



## Consumer & Family Advisory Committee

ALAMANCE/CASWELL/ROCKINGHAM LOCAL MANAGEMENT ENTITY

*Minutes Subject to Approval*

### Minutes February 27, 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., Ricky G., Mary H  
And Suzanne Bellian, CFAC Liaison.*

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

**Absent:** *Mary H. (Prior Notification)  
Jim G. (Prior Notification)  
Louis W. (No Notification)*

**Guests:** *Debra M. and Monica O'Dell*

**LME:** *D. Hahn, Chief Executive Officer  
K. Webb, Community Affairs & Consumer Relations  
A. Graham, Utilization Review/Screening Triage 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> |
| <b>1.0<br/>Call To Order</b>                                       | Due to sickness of Chairman Wilkins - Co- Chair John Owen chaired the meeting and welcomed everyone. The meeting was called to order at 6:45 p.m.  | N/A   | N/A                | Closed                |
| <b>2.0<br/>Review and Approval of Minutes From January Meeting</b> | Minutes of the January 2007 CFAC meeting were mailed earlier for review.   | Motion made to accept the minutes as written, motion seconded and motion carried. | N/A                | Approved              |
| <b>3.0<br/>Executive Director's Report</b>                         | <p>Mr. Daniel Hahn, LME Chief Executive Order thanked CFAC members - Sharon L., and Louis W., for attending the February Area Board meeting held last week representing CFAC.</p> <p>Mr. Hahn gave a brief overview of where the LME stands now - there have been many recent developments. Where we are now? The LME audit process for State Fiscal Year 05/06 was held a couple of months ago. The end result of the audit review is as follows:<br/> Concerns regarding Business Principles<br/> Concerns regarding control of funding at reasonable levels - staffing patterns (less staff with more work)</p> <p>The LME has been made aware of these concerns and we are in the process of responding to audit review. The feedback was fair and will help the LME become more productive in new strategic plans and how to move forward.</p> <p>The financial/economic realities are now - only a certain amount of money to provide appropriate services for consumers who are the most severe. Mr. Hahn expressed he communicates with the Area Board regarding the financial realities and that we will not be able to serve the amount of people requiring the service with the money that has been allocated.</p> <p>The LME mission is to proactively plan and identify major gaps in communities. The LME will be able to control and manage the dollar with new Benefit package and contracts. There were three</p> |   |                    |                       |

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|             | <p>areas identified from the audit review that were alarming:</p> <ol style="list-style-type: none"> <li>1. Adult DD</li> <li>2. Adult MR/MI</li> <li>3. CTSP – funds devoted to services for children – this allocation was reduced by \$500k last year. We are in the process of formulating a response to the Division to see if that money can be reallocated back to the LME.</li> </ol> <p>There are no available dollars in these line items for services. We are in a very critical stage. These reductions will impact programs and consumers. We are in a tight timeframe to try and control the dollar for the remaining fiscal year. LME Operations Workgroup meeting was held today to formulate a plan to address these three services. The plan will be generated step by step and will be forwarded to the Area Board Executive &amp; Finance Committees for review. We will also include Jack Parsons, Division Financial Consultant in the planning process.</p> <p>Question/Answer:</p> <p>Q: Can funds be shifted around from line item to line item?</p> <p>A: There are some line items that have not been touched and flexibility is an alternative. But the decision will have to come from the Division to give the approval to shift any funds from line item to line item.</p> <p>Q: Are there other LMEs who have experienced this type of financial hit in those areas?</p> <p>A: At this point, we are leading the pack for the depleted expenditures, but we are the exact opposite in other areas.</p> <p>Mr. Hahn explained the 40% burn from 05/06 budgets that were taken from 06/07 budgets. The LME should be at a 15% burn rate. Comments were made from the floor regarding the difficult reform process and blame should not be tossed at one person, etc. In order to make the system succeed – providers, consumers and LMEs will need to continue to work together.</p> <p>Q: You mentioned the face of the Area Board changing due to changes from the legislature – what kinds of changes will there be?</p> <p>A: The Area Boards will need to be represented more towards the financial side instead of</p> |                   |                    |        |

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|                                      | <p>historic advocacy driven. The appointments to the board no longer require equitable representation of the disability groups. The membership of the board must still reflect an equitable representation among the participating counties.</p> <p>The board must include two individuals with financial expertise.</p> <p>Q: There has been a rumor regarding physician services – are they the next to be divested?<br/> A: Mr. Hahn gave a brief overview of the Reform process &amp; divestiture and the Area Boards intention to continue to provide physician services in the community and to continue to provide a “safety net” for consumers. Currently due to economic realities, we have continued to provide psychiatric services at a loss (\$750k) every year. Mr. Hahn expressed he has contacted several directors of other LMEs who have divested physician services. The LME is expecting to enter in a management contract of some sort for psychiatric services. We currently only house 2 Full Time physicians – we are in the beginning stages of this process. The Area Board understands we can no longer dip into the Fund Balance to continue to provide this service at a loss.</p> <p>Q: What do you need from CFAC to help during this period?<br/> A: Mr. Hahn expressed his gratitude for CFAC for listening to current issues &amp; with helping the LME to move forward during this transition period.</p> |                   |                    |        |
| <p><b>4.0 Crisis Plan Report</b></p> | <p>Ms. Alicia Graham, UR/STR Manager gave brief overview of the Crisis Plan. The LME has been allocated crisis dollars to increase crisis services in the community (Alamance/Caswell &amp; Rockingham). Ms. Graham distributed Crisis Surveys to all CFAC members to give input for the 3 yr. plan. This is the beginning of the crisis planning process and there will be more opportunities for CFAC members to help mold and shape crisis services for all three communities. Ms. Graham explained the 23–hour hold observation capacity to members – we have been in discussions with Alamance Regional Medical Center for Alamance County regarding the 23–hour hold capacity.</p> <p>Regionally – The LME is partnering with OPC, 5–County and Durham County to discuss the regional plan. It was indicated that facility based detox was needed for the region but would not</p>   |                   |                    |        |

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|                                  | <p>be pursued currently due to feasibility. Ms. Suzanne Bellian announced there is 5.2 million dollars that will be allocated to LMEs regionally and a portion will be allocated for Local LMEs.</p> <p>Ms. Graham announced most all surveys show the need for detox in all three catchment areas. CFAC members wanted to know if the LME has a 24/7 Crisis Assess Line – Ms. Graham stated the LME does have a 24/7 Crisis Line.</p> <p>The Crisis plan is due in Raleigh by 5pm on March 1<sup>st</sup>. Ms. Graham thanked all CFAC members for participating and completing the survey. The survey is also available via the website.</p> <p>If you would like to be a part of a local Crisis planning committee: Please contact Alicia Graham at ext. 4131 or <a href="mailto:agraham@acmhdds.org">agraham@acmhdds.org</a>.</p>   |                   |                    |        |
| <p><b>5.0 By-Laws Report</b></p> | <p>Mr. John Owen discussed the updated CFAC By-Laws that were mailed earlier for review. The major changes are reflected in Article 6 – Objectives. We had 15 objectives and now we only have six. These are the objectives CFAC should work toward. They are as follows:</p> <ol style="list-style-type: none"> <li>1. Review, comment on, and monitor the implementation of the local business plan.</li> <li>2. Identify service gaps and underserved populations</li> <li>3. Make recommendations regarding the service array and monitor the development of additional services.</li> <li>4. Review and comment on the area authority or county program budget.</li> <li>5. Participate in all quality improvement measures and performance indicators.</li> <li>6. Submit to the State Consumer &amp; Family Advisory Committee findings and recommendations regarding ways to improve the delivery of mental health, developmental disabilities and substance abuse services.</li> </ol> <p>CFAC members were encouraged to attend the Area Board Meetings. They are held the 3<sup>rd</sup> Tuesday of every month at 6:30pm on the 1<sup>st</sup> Floor.</p> <p>Mr. Owen opened the floor for nominations to approve the new by-laws. Sharon L. made motion and Carl B-Watkins second motion. Final by-laws were approved as of February 27, 2007.</p> |                   |                    |        |

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| <p><b>6.0</b><br/> <b>Service Area Reports</b><br/> <b>MH/DD/SA</b></p> | <p><b>DD OE</b> – no report.</p> <p><b>DD Friends Group</b> – No Report.</p> <p><b>ARC</b> – No report.</p> <p><b>NAMI</b> – NC NAMI Walk in May is upcoming. The event will be held on May 7<sup>th</sup> 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 2<sup>nd</sup> week of March 2007.</p> <p><b>Lifespan</b> – No report.</p>                  | <p>N/A</p>        | <p>N/A</p>         | <p>Closed</p> |
| <p><b>7.0 Monthly Reports</b></p>                                       | <p><b>LME</b> – no report.</p> <p><b>Area Board</b> – Norman Melton expressed to CFAC members that Area Board is kept informed by CEO. Ms. Sharon L. added all CFAC members should try to attend the monthly Area Board meetings. The meetings are held on the 3<sup>rd</sup> Tuesday monthly and are open to public. The meetings are very informative and will help with understanding the financial realities that are occurring.</p> |                   |                    |               |

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|   | <p><b>DHHS</b> – Suzanne Bellian, CFAC liaison stated she would forward new communication bulletins to Ms. Webb to share with CFAC members.</p> <p>Ms. Bellian reminded CFAC members the SCFAC report is due tomorrow. Ms. Webb asked all CFAC members if they have not completed the report, please forward to Ms. Webb by tomorrow morning via phone or email.</p> <p><b>State CFAC</b> – no report.</p>   |  |                      |               |
| <p><b>8.0</b><br/><b>Read-A-Round</b></p> | <p><i>CFAC are encouraged to review the handouts available in Read-A-Round:</i></p> <ol style="list-style-type: none"> <li><i>1. Legislative Oversight Committee Final Report from Heart of the Matter Consulting.</i></li> <li><i>2. Service Transformation – NC Council on DD– May 1–4, 2007.</i></li> </ol>   | <p>CFAC are to sign the Read-A-Round if you would like a personal copy of the information.</p> | <p>Carmen Morrow</p> | <p>Closed</p> |
| <p><b>9.0</b><br/><b>Handouts</b></p>     | <ol style="list-style-type: none"> <li><i>1. LME Crisis Survey</i></li> <li><i>2. 2007 SCFAC January minutes</i></li> <li><i>3. NC General Assembly Newsletter</i></li> <li><i>4. MH Times News Article</i></li> <li><i>5. News &amp; Observer Article</i></li> <li><i>6. News &amp; Observer Feb. 13<sup>th</sup> Article</i></li> <li><i>7. CFAC to SCFAC Survey Report</i></li> <li><i>8. Community Program Realignments up to 15% memo with attachment 1 &amp; attachment 2</i></li> </ol> |  |                      |               |

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|                             | <i>9. Alamance-Caswell-Rockingham LME By-Laws</i>   |                   |                    |        |
| <b>10.0<br/>Adjournment</b> | Chairman Wilkins adjourned the meeting at 8:45 p.m. <b>The next meeting is at 6:30 pm. Tuesday, March 27th in the 1<sup>st</sup> Floor Boardroom at the HSC Building.</b> | N/A               | N/A                | Closed |

Respectfully Submitted By:

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*Carmen Morrow, Recorder*  
*Karen Webb, Community Affairs & Consumer Relations\**  
*Staff To The Committee*

Date -----

Approved By:

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*Louis Wilkins, Chairman\**  
*Consumer & Family Advisory Committee*

Date -----