

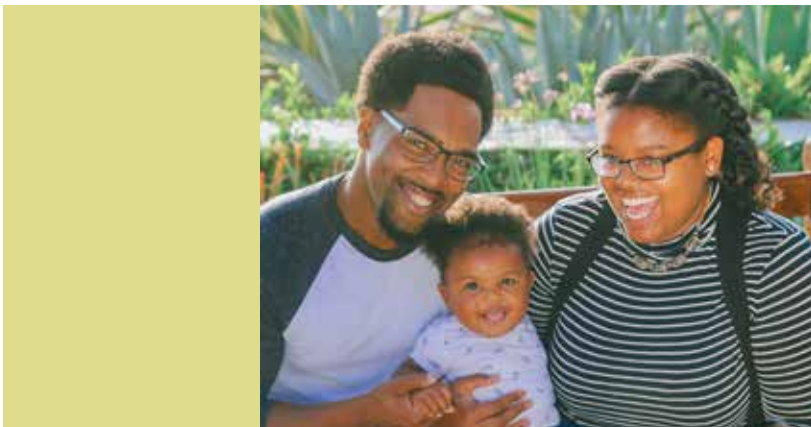
# Alliance Consumer and Family Advisory Committee

## FY2022 Annual Report



### Our Vision

Alliance CFAC promotes a community-based support system that seeks to have each person reach their full potential. This committee of individuals and family members gives voice to the interests and opinions of people with needs related to mental health, developmental disabilities, and substance use. It embraces the dignity of all residents in our communities so that each person may achieve their highest level of responsibility in the community. It promotes the empowerment of individuals and the active involvement of family members.



### State Statute Charges CFAC With the Following:

- Review, comment on and monitor the implementation of the local business plan.
- Identify service gaps and underserved populations.
- Make recommendations regarding the service array and monitor the development of additional services.
- Review and comment on the Alliance budget.
- Participate in all quality improvement measures and performance indicators.
- Submit findings and recommendations to the state Consumer and Family Advisory Committee regarding ways to improve the delivery of mental health, intellectual/developmental disabilities and substance use/addiction services.

## Executive Summary

by Jason Phipps, Alliance CFAC Chair

The Alliance Health Consumer and Family Advisory Committee continued to meet during fiscal year 2022 via teleconferencing technology provided by Alliance Health, which allowed us to be active participants in each of our meetings and keep the lines of communication open despite not meeting in person. The silver lining to the restrictions brought on by COVID-19 is that a lot of our membership have become familiar with and embraced teleconferencing technology. However, for some, full participation is still impeded due to the lack of access to technology. Each of our local CFACs are working with those members to ensure their voices are still being heard during our meetings and by Alliance Health management and staff.



Like so many in our communities, our CFAC is saddened to report the passing of another valued member of our community, Gregory Edward Schweizer. Gregory will be sorely missed by his beloved family, CFAC family and all of those who knew him. We share in the grief of those loved ones left behind and hope the cherished memories of Gregory bring comfort and, with time, healing. Further, we share in the grief of those CFAC members who have lost loved ones this year. Our thoughts and prayers are with you all.

Our CFAC continued to receive LME/MCO updates from Alliance Health, including information about the realignments of Orange and Mecklenburg counties with Alliance Health.

In order for the citizens and members of those counties to be represented, included, and have their voices heard, Alliance CFAC felt it only right to keep our current representative structure and expand our executive committee (steering committee) to include representation from the two counties once local CFAC sub-committees were in place.

We worked together with Alliance Health management to hold community forums in Orange and Mecklenburg counties to recruit members and to help form county-based local CFACs.

Alliance CFAC would take this opportunity to welcome the members of Mecklenburg CFAC and Orange CFAC to the Alliance CFAC family. We look forward to working with you all for the betterment of all our counties and residents we serve.

Even though Alliance CFAC has been afforded time to participate in and report to the Alliance Board of Directors at their monthly meetings, we welcome and thank the board of directors for creating a permanent seat on their board for CFAC representation. We congratulate and thank Dave Curro for accepting this position to continue to represent our CFAC and communities.

*During the year members of Alliance CFAC received a comprehensive array of training:*

Alliance Permanent Supportive Housing

Autism Society of NC Overview of Programs/ Services

Best Buddies Website and Referral

CFAC Orientation for New Members

CFAC Stipends

CIT Officer Info Wake

EL Futuro Mental Health Services for Latinx

Filing a Grievance

Guardianship

Innovations Waiver Slot Training

NC Assistive Technology training

NC Olmstead Plan

NC Registry of Unmet Needs

Project Search

Resources on How to Donate and Locate Gently Used Assistive Technology Self-Care

TBI Waiver

What is Covid? How to Stay Safe

We updated our by-laws and relational agreement with the Alliance Board of Directors and Alliance Health MCO to reflect the realignments and change in board structure in preparation for the move to a Tailored Plan managed care environment.

Throughout the year, we have continued to receive system updates from our state partners at the Division of MHDDSAS, Community Engagement and Empowerment team, and provided feedback as appropriate.

While we applaud the NC Legislature for their releasing of additional Innovations Waiver slots across the state, we continue to be concerned with the length of time a person spends on the Registry of Unmet Needs and we maintain that a lot more action needs to be taken to reduce the time spent on the Registry of Unmet Needs before being qualified to receive Medicaid services. The longer a person waits for services, the more intense and expensive those services become. Early intervention works out better for everyone.

Also, we welcome the changes made by the legislature to increase the rate of pay for direct support staff professionals. It will help stabilize the shortages and retention of these valuable members of the care support team.

We were given the opportunity to review and comment on the Alliance Local Community Collaboration and Engagement Strategy that was submitted as part of the Tailored Plan readiness process.

After having reviewed the national IDD waiver analysis by Cansler Collaborative Resources, Inc. and Duke University, we were not surprised with the findings

## Alliance CFAC Members

### ***Cumberland County***

Felishia McPherson, chair  
Ellen Gibson, co-chair  
Members  
Michael Maguire (Alliance Steering Committee chair)  
Dorothy Johnson  
Carrie Morrissey  
Sharon Harris  
Brianna Harris  
Jackie Blue  
Shirley Francis  
Tekkeyon Lloyd  
Renee Lloyd  
Carson Lloyd Jr  
Tracey Glenn-Thomas  
Alejandro Vasquez  
Andrea Clementi

### ***Durham County***

Charlitta Burruss, chair  
Regina Mays, co-chair  
Chris Dale  
Dave Curro (Alliance BOD representative)  
Brenda Solomon  
Pinkey Dunston  
Vandna Munishi  
Victoria Nneji  
Tammy Shaw  
Helen Castillo  
James Henry

### ***Johnston County***

Marie Dodson, chair (Alliance Steering Committee co-chair)  
Leanna George, co-chair  
Jason Phipps  
Jerry Dodson  
Albert Dixon  
Marilyn Lund

### ***Mecklenburg County***

Ruth Reynolds, chair  
Randy Sperling, co-chair  
John Corrigan  
Jim Sonda  
Melida Baldera  
Linda Campbell  
Shagun Gaur  
Ronald Clark  
Beverly Corpening  
Lois Stickell  
Shari Phillips- Stratton  
Michael Flood  
Josie Cremisi  
Alan McDonald

### ***Orange County***

Steve Furman, chair  
Carol Conway, co-chair  
Paula Harrington  
Allen Ditmer  
Candace Alley  
Margaret Champion

### ***Wake County***

Alicia Jones, chair  
Anna Cunningham, co -Chair  
Annette Smith  
Benjamin Smith  
Israel Pattison  
Trula Miles  
LaNarda Williamson  
Brian Williams  
Nikki Williams  
Rasheeda McAllister  
Keisha Godwin  
Wanda Faye Griffin  
Karen McKinnon

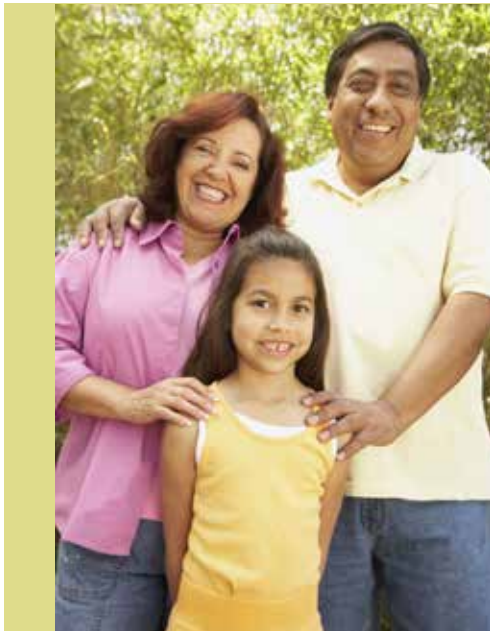


identifying the staffing crisis and the need for funding of additional Innovations Waiver slots. We believe one recommendation that merits further scrutiny is the suggestion that a statewide waitlist should be created and maintained. People have been waiting for many years, and action that could impact how long someone has to wait for a waiver slot should be carefully reviewed, explained and administered.

Our members have participated in regional CFAC meetings hosted by the Division of MHDDSAS, Community Engagement and Empowerment team throughout the year. We were also provided a copy of the Olmstead Plan and given the opportunity to review and provide feedback.

As my term as chair concludes on June 30, 2022, this is my last act as CFAC chair. On behalf of the Alliance CFAC, I would like to thank the Alliance Health Board of Directors, the Alliance Health CEO, and Alliance staff for their continued support and inclusion of the Consumer and Family Advisory Committee throughout the decision-making process. It means a lot to the people they serve to have their opinions heard and valued.

Also, I would wish all the best to our new officers, Michael McGuire (Cumberland), chair, and E. Marie Dodson (Johnston), vice chair, and I look forward to working with you in the year ahead.



## CFAC Meetings

All CFAC meetings will be virtual until further notice. Registration is required to attend.

Registration links for each meeting are available on the Alliance Health website.

### Alliance CFAC Steering Committee

First Monday of the month at 5:30 pm

### Cumberland County

Fourth Thursday of every month from 5:30–7 pm

### Durham County

Second Monday of every month from 5:30–7 pm

### Johnston County

Third Tuesday of every month from 5:30–7 pm

### Mecklenburg County

Fourth Monday of every month from 5:30–7 pm

### Orange County

Fourth Tuesday of every month from 5:30–7 pm

### Wake County

Second Tuesday of every month from 5:30–7 pm

## Cumberland County CFAC Summary

The Cumberland subcommittee has been making efforts to be as impactful in the community as we can this year. This year continues to be a very challenging year due to COVID and safety issues. However, the Cumberland CFAC subcommittee remained committed to being a voice for the community.

We have been spreading awareness in the outlying areas of Cumberland County as well as the metropolitan area via individual members, and providing education in the community about CFAC. We were able to give out information about CFAC, Alliance and changes that may affect the public to the different organizations to which members belong. We have also taken part in educating the inner city of Fayetteville by collaborating with the Cumberland County Community Collaborative. We continue to collaborate with the Cumberland Community Collaborative and other community organizations.

We never pass up an opportunity to have a face-to-face conversation about CFAC and Alliance. This has proven to be a very challenging task as many CFAC members had yet to extend ourselves to this degree (i.e., meeting in-person) while making sure that our personal health and wellness, and those of our loved ones, remained a priority. We are proud to report as a community CFAC and Alliance demonstrated daily how much stronger we are together in such a time of uncertainty and transition.

The subcommittee did not add any additional members this year as we are currently at maximum capacity for membership. Although the group has reached its limit on membership, we continue to encourage individuals to participate in the public meetings with the purpose of continuing to spread awareness, which has proven to be quite inclusive.

The committee remains dedicated and focused by keeping up attendance via the subcommittee meetings and having representation at the steering committee meetings via Zoom and telephonically. We also have an elected member from the Cumberland subcommittee as chair (Dr. Michael McGuire) and secretary (Shirley Francis) on the steering committee.

Needs and gaps continue to be a part of the discussion and the Cumberland subcommittee submitted our ideas and concerns. The members are always brainstorming ways to bridge the gap of needed information and resources for those in need.

The subcommittee continues to express our



### Cumberland CFAC activities have included:

- Participation in NAMI walks
- Participation in I2I conferences
- Participation in 2022 CIT International Conference
- Felishia McPherson was a speaker and committee member at the 13th Annual One Community in Recovery Conference
- Participation in NAMI meetings, as some CFAC members are NAMI members.
- Continuing to share resources, CFAC informational material, and supports virtually.
- Attendance at ADA meetings, as some CFAC members are also active ADA members.
- Participation in NAMICHL Annual Community Diversity and Inclusion Event.
- Monthly meetings via teleconference to provide support and remain intentionally connected.
- Attendance at the Alliance CFAC steering committee meetings via teleconference.
- Listening to the governor's meetings.
- Receiving daily emails from Alliance Health, DHHS, CDC and other organizations.
- Felishia McPherson was elected chair and Ellen Gibson was elected co-chair of the Alliance CFAC local committee.
- Attendance at state CFAC meetings

concerns about the impact state cuts and Medicaid transformation are having and will have on our communities.

The committee will continue to show our support for the community and each other by participating in other organizations and events such as NAMI-HCL, CIT and minority mental health awareness activities, and spreading the vital information to the public.

## Durham County CFAC Summary

Due to the introduction of COVID and monkeypox into communities, the Durham CFAC met via Zoom. The meetings held on Zoom not only let us check in with members and staff and stay abreast of the continued changes with NC Medicaid.

Our current chair is Charlitta Burrus and our co-chair is Regina Mays. We also welcomed two new members, Victoria Chibuogu and Vandna Munshi.

Members attended steering committee meetings, the annual CFAC Convention in Pinehurst and the NC “One Community in Recovery” conference in Greensboro.

Though we were saddened by his departure, we celebrated the retirement of Doug Wright, former director of community and member engagement at Alliance Health.



We had access to trainings around peer support and other community engagements, which allowed us to learn and train so we could better serve our community along with broadening our partnerships.

## Johnston County CFAC Summary

Johnston County’s CFAC subcommittee is led by Chair E. Marie Dodson and newly elected Vice Chair Leanna George. Many thanks to outgoing Vice Chair Cassandra Williams-Herbert for her many years of service in this position, as well as her continued participation on the Johnston Collaborative for Families, Youth and Children.

Our membership was greatly impacted by the COVID epidemic, limiting participation only to those with access to the internet. However, members continued to engage in online community events such as the Johnston County Recovery Collaborative, Johnston County Housing collaborative, the Council on Educational Services for Exceptional Children, the Autism Society of NC, NAMI of Johnston County, the local chapters of ALANON and Community and Senior Services (formally Council of Aging). Several members assist in distributing at area food banks and one person is actively involved in constructing handicap accessible ramps in conjunction with Serve the Need in Johnston County for those with mobility challenges.

Johnston CFAC and Alliance Health staff hosted a County Alternatives to Guardianship forum held via Zoom and co-hosted by Linda Kendall Fields, M.ED., of the NC Rethinking Guardianship Initiative in 2021. Johnston CFAC is continuing to promote the event via Alliance Health Plan’s website.

Chair Dodson regularly attends the Johnston County Board of Commissioners and School Board meetings.

Johnston subcommittee members also hold positions on the Alliance Steering Committee with outgoing Chair Jason Phipps serving on the Global Quality Management and Human Rights Committees.



Transportation and limited access to the internet are our biggest challenges especially due to the rural nature of the county. We are carpooling and dropping off printed meeting minutes and handouts for those experiencing the obstacles of attending the meetings and accessing current information.

The committee was able to begin in-person hybrid meetings in June 2022. COVID was a challenge, but we used the time to finetune our technological resources and relied on our partnership with Alliance to ensure our voices were heard.

Our goal for 2022-2023 is to increase membership with TBI and SUD experience and partner with the Johnston County Health Department and Social Service to have another health fair. We were successful with participation prior to COVID and received many positive reviews from the attendees.

We expect there are going to be many questions regarding the Tailored Plan and hope an in-person event will give attendees an opportunity to talk to someone in person to alleviate their fears. We look forward to participating in disseminating information about the Tailored Plan and have provide input to address concerns of our Medicaid community and membership.



## Mecklenburg County CFAC Summary

Busy, Busy, Busy! Our newly formed Mecklenburg County CFAC has been busy recruiting and adding new members to our group. Our new chair, Ruth Reynolds, and co-chair, Randy Sperling, have been dedicating many hours to understanding their duties as well as organizing the agendas for each meeting. And as of July 25 we have filled all 14 slots.

We have a diverse group representing all disability areas: mental health (MH), substance use disorder (SUD), traumatic brain injury (TBI) and intellectual and developmental disability (IDD). Currently, we have nine members representing our IDD population, five representing our MH population, six representing our SUD population and four representing our TBI population.

Our newest and final member, Alan McDonald, comes to us with a wealth of knowledge on TBI. Welcome, Alan!

Our CFAC members have already been out and about in the community with our chair and co-chair participating in a mental health awareness event that Alliance hosted. We have had several speakers come to educate our CFAC members on issues such as TBI, the Tailored Plan, and the Child and Family Improvement Initiative.

All our members are very engaged in learning and understanding the service gaps of the members they serve. We have a great group, and we are all very excited to get to work.



## Orange County CFAC Summary

The Orange County CFAC has endeavored to implement systems advocacy planning in efforts to support, assist, and advocate for those within their communities. The OC-CFAC has taken a proactive approach toward advocacy by networking and collaborating with stakeholders and service providers in Orange County.

With many members and recipients needing assistance and support, the OC-CFAC has identified specific areas where service gaps are seen as it relates to the Hispanic population (i.e., a lack of trained bilingual care staff and translators throughout behavioral and physical health and in the judicial system). The OC-CFAC has also recognized and identified service gaps related to employment and housing within the IDD/behavioral health population. The OC-CFAC recognizes the many challenges those marginalized in their communities face and has a unique and experiential perspective when



implementing advocacy efforts, understanding that positive change is a process, sometimes slow and painful, but a process nonetheless.

The OC-CFAC's advocacy efforts have been specific, measurable, achievable, relevant, and timely, following the (SMART) planning method.

### Accomplishments

- A representative from Justice United was invited to attend a committee meeting to share and answer questions about their advocacy efforts for the marginalized populations in Orange County.
- In addition to having Justice United speak, El Futuro of Durham County was invited to share and answer questions pertaining to the service gaps identified in the Latino population.
- The committee is engaged in ongoing collaborations with Extraordinary Ventures, one of the largest employers of the IDD/behavioral health population in Orange County.
- The committee networked and collaborated with NAMI- Orange/Chatham Annual Walk in Raleigh at Dix Park.
- Networking and collaboration is ongoing with Club Nova, the Orange County Rape/Crisis Center, and the Trauma Resource Network.

### Scope of Influence

- Ongoing advocacy and support for members and recipients on the Registry of Unmet Needs (RUN).
- NAMI, Extraordinary Ventures, Trauma Resource Network, Club Nova

### Goals

More housing and employment options for members and recipients who are going through transitional phases, from crisis and stabilization to maintenance, with a specific focus on the IDD and behavioral health populations.

As the Orange County CFAC continues to grow and build its membership, we're excited about the prospects of making a positive difference and change in our community. This will be accomplished with continued advocacy and support through networking and collaboration with the various stakeholders and service providers in the community.





## Wake County CFAC Summary

Wake County CFAC representatives provided the following list of accomplishments/tasks completed during FY22:

- Participated on the NC DSP task force.
- Attended state CFAC Legislative Day and met with them.
- Managed entries for a special needs Facebook group.
- Participated on the “We will Work with You” grassroots group, which supports families with special needs.
- Attended the i2i Conference and presented on the behalf of NC Direct Support Professionals and the impact that the waiver has on families.
- Attended monthly state CFAC meetings
- Chaired the state DSP subcommittee task force.
- Crafted a letter to NCDHHS Secretary Kody Kinsley and NC Governor Roy Cooper about DSP and the waiver program.
- Applied to become IDD state CFAC member.
- Participated on YMCA wellness collaborative to promote adaptive support.
- A Wake CFAC member was appointed as a member of the Apex Mayor’s Substance Misuse Taskforce.
- Participated in the Annual Wake County Substance Misuse Teen Summit.
- Participated in the Peakfest table and medication disposal bag giveaway.
- Participated in the Book-O-Ween community outreach and book giveaway.
- Attended the Assistive Technology annual conference.
- Attended the Social Security Administration Know Your Rights event.
- Attended the Teen Suicide Prevention Valentine’s Day Wake County Giveaway.
- Attended the Project Search graduation.
- Attended the NC Black Disabilities Network annual conference.
- The group sponsored the Best Buddies Friendship Walk.
- Attended the Wake County Community Collaborative Impact of IDD and Black Student suspension training.
- Attended the Wake County Reentry Council Outreach Event for Expungement.