth. Utilization Management is drilling down on appropriate care for folks, monitoring ER visits, noting concern with a Medicaid population increase. There will be a secondary review for grievances, which impacts the Human Rights Committee.</li><li>- <b>Marie:</b> During the Steering Committee, Kat Peterson provided a presentation regarding Provider Network Development Updates. It was noted that she reinforced the importance of reading meeting minutes and materials provided for meetings. She noted that Alliance staff record the minutes from CFAC meetings for them. She indicated that she would like to have more collaboration between local CFAC sub-committees and share ideas. She reinforced the importance of acknowledging CFAC membership as a volunteer role, reviewing that the stipend is there to support as needed. She reiterated that it's important to read the CE&amp;E reports. Marie identified that she is interested in regular updates from the CFAC sub-committees to provide to the state to local CFAC meetings, reviewing that other Chairs and Co-Chairs are encouraged to go to this meeting. Aimee expressed concern in ensuring that an Alliance CFAC representative is always present at the State to Local CFAC meeting, noting that she once had to provide updates and discuss what was going on within Alliance catchment, and the state prefers to hear from CFAC directly. She noted that the representative can refer to summarized notes from each sub-committee compiled by Alliance staff. It's noted that Alliance sends all of the local CFAC sub-committee meetings each month for transparency and reference. Marie reported that it's important to communicate any absences to ensure that an Alliance CFAC representative is present. Ramona indicated she would get clarity about whether a stipend could be provided for this.</li></ul>		

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	<ul style="list-style-type: none"><li>- It's noted that more conferences are coming up, including the i2i conference, and that there is a new selection method with choosing which individuals and conferences will be approved to attend with CFAC funding. Victoria decided to not use CFAC funding for the Duke Caregiver's event as a result.</li><li>- Dave: Meeting structure/Time Meeting Reminders</li></ul>		
6. MCO Updates: 5 mins	<p>Aimee/Ramona:</p> <ul style="list-style-type: none"><li>• Global Quality Management Committee seat update It's noted that they anticipated CFAC member, Isaiah, stepping down from his role on the QM Committee, but this is no longer the case, so a seat is no longer available.</li><li>• CFAC Retreat - September 23<sup>rd</sup>, 2023<ul style="list-style-type: none"><li>○ Potential Presentation on Advocacy &amp; Strategic Planning</li><li>○ Brandon will be taking photos of each CFAC sub-committee Chair and Co-Chair.</li></ul></li></ul>		
7. Statutory Requirements and Recommendations: 50-60 mins	<p><b>FOCUS for FY 23-24</b></p> <ul style="list-style-type: none"><li>- Review Durham Charter for updates/adjustments</li><li>- It was identified they would plan to focus on one event for the year as a community-wide forum (town hall). There is interest in potentially co-hosting with Alliance, and having Rob, Sara, or Brian speak in this forum.</li><li>- Community Relations is now titled the Community Health and Well-Being department.</li><li>- It was identified that CFAC would plan to do a minimum of 2 events per year, with Aimee encouraging CFAC to think of what they can realistically and reasonably handling doing within a year. Regina also indicated the importance of being intentional with events and town halls. She noted that it would be helpful to be mindful of timing and planning. It was reviewed that although Lyon Park was used in the past, it's not a requirement to host an event there – it was just used in the past due to ease of access and parking access. It was reviewed that Alliance staff, Fantasia, sends out the calendar of events Alliance attends each month ahead of time. Victoria echoed concern about being intentional with events and having direct follow-through. It's noted that it would be good to focus on service gaps and underserved populations. It was noted these would be a good recruiting tool</li></ul>		

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	<p>for members as it allows for conversation, assists with connecting to service, reviewing issues, gathering community opinion, and supports the Alliance Mission and Vision. The CFAC Town Hall would be more in line with CFAC goals in terms of providing access to Rob, Sara, etc. Regina noted that she recently attended a Stop the Violence event with Alliance/MIOS Victoria and felt it was helpful to speak with others to provide information about CFAC and provide the consumer perspective rather than the employee perspective. CFAC is a conduit – not a “dot,” but “connects the dots to the right people.”</p> <ul style="list-style-type: none"><li>- Aimee indicated that if CFAC members see or know of an event that they feel Alliance should be at, to let Alliance know so that sponsorship or vendor status at the event could be considered (from Alliance in general or CFAC). It's noted that Alliance cannot be at a provider sponsored event due to conflict of interest. Alliance is attempting to be intentional in going to events where members will be at, reviewing that Alliance cannot attend all events in the community as there are too many events and not enough staff.</li><li>- Victoria sought clarification on how we can ensure that we are marketing the Town Hall specific to Alliance membership. Aimee noted that Alliance is looking into targeted marketing, but there is no clear formula. Alliance has also been expanding into physical health event collaboration with vaccination clinics.</li><li>- It was noted that training and presentations should be removed from the Durham CFAC charter. Dave reports that the new strategic plan will be shared soon, as it was just recently approved by the Board of Directors. Dave indicated that he feels the statutory requirements supercede trainings.</li><li>- It was indicated it's important to indicate that CFAC membership be comprised of those that receive services from Alliance Health (or are a family member of a member) that resides in Durham.</li><li>- Durham CFAC will continue to host hybrid meetings with a permanent in person meeting location TBD.</li><li>- Durham CFAC membership expectations</li><li>- It's noted that members need to attend meetings and notify each other if not available. CFAC members are expected to report back about conferences. It was noted that even if information is not relevant to you, it could be relevant to other CFAC members. It's noted that even though it's a</li></ul>		

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	<p>volunteer position, it should be treated like a job. It was reinforced that members should be reviewing the minutes ahead of time. Dave provided reminder that Durham CFAC represent thousands of people, speaking on their behalf.</p> <ul style="list-style-type: none"><li>- Needs and Gaps – Discussion and f/u in future meeting (maybe FAQ doc)</li><li>- Aimee identified that she spoke with Carlyle and Alliance is no longer conducting an Annual Needs and Gaps Assessment in the way they have historically, and will be reviewing alternate ways to gather this data.</li><li>- CFAC Membership Drive/Events – what do we want to do? <i>See above.</i></li><li>- Discuss Budget/Tailored Plan: Open discussion (possibly coordinate another legislative day?) <i>See above.</i></li></ul> <p><b>STATUTORY REQUIREMENTS:</b> (1) Review, comment on, and monitor the implementation of the contract deliverables between area authorities and the Department of Health and Human Services. (2) Identify service gaps and underserved populations. (3) Make recommendations regarding the service array and monitor the development of additional services. (4) Review and comment on the area authority budget. (5) Develop a collaborative and working relationship with the area authority's member advisory committees to obtain input related to service delivery and system change issues. (6) Submit to the State Consumer and Family Advisory Committee findings and recommendations regarding ways to improve the delivery of mental health, intellectual and developmental disabilities, substance use disorder, and traumatic brain injury services, including Statewide issues.</p>		
<b>8. New Business</b>	<p>Dave Curro identified that he was wondering if Alliance CFAC could have a podcast where CFAC members interview various Alliance staff on topics such as the TBI Waiver, mental health issues, 1915i, and Medicaid expansion. Aimee indicated that she will follow-up with the idea, noting that everything on the Alliance site needs to go through the state approval process, but if CFAC is producing it, that might be a loophole, since it's not Alliance. Visitor Cynthia indicated that she would like to be involved with this effort.</p>		

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**ADJOURNMENT:** Chris moved to adjourn and it was seconded by Victoria. The suggested next meeting will be October 9, 2023, at 5:30 p.m.

DRAFT