



Consumer & Family Advisory Committee

ALAMANCE/CASWELL/ROCKINGHAM LOCAL MANAGEMENT ENTITY

Minutes Subject to Approval

Minutes January 23, 2007

Present: *William C., Carl B-W. Nancy B., Betty S., Luellen K., Sharon L., Mark L., Gloria M., Brynda N., John O., Art S., Margaret S., Clara T. And Louis W.*

*Irmgard Miller, Area Board
Norman Melton, Area Board*

Absent: *Mary H. (Prior Notification)
James W. (Prior Notification)
Jim G. (Prior Notification)
Ann Slaughter. (Prior Notification)
Ricky G. (No Notification)*

Guests: *Betty B., Katherine F., and Debra M.*

LME: *K. Webb, Community Affairs & Consumer Relations
A. Stevens, QI/Provider Relations Manager
C. Morrow, Recorder*

AGENDA ITEM	DISCUSSION/CONCLUSION	ACTION/NEXT STEPS	RESPONSIBLE PERSON	STATUS
<i>Item number and name</i>	<i>Detailed reflection of discussion and any conclusions from discussions. Include pertinent data wherever possible.</i>	<i>Any decisions, recommendations and/or next steps the committee approves.</i>		<i>Open or Closed</i>
1.0 Call To Order	Chairman Wilkins welcomed everyone and called the meeting to order at 6:45 p.m.	N/A	N/A	Closed
2.0 Review and Approval of Minutes From December Meeting	Minutes of the December 2006 CFAC meeting were mailed earlier for review.	Motion made to accept the minutes as written, motion seconded and motion carried.	N/A	Approved
3.0 Nominating Committee Report	<p>Mr. John Owen announced the Nominating Committee has recommended Ms. Clara Trollinger's name be submitted to CFAC for membership. Ms. Trollinger has shown interest in attending regular CFAC meetings as well as other subcommittee meetings. Motion made by recommendation from Nominating Committee, seconded and carried.</p> <p>Discussion continued regarding active recruitment efforts for members from Caswell & Rockingham counties as well those in recovery. Numerous attempts have been made with a variety of groups in all communities. Ms. Webb was asked to develop a poster (flyer) – please see handout in packet. The flyer will be made available to all three counties.</p> <p>Discussion ensued regarding the by-laws. We have been instructed by Division Liaison Suzanne Bellian that our CFAC membership should be divisible by three to reflect equal representation by the three disability areas. Currently our bylaws state that CFAC shall consist of at most 25 members. Ms. Webb will clarify the requirement and we will continue to make a good faith effort to recruit members in the SA area. Ms. Bellian also agreed to review our new bylaws and note areas that need amending. These amendments will be sent out with the January minutes/February notice for discussion at the February meeting.</p> <p>The Committee also discussed that a new nominating committee shall be nominated from the floor and elected at the February CFAC Meeting. A bylaws change needs to occur regarding dates for this process that will also be enclosed with January minutes and February Meeting</p>			

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	<p>Notice as part of the amendment process. The change reads: <u>“The Chair and designated First and Second Vice Chair shall be recommended at the May meeting. The slate will be voted on at the June regular meeting so that new officers can begin their term on July 1.”</u></p>			
<p>4.0 2006–2007 Performance Contract & Local Business Plan Report</p>	<p>Ms. Amy Stevens, QI/Provider Relations Manager presented on the following updates:</p> <p>Performance Contract: Ms. Stevens gave brief updates of the 1st Quarter (July – September) Performance Contract Report (see handouts). Ms. Stevens reported on LME Clinical Performance – the LME met Best Practice at 75% on areas of Access to Emergent Care, Access to Urgent Care and Access Line. All information is self reported to LME by providers. For any questions, please contact Alicia Graham, UR/STR Manager.</p> <p>LME System Management Performance – the LME met Best Practice at 100%, with the Statewide average at 73.1%.</p> <p>LME Administrative Performance – the LME met Best Practice standard in all categories except NC TOPPS due to Rockingham County submission of consumer numbers. The issue has been addressed and solved.</p> <p>For a complete report, please go to Division website or see Carmen Morrow.</p> <p><u>Question:</u> What is the LME doing to respond to providers who were awarded RFP’s during divestiture?</p> <p><i><u>Answer:</u></i> <i>The LME does hold providers to their contracts – the QI department will go out once a year to monitor providers, but if complaint driven – we go out immediately to monitor. We respond to each complaint in written form and documentation.</i></p> <p><u>Question:</u> Was Rockingham Co. MH supposed to follow the same choice procedure as the LME? Did they send out choice letters?</p>			

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	<p><u>Answer:</u> <i>The LME did comply with Division guidelines regarding provider choice letters. We mailed all provider choice letters in the timeframe given. Rockingham Co. MH did notify the LME that choice letters were sent out to consumers.</i> <i>Ms. Stevens will follow up with Rockingham Co. MH regarding this issue.</i></p> <p><u>Question:</u> Is there another provider available for Birth to 3 other than Lifespan?</p> <p><u>Answer:</u> <i>Amy Stevens will provide information to Mr. Wilkins regarding this.</i></p> <p>Discussion ensued regarding consumer choice and a Consumer Handbook will be available soon that outlines this type of information. Ms. Stevens reported all consumers could change providers at any time.</p> <p>Discussion continued about Crisis Coverage including 1st responders and 24/7 coverage. The after hours issue is a concern across the state and is being discussed within our LME. Many providers do not have adequate crisis plans. 1st responder responsibilities are a huge process for most agencies.</p> <p>Margaret S. wanted to give Kudos to Psychotherapeutic Services ACT Team – they do a great job.</p> <p>Questions continued about transportation. Ms. Stevens reported the Medicaid transportation issue has been resolved and Alamance Co. DSS is transporting consumers to appointments again. Recommendation was made to explore a transportation company in Mebane for overflow – Bigelow Transportation. Can DSS contact this agency?</p> <p>Ms. Stevens announced we are actively recruiting CFAC members for QA/QI meetings – we need</p>			

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	<p>a chair for Human Rights Committee. We hope to add CFAC members to LME QI Committee. If you are interested, please inform Karen Webb.</p> <p>Local Business Plan Status: The Local Business Plan was initially developed in 2003. The Division has requested the LBP to be revised and have broken the revision into six categories. They are as follows:</p> <ol style="list-style-type: none"> 1) Governance & Administration 2) LBP Strategic Planning 3) Provider Relations 4) Service Management 5) Consumer Affairs 6) Information Management <p>A preplan was submitted by December 31, 2006 for review. We have not received any status on the report yet. We are now in the process of completing the New LBP plan (51 pages) for the next three years. The plan is due by the end of March 2007. We will receive input from stakeholders, consumers, CFAC and community members at upcoming scheduled meetings.</p>			
<p>5.0 Service Area Reports MH/DD/SA</p>	<p>DD OE - no report.</p> <p>DD Friends Group - No Report.</p> <p>ARC - Ms. Nancy Bare reported ARC membership is down. Funding continues to be an issue for ARC. The cost of membership is \$15.00. Meeting has been scheduled with United Way to seek more funding.</p> <p>Christmas gifts were delivered to Murdock & JUH.</p>	<p>N/A</p>	<p>N/A</p>	<p>Closed</p>

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	<p>NAMI – Luellyn K. reported on additional donations for Operation Santa Claus from the Times News program and extra coats, hats, etc. for consumers were purchased & delivered to JUH. We received a letter from the Director showing appreciation for the items.</p> <p>Art S. announced NAMI Family to Family Education Program would begin January 27th. The class is completely full. The program is a 12–week course. The classes will be held at Holy Comforter Episcopal Church on E. Davis Street from 2pm –4:30pm. Kathy Chrisco & Johnny Thompson will teach the classes.</p> <p>NC NAMI Walk in May is upcoming. The event will be held on May 7th at Greer Trail Park. The goal to raise is \$100k. NAMI is looking for sponsors now.</p> <p>NAMI State Conference will be held the 2nd week of March 2007.</p> <p>Lifespan – No report.</p>			
7.0 Monthly Reports	LME – Karen W. announced that a point in time study on Homelessness will	Mr. Wilkins will contact Allied Churches regarding rates for		

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	<p>occur tomorrow. This is conducted by the UNC-CH student team as part of their needs assessment of homelessness in Alamance County.</p> <p>Does Allied Churches charge to stay at the Homeless shelter?</p> <p>Action: Mr. Wilkins will follow up with Allied Churches about rules & guidelines.</p> <p>Area Board – Norman M. directed CFAC members to December Area Board minutes. Mr. Melton gave appreciation to Ms. Stevens for all of her hard work.</p> <p>DHHS – no report. Ms. Webb announced CFAC does have a new state liaison – Suzanne Bellian. She will attend our CFAC meeting every other month rotating with the Guilford CFAC, which occurs at the same time.</p> <p>State CFAC – Carl B-W. announced State CFAC has a new member, Ms. Libby Jones.</p> <p>State CFAC has created a template for the way we request information back from local CFACs. The draft is already out to Local CFACs are information needs to b returned by February 28th.</p>	<p>the Homeless Shelter.</p>		

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	Mr. Carl B-Watkins discussed the form in detail.			
8.0 Read-A-Round	<i>CFAC are encouraged to review the handouts available in Read-A-Round:</i> <i>1. November/December NC Council Community News</i>	CFAC are to sign the Read-A-Round if you would like a personal copy of the information.	Carmen Morrow	Closed
9.0 Handouts	<ol style="list-style-type: none"> 1. <i>2007 SCFAC Meeting Dates</i> 2. <i>2007 SCFAC November & December minutes</i> 3. <i>December LME Area Board Minutes</i> 4. <i>Greetings from SCFAC - Introduction & Comments</i> 5. <i>SCFAC Appointment & Membership Contact Information</i> 6. <i>The Coalition Volunteer Registration Form</i> 7. <i>November/December Together House News</i> 8. <i>Systems of Care December Newsletter</i> 9. <i>Updated CFAC Membership Contact Information</i> 			
10.0 Adjournment	Chairman Wilkins adjourned the meeting at 8:45 p.m. The next meeting is at 6:30 pm. Tuesday, February 27th in the 1st Floor Boardroom at the HSC Building.	N/A	N/A	Closed

Respectfully Submitted By:

Carmen Morrow, Recorder

Karen Webb, Community Affairs & Consumer Relations*

Date -----

Staff To The Committee

Approved By:

*Louis Wilkins, Chairman**

Consumer & Family Advisory Committee

Date -----