



Monday, November 13, 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

STAFF PRESENT: ☒ Ramona Branch, Member Inclusion and Outreach Manager; ☐ Aimee Izawa, Director of Community and Member Engagement; ☒ Victoria Mosey, Member Inclusion and Outreach Specialist; ☒ Cindy Murphy, Snr. Director of Community and Member Engagement; ☒ Laurie Graham, Member Inclusion and Outreach Specialist

ZOOM MEETING INFORMATION:

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

Meeting ID: 931 6164 4497

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• +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 October 16, 2023 meeting were reviewed; a motion was made by Dave Curro and seconded by Victoria Nneji to approve the minutes. Motion passed unanimously.

AGENDA ITEMS:	DISCUSSION:	NEXT STEPS:	TIME FRAME:
3. Public Comment: 5-10 mins	<ul style="list-style-type: none">- New staff were introduced with their roles reviewed: Cindy Murphy, Snr. Director of Community and Member Engagement and Laurie Graham, Member Inclusion and Outreach Specialist for Johnston County.- Vandna indicated that she is appreciative of all the services Alliance has, but reviewed that accessing them and qualifying for them is frustrating, noting that her son just got off the Innovations Waiver waitlist after 12 years and she is still filling out paperwork. She reports that the individual is in independent living and the area he resides in has been prone to break-ins, with her wanting to get him a door camera security system to address this concern. She reports that Alliance was requiring her to get three quotes from camera security systems before she could get the cost covered, noting that these companies were reluctant to provide a quote, and it ultimately became so difficult and frustrating.		

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	<p>that the family decided to pay out of pocket for the camera security system. She reports that her son's occupational therapist has recommended safety knobs on the stove and other recommendations like an electric can opener, and this still hasn't been approved by Alliance and their excessive processes. She noted that it's been over a year and the individual still has no services, additionally having an issue with transportation. It's reported that her son relies on her for transportation, and that she cannot do it all on her own, with Medicaid only doing certain doctor's appointments, and her being unable to see well at night. She reports that she also has to escort her son to the doctor's appointments to ensure that his medical information is appropriately communicated and managed. It's identified that he has no support with transportation outside of medical appointments, and that there is a long window of wait time. MIOS Victoria discussed the availability of NEMT (Non-Emergency Medical Transportation) with Modivcare, which could be requested via the Alliance Member and Recipient Service line or Durham DSS. Ramona clarified that Alliance will assist with the initial medical appointments through Modivcare, but are unable to do ongoing appointments until starting as a Tailored Plan, reviewing people would need to contact Durham DSS for other medical appointments in the meantime. Ramona indicated she would talk further with Vandna outside of the meeting to discuss her transportation and service barriers. It was reinforced that anyone experiencing service or community barriers could contact MIOS Victoria or Ramona. It was identified that Standard Plan Medicaid can also offer transportation to its recipients if it's a barrier (such as being far away and public access inconvenient).</p>		
4. State Updates: 5 mins	<i>Suzanne Thompson: N/A. Refer to DHHS newsletters sent via email.</i>		
5. Reports (BOD, Steering Committee, State to Local, State CFAC, Conferences, Trainings, etc.): 10-30 mins	<ul style="list-style-type: none">- Vote on prospective new members (Cynthia H, Alexis N)*: Waiting on CFAC Member applications from the two prospective members.- Regina/MIOS Victoria: Nonprofit Outreach: El Futuro, Brain Injury Association of NC: Regina discussed visits with MIOS Victoria at the Brain Injury Association of NC and El Futuro in order to gain further knowledge about TBI, recruit CFAC members, and address community issues of the Latinx/Hispanic communities. It was identified that Regina and MIOS Victoria also have been regularly engaging with Durham DSS regarding reported Fair Housing concerns in the Durham community, noting that the #1 reported Fair Housing complaint is disability		

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	<p>discrimination. Regina reviewed the difficulties individuals have around deciding whether or not to disclose disabilities as part of the application process and current tenancy, and the need for us to reach the community more directly for them to receive information about their tenancy rights and disability accommodations. She reinforced that one of the best attributes of CFAC is that it's a group of individuals with varying lived experience, and that some CFAC member likely has lived experience with this type of issue. She also noted that she has been meeting with a data analytics company, Data Works, to review and compile data regarding the housing crisis in the Durham area. It was reviewed that the ultimate hope of these conversations with Durham DSS was to create a Housing Summit for the community comprised of housing support providers, MH and I/DD providers, individuals served, and landlords, with options for break out groups and networking for these groups and for individuals in the community to attend and gather information.</p> <p>Dave noted that Work Together NC and UNC TEACH recently received a several million dollar grant to work on this issue. He noted the success with the recent I/DD Housing Summit in Orange county hosted by Alliance and Orange County CFAC, in addition to the recent Inclusive Housing Summit being hosted in Raleigh that day. It was reinforced by Regina and MIOS Victoria that it would be good to have a summit to foster collaboration among all the orgs, including representation for all Alliance populations (MH, SUD, I/DD, TBI). Dave also noted the various complicating factors with getting affordable housing for these populations in the community, reviewing that NC Arc has been having issues with placing individuals with the HUD (811) Housing Choice voucher and ensuring ongoing supports for these individuals and compliance with standards. It was reviewed by MIOS Victoria, Regina, and Dave that there are distinct categories of Section 8 vouchers in addition to the mainstream one, with Dave noting that the typical Section 8 voucher only has the individual paying 30% of their income and does support the disabled population. MIOS Victoria noted that Alliance Health Housing Department does have some allocation from DSS for Housing Choice Vouchers and some oversight in the application process for its members, reviewing that she recently discovered that the Housing Choice Vouchers designated for the Indian Affairs office has been opened up to the mainstream voucher population for Alliance CM/CHW staff to apply for on behalf of the individuals served by TCM. Victoria N. sought clarification if a family home could receive those subsidy and meet those qualifications. Dave mentioned that HUD would require yearly inspections, with other type of</p>		

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	<p>vouchers requiring more frequent inspections. He noted that it could be done, but that it would be a complicated process.</p> <p>Ramona mentioned that Alliance does provide ongoing housing educational trainings through their Better at Home training program with monthly offerings, which MIOS Victoria will send out to the group. MIOS Victoria reviewed that these sessions are recorded and uploaded to the Alliance Better at Home youtube channel for future review by any interested parties, but noted that this content is designed moreso for providers, and MIOS Victoria received clarification in communication with Alliance Director of Supportive Housing, Stephanie Williams, that Alliance does not have any member-facing housing related material at this time, but that there is a plan to work on this. Stephanie informed MIOS Victoria that they were just in the beginning stages of approaching forming this work group and starting this process, and Stephanie agreed to include MIOS Victoria to be involved in the workgroup and creation of these materials. Dave noted that his Alliance podcast idea might also be another appropriate place to discuss these housing issues, with Dave and MIOS Victoria reviewing that they have met with Aimee to begin crafting the proposal to submit to upper management for review. Dave noted that Ann Oshel is also working on a housing is healthcare documentary to be released, with the Alliance Health Board having already seen a brief clip on what they will be developing further.</p> <ul style="list-style-type: none">- Any CFAC report-in: events, conferences, trainings: N/A- Regina/Dave: Steering Committee Updates: It was identified that Carol Conway, Orange County CFAC chair has been elected as Steering Committee Co-Chair.- CFAC re-applying for membership: MIOS Victoria indicated that the only fully completed application for Durham CFAC received at this time was Dave's, noting that every other person received email update regarding the remaining components of their applications needed. Victoria and Regina completed paper CFAC Membership applications, provided to MIOS Victoria to upload and submit. MIOS Victoria will follow up with Brenda and Chris, who were absent. MIOS has exchanged communication with Pinkey regarding remaining aspects, and Vandna indicated she will follow-up via email.		

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6. MCO Updates: 5-10 mins	<p>Aimee/Ramona:</p> <ul style="list-style-type: none">NC Managed Care updates: Alliance Health has gained Harnett county as part of their catchment, and the merge will begin effective immediately. Sandhills will dissolve into Eastpointe MCO, which will then merge with Trillium MCO, with unclear new primary MCO or new combined name. Exception counties were Rockingham, Davidson, and Harnett, distributed among the other MCO's. The state will now be down to 4 MCO's.		
7. Statutory Requirements and Recommendations: 50-60 mins	<p>SMART (Specific, Measurable, Attainable, Realistic, Timely) GOAL PLANNING Topics: Housing, Crisis and Supports, Transportation, Provider Network (See attachment provided for generated ideas)</p> <p>Examples provided by MIOS Supervisors Ramona Branch and LaKeisha McCormick were reviewed.</p> <p>- Housing: It was identified that the goal would be for each CFAC member to attend at least one housing summit, conference, training, or committee meeting prior to the end of the fiscal year, and report back to CFAC.</p> <p>Vandna expressed concern that only 2 people per county could attend a training each year. She indicated she felt it would be important for each county to set their own SMART goals for the strategic plan and annual reporting. It was reinforced by Ramona and MIOS Victoria that this is the plan. Victoria sought an update regarding when they might be receiving a copy of the CFAC budget. Dave indicated that they have been asking for a CFAC budget for years without result. MIOS Victoria indicated that Aimee has worked on requested this information from the appropriate parties and is working to compile it to bring it to CFAC, efforts pending. MIOS Victoria also reinforced that Alliance publishes its full annual budget on the Alliance Health website as legally obligated to do so, reviewing that the annual budget was recently approved by the board, and has not been published yet. Dave verified that this representation of board activity was accurate. Ramona clarified that the CFAC budget is one lump sum of funds, not divided up equally among counties and covers all trainings/conferences requested/approved, stipends, fees, events, etc. It was noted that Alliance received the funds remaining from the former MCO to help adjust the funds for incorporation of Orange and Mecklenberg into CFAC, but it's unclear if this would be this case with Harnett county, as the details around dissolution and merging are still being discussed. Per request, it was identified that</p>		

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	<p>Ramona is unclear whether the legislative breakfast is considered part of the 2 people per county a year for training policy, or whether it would be considered separately. It was noted that Alliance covered all who wanted to attend last year, and that the \$25 attendance fee should be reasonable, but that she would look into it.</p> <p>It was identified that MIOS Victoria can help brainstorm ideas for housing training, etc. involvement for individuals unclear on direction. Regina reinforced that each county CFAC will be doing something a little different to meet the needs of each county, noting different processes and DSS support.</p> <p>- Crisis and Supports: It was identified that CFAC would plan to have a communication session with CIT, HEART, and the Sherriff to review their policies around individuals with I/DD in crisis, and assist with arranging education and support around this.</p> <p>Dave noted that he has been having particularly difficulty with linking his son with mental health therapy due to his I/DD diagnosis. He reviewed that he has tried going down a list of providers given to him by Access and none are willing to take individuals with dual-diagnosis MDD/I/DD except Monarch, who only provides telehealth services. He indicated that Carolina Outreach will only take I/DD members if they are in a crisis at their Behavioral Health Urgent Care. Other CFAC members echoed this concern. Victoria indicated that this seems to not be covered through Medicaid or the waiver. MIOS Victoria indicated this might be an appropriate Provider Networks/adequacy goal for CFAC to address.</p> <p>Regina identified a recent incident where she was called by a community member to assist a woman who was naked and sitting in the middle of the road. She indicated that individuals are aware that if they get arrested or involuntarily committed, they can usually guarantee they get a 30 day script. She additionally expressed that although there are relationships with HEART, EMS, and the Sherriff, the Sherrif are transporting individuals to the ED when they are not supposed to (per comment made by former CHWB Supervisor Doug), with the individuals leaving from the ED short after. There have been delay times with HEART, and it's unclear if they're equipped to handle an I/DD individual in crisis and provide adequate follow-through support and linkage to mental health services for this population. Regina indicated that there is a difference between county and city funds, which creates part of the issue.</p>		

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	<ul style="list-style-type: none">- Transportation: It was identified that CFAC would seek out a presentation from the MPO/GoTriangle/Durham Access (appropriate transportation entity) for CFAC to gather information, provide recommendations, and do Q and A. MIOS Victoria will work on fostering connection between Alliance and MPO/GoTriangle/Durham Access. <p>It was identified that Regina and Dave regularly attend the MPO (Metropolitan Planning Organization) committee that has oversight and involvement with local public transportation. Dave indicated that it would be helpful to have more collaboration between Alliance and GoTriangle transportation lines. It was identified that MIOS Victoria would figure out the appropriate person at Alliance to assist with transportation barriers, noting SDOH team within Alliance. Concerns were raised about wheelchair accessibility, limited spots, advising to use bus, length of public transportation, and no sidewalks in these areas – forcing individuals to put themselves in danger. It was determined that the goal would be to have a meeting between Alliance and the Metropolitan Planning Organization and have the MPO do a presentation to CFAC to provide information and Q and A.</p> <ul style="list-style-type: none">- Provider Networks: CFAC will have a meeting with Provider Networks to discuss concerns about ongoing MH support for those with I/DD (dual diagnosed) in the community post-crisis, noting lack of trained staff and resources provided by the Member Recipient and Services line. <p>See notes from Crisis and Supports. Dave requested a meeting with Sean Schreiber to address these provider network concerns and determine appropriate follow-up based on that conversation. Ramona indicated that the appropriate leadership representative regarding Provider Networks would now be Sean Meczik, and indicated that Ramona and MIOS Victoria would follow-up to arrange a time for Provider Networks to meet with CFAC to address this concern.</p> <p>EVENT PLANNING FOR FY 23-24: Not discussed</p> <ul style="list-style-type: none">- Proposed Event Ideas:<ul style="list-style-type: none">o Town Hall		

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	<ul style="list-style-type: none">○ Medicaid Enrollment event: Host at Urban Ministries, Families Moving Forward, Housing for New Hope: Medicaid Worker, Enrollment Broker, Ombudsman○ Resource fair with cross-service vendors (I/DD, TBI, MH, SUD)- Possible free event venues: Reality Ministries, UNC, Durham Co. Library, Durham Tech, etc.- Podcast proposal: follow-up <p>STATUTORY REQUIREMENTS:</p> <p>(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> <p>Victoria had a question regarding focus on community-oriented goals, reviewing that she felt it was important to focus on the statutory requirements around addressing barriers, needs, and gaps. She indicated that it would be helpful to identify trends in impact after reporting concerns and what impact CFAC is making, if any. Dave identified that it is important to engage with the community as they are representatives of the community, its how they find out the issues that are affecting the community as a whole, and recruiting CFAC members. MIOS Victoria reinforced that it is CFAC responsibility to engage with the community in order to be able to engage the community around barriers and provide education. Dave seconded desire to have a tracking requests and follow-up steps in a separate document outside the CFAC meeting minutes. It was identified that MIOS Victoria would work on creating this document for future follow-up and monitoring of CFAC requests and efforts.</p> <p>Victoria requested follow-up in arranging a meeting with a CM Supervisor to address communication issues with Care Management and the community – with individuals not knowing their assigned Care Manager, and not understanding the</p>		

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	scope of the Care Manager's role and responsibilities. MIOS Victoria and Ramona indicated they would follow-up with coordinating this.		

ADJOURNMENT: Dave Curro moved to adjourn and it was seconded by Victoria Nneji. The suggested next meeting will be December 11, 2023, at 5:30 p.m.