



Monday, January 08, 2024

**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, ☒ Dave Curro, ☐ Chris Dale, ☒ 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

**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 by Regina Mays
- 2. REVIEW OF THE MINUTES (5 mins)** – The minutes from the November 13, 2023 meeting were reviewed; a motion was made by Dave and seconded by Vandna to approve the minutes. Motion passed unanimously.

AGENDA ITEMS:	DISCUSSION:	NEXT STEPS:	TIME FRAME:
3. Public Comment: 5-10 mins	None.		
4. State Updates: 5 mins	<p>Suzanne Thompson: No state members present.</p> <p>Ramona mentioned individuals can review the CE&amp;E, and the big update will be provided at the SCFAC meeting on Wednesday with the CEO's of all MCO's. Individuals are encouraged to join virtually to listen to these updates, although only SCFAC members can ask questions of the MCO's.</p> <p><a href="#">Meeting Registration - Zoom (zoomgov.com)</a></p> <p>Regina encouraged others to attend if they could at all, reviewing it provides useful information.</p>		

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5. <b>Reports (BOD, Steering Committee, State to Local, State CFAC, Conferences, Trainings, etc.): 10-30 mins</b>	<ul style="list-style-type: none"><li>- Vote on prospective new member: Alexis N Alexis was voted in unanimously as a CFAC member.</li><li>- Any CFAC report-in: events, conferences, trainings <b>One Community in Recovery</b> training coming up in March, chance for scholarships available for the conference, but individuals could also apply for CFAC funds. <a href="https://wakehealth.edu">NC One Community in Recovery Conference (wakehealth.edu)</a></li></ul> <p>Any interested individuals should notify MIOS Victoria ASAP to assist with approvals from Durham CFAC and the CFAC Steering Committee and proceed with registration in a timely fashion.</p> <p>Per Aimee: <b>NC TIDE</b> coming up in Wilmington on April 22<sup>nd</sup>-April 24<sup>th</sup> <b>Legislative Breakfast</b>: February 3<sup>rd</sup>, 2024 <b>Disability Rights NC conference</b>: May 1<sup>st</sup>, 2024</p> <p>Regina mentioned that it might be helpful to have a working calendar to ensure people are updated on events going on in the community as they come up. Ramona indicated that MIOS Fantasia sends out the calendar each month for individuals to review. Aimee reviewed that there is an internal CHWB calendar, but it's solely for staff. Dave sought clarification if several months of events from the internal CHWB calendar could be shared with all CFAC rather than reviewing it with just the Steering Committee or in the monthly calendar. Dave indicated that he's wanting it sent out each month with the agenda, reviewing that he receives about 7-8 emails a day from Alliance, which gets to be too much to consume. Aimee reinforced that this is why the events are sent out an event calendar with the monthly CFAC notes, and noted that sending out the internal CHWB calendar in full each month would be too much and not make sense, as it includes a lot of internal meetings that wouldn't be relevant to CFAC. Aimee indicted that she would speak with Fantasia and her supervisor about if it would be feasible to send out 3 months of calendar events ahead of time each month, honed in on only relevant events, reviewing that these are updated routinely, particularly as upcoming months get closer. It's noted that events tend to be added with increased frequency as it gets closer to the month of the event, not typically several months out.</p> <p>Regina mentioned that she is attempting to work with the Durham City Fair Housing department to get a next meeting arranged to work towards a Fair Housing conference. Regina mentioned that she will be on a panel with the HEART team on the third Saturday of this month at the district pack 1 meeting, noting that a lot of people aren't aware of who they are and that they exist. Other CFAC members indicated they were not aware of HEART, and Regina provided education that they work</p>		

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	<p>with 911 for emotional support crises. Regina will share a flyer as available for the various meetings they plan to host in the community to tell individuals about who they are and what they do. Regina mentioned they have intervened in significant situations such as a woman being half naked in the street, and one where a call was dropped and they knocked door to door to find the individual.</p> <ul style="list-style-type: none"><li>- Regina/Dave: Steering Committee Updates: No meeting in January.</li><li>- Upcoming Events: <b>Durham Local Re-Entry Council Resource Fair: 01/10/24, 1:30-4:30pm</b> Justice Services Department, Multi-purpose Room 326 E. Main St., Durham, NC 27701 Alliance contacts: Laylon Williams and Debra Duncan  <b>All Neurotypes Autism and Neurodivergent Wellness, Resource, and Respite Fair: 1/20/24, 10:00am-2:00pm</b> Eno Valley Elementary School and the Hub Farm 117 Milton Rd, Durham, NC 27712 Alliance contact: Douglas McDowell and Nancy Kent, potential: James Osborn  <b>Duke Medicaid Enrollment and Resource Fair, 1/27/24, 10:00am-2:30pm</b> Wilson Center for Science and Justice: 1121 W. Chapel St. Suite 201, Durham, NC 27701 Alliance contacts: Victoria Mosey and Debra Duncan  MIOS Victoria has new role/responsibility of reviewing and coordinating all events in Durham and will list all upcoming events in the agenda each month, reviewing that she could also field any questions regarding events and connections to other Alliance staff associated with events.</li><li>- CFAC Membership Drive – ideas?: Regina encouraged other CFAC members to think about strategies to engage the community and foster relationships with locating more potential CFAC members. Dave identified that going to events could assist with developing relationships and locating members. It was identified by Regina that we don't want to just meet numbers, but find appropriate people. Cynthia indicated that it might be a good idea to post this information in the Durham County libraries since they host a lot of community events. Regina sought clarification if there was a way to disperse information about CFAC to Duke and advertise through them. Ramona reviewed that any communications about CFAC would need to be</li></ul>		

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	<p>reviewed by the state before it could be sent out as advertising, and indicating that word of mouth is the most effective means of sharing information as well as attending events.</p> <ul style="list-style-type: none"><li>- Durham Public School System – currently hosting county board elections, trying to encourage them to join CFAC meetings. Duke SWs also requesting further information. Ramona identified they could always be provided CFAC Rack Cards already approved by the state, and it doesn't need to officially be a resource fair. Ramona identified it could even be a good idea to bring up in PTA meetings. Ramona reviewed that individuals could talk about CFAC to any relevant community based organization or committee. MIOS Victoria reviewed that CFAC materials could be shared with, and mailed to, any organization that requests it on a regular basis. It was identified that this might be tricky with the school system as it would likely require finding the appropriate point of contact that would need to approve disbursement of materials and may change from school to school. Regina mentioned there are increased concerns around family homelessness (about 40 current, 20-30 pending), and re-zoning occurring, forcing individuals to change school districts. MIOS Victoria indicated she would follow-up with Regina regarding these concerns, and potentially pull in SOC Ashley Bass-Mitchell and Family Partner Kamu Mimy.</li></ul>		
6. MCO Updates: 5-10 mins	<p>Aimee/Ramona:</p> <ul style="list-style-type: none"><li>• NC Managed Care updates</li><li>• Aimee: Harnett County will be absorbed by Alliance Health effective 02/01/2024 and begin receiving services through the MCO then.</li></ul>		
7. Statutory Requirements and Recommendations: 50-60 mins	<p><b>SMART (Specific, Measurable, Attainable, Realistic, Timely) GOAL PLANNING</b> Topics: Housing, Crisis and Supports, Transportation, Provider Network (See attachment provided for generated ideas). <b>SEE PAGE 3 of Alliance CFAC Strategic Goals FY24 doc.</b></p> <ul style="list-style-type: none"><li>- Monthly review of CHWB Sharepoint calendar of Alliance events for CFAC to attend: see above.</li><li>- <b>Housing: Regina re: Durham receiving CNI (Choice Neighborhood Investment) grant and councilwoman conversations</b> <b>Dave: review community housing opportunities (ARC of NC, etc)</b></li></ul>		

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	<p>Regina encouraged CFAC members to look into Section 811, which is different from Section 8, comes with a lot of government funds, so it's worth looking into further. It was reviewed that this covers the Supportive Housing type of programs including ARC of NC, etc.</p> <p>Regina identified that she would follow up with Durham Neighborhood Improvement Services regarding next steps with the Fair Housing event.</p> <ul style="list-style-type: none"><li>- <b>Crisis and Supports: Regina – more about HEART and CIT systems, possibly coordinate speaker (Laylon Williams) – discuss coordinating questions ahead of time. Identified points of contact, determine F/U steps.</b></li><li>- Aimee: I/DD Council – in discussion about Alliance hosting a viewing of the family storytelling developmental disability video possibly in person and/or virtually. Aimee mentioned she will meet with them again this Friday to determine next steps. Dave indicated that Reality Ministries would likely be willing to provide space for an event like this.</li><li>- <b>Transportation: Dave attending recent GoTriangle Board of Trustees meeting, provide review.</b></li></ul> <p>Not addressed due to time constraints.</p> <ul style="list-style-type: none"><li>- <b>Provider Networks: Aimee, Ramona, and MIOS Victoria looking into appropriate staff follow-up.</b></li></ul> <p>Dave identified it might be good to have the goal focus on coming up with a list of providers that give mental health therapy to individuals with I/DD, reviewing that the majority of providers do not provide this service with exception of Monarch, who only does telehealth. Victoria Nneji reinforced this concern, reviewing that even in speaking with her CM, and the CM speaking with her supervisor, they were unable to provide much guidance. Regina mentioned concerns of her son remaining on the waitlist and having mental health crises in the interim, and the difficulties this presents. Aimee identified that Alliance is aware of this need/gap in services, and acknowledges this was something frequently discussed. It was identified that Aimee, Ramona, and MIOS Victoria have been in discussion about this, with meeting planned to determine next steps in how Alliance will address this.</p> <p>Per Vandna: "I feel overall there are very few resources available for IDD community"</p>		

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	<p>Per Victoria N: "And people have had to pay out of pocket for mental health even with the Innovations waiver."</p> <ul style="list-style-type: none"><li>- <b>Access to Care:</b> Regina mentioned that families are dropping out of Medicaid and losing access to medication coverage, struggling with finding funds to cover needed medications. Dave Curro mentioned the end of COVID coverage resulted in 800,000 losing Medicaid, with only 600,000 coming back in. Regina mentioned that many individuals are still confused about Medicaid eligibility and she has been assisting them with re-applying to re-gain coverage.</li><li>- Vandna identified having concerns about the DSP (Direct Support Professional) crisis and wanting to see what they can do to assist with addressing it. Aimee identified she is hoping the increase in wages will assist with the DSP crisis, but it will take time to see if it helps address this, and that it's a long process that's being worked on. Aimee reports that she has a meeting with the DD council this week to address this concern. She reports that she would like to screen the DSP crisis documentary in the counties of the Alliance catchment area to reinforce the concerns around the DSP crisis and how it ends up coming onto the families regarding lack of staff and waiting for services. It was identified that the DHHS Side-By-Side webinar today addressed this concern. Dave Curro, Vandna Munshi, and Cynthia Harris were all present at the webinar. Dave Curro identified that he recruited two personal care attendants himself to provide care for his son. Regina mentioned that she's found in her own experience working in the direct support field that the agencies try to underpay the employees and request individuals to go outside their role. Cynthia reported that she had a difficult time finding employment in the field without a driver's license, and was fortunate to get a job with Easter Seals where she could conduct meetings over Zoom.</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>		

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**ADJOURNMENT:** Dave moved to adjourn and it was seconded by Victoria Nneji at 7:08pm. The suggested next meeting will be February 12, 2024, at 5:30 p.m.

DRAFT