



Consumer & Family Advisory Committee

ALAMANCE/CASWELL/ROCKINGHAM LOCAL MANAGEMENT ENTITY

*Minutes Subject to Approval*

**Minutes**  
**April 22, 2008**

**Present:** *Gloria M., Luellen K., Monica O. Brynda N., James W., John O., Carl Britton-Watkins, Art S. and Ricky G. Ann Slaughter (Area Board) and Norman Melton (Area Board)*

**Absent:** *Mary H. (Prior Notification)*  
*Margaret S. (Prior Notification)*  
*William C. (Prior Notification)*  
*Mark L. (Prior Notification)*  
*Nancy B. (Prior Notification)*  
*Louis W. (Prior Notification)*  
*Sharon L. (Prior Notification)*

**Guests:** **See Guest List**

**LME:** **Daniel Hahn, LME Chief Executive Officer**  
*Helen Feroli, Community Affairs & Consumer Relations*  
*Carmen Morrow, Provider Relations/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 Call To Order</b>	Chairman Owen called meeting to order. Introductions were made.	N/A	N/A	Closed
<b>2.0 Review and Approval of Minutes</b>	March 25, 2008 minutes were reviewed and approved.	<b>Motion made to approve minutes. Minutes were approved as written.</b>	N/A	Closed
<b>3.0 LME Executive Director Report</b>	<p>Mr. Daniel Hahn, ACR LME CEO gave some brief updates to CFAC members. They were as follows:</p> <p><u>MERCER Report</u> – The Mercer Report was designed to rate LMEs on their performance. The evaluation tool used by Mercer was developed based on their own expert’s standards for behavioral health management, industry standards, the Division of MH regulatory &amp; operational requirements and requirements from CMS (Centers for Medicare &amp; Medicaid for Medicaid management. The results of the study found that 80% of the LMEs are meeting national &amp; state standards. 7 LMEs exceed standards, 13 met the standards and 5 fell at least 6% below the mean.</p> <p>Mercers <u>Recommendations</u> – The offered three scenarios for consolidation of LMEs – They are as follows:</p> <ol style="list-style-type: none"> <li>1. Consolidate LMEs into three to five Regional Management Entities</li> <li>2. Create one Central Management Entity for the entire state</li> <li>3. Use voluntary consolidations to reduce the number of LMEs to fewer than 20</li> </ol>			Open

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	<p>Leza Wainwright, Co Director of Division of MH/DD/SA presented the Mercer Report at the April 17<sup>th</sup> LOC and stated that the state plans to use the Mercer results to improve overall system management and to provide LMEs with technical assistance in this effort. Many LMEs have expressed a desire to review their specific raw data as a basis for quality improvement. Ms. Wainwright stated the “raw data” was not a part of the contract, but Mercer plans to send bullet points for each LME to use.</p> <p><u>Voluntary LME Regionalization Proposal</u> – Secretary Dempsey Benton made a proposal to LOC on April 17<sup>th</sup> for voluntary regionalization of LMEs based on the state’s three state facility catchment areas. The proposal is a voluntary plan and does not require legislative changes to implement, except for the areas of the plan that deal with consequences if an LME does not participate.</p> <p>The proposal is as follows:</p> <ul style="list-style-type: none"> <li>➤ Three regions: West, Central and East</li> <li>➤ Proposal: DHHS will offer opportunity for LMEs to voluntarily consolidate/collaborate on a proposal for performing managed behavioral healthcare functions in a combined catchment area in response to RFP. Up to three proposals per state facility catchment area will be selected.</li> <li>➤ 1<sup>st</sup> year awards will be to proposals covering primarily a single state facility catchment area.</li> <li>➤ Plan is to move to statewide regionalization over 3–year period.</li> <li>➤ Individual LMEs in a group may continue to exist (Boards, Directors, CFACs some care coordination and customer services function and, if approved by the Secretary, direct service delivery), but the key managed behavioral healthcare LME functions must be performed in a singular manner.</li> </ul> <p><u>Incentives:</u></p> <ul style="list-style-type: none"> <li>➤ Responsibility to manage expanded crisis services &amp; associated funding in accordance with a plan approved by DHHS.</li> </ul>			

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	<ul style="list-style-type: none"> <li>➤ All LMEs in selected regions will move to Single Stream Funding for state funds, if not already approved for such. Single Stream funding will be changed to provide quarterly payments, contingent upon continued receipt of “shadow claims” and other financial information.</li> <li>➤ Savings associated with economies of scale from consolidation/collaboration to be shared in the following manner: 1<sup>st</sup> yr. regional entity retains all savings to offset costs, 2<sup>nd</sup> yr. savings shared 75% regional/25% state, and 3<sup>rd</sup> year and beyond savings shared 50%/50% regional and state.</li> <li>➤ DHHS will seek to identify additional one time money to assist with costs associated with combining functions, such as single IT software platform, costs associated with integrating telephone systems, etc.</li> <li>➤ After one year, if performance is acceptable, successful bidders will be given responsibility to perform UM for Medicaid services.</li> <li>➤ Regional entities will be given first consideration for any new initiatives, such as additional “state hospital pilots”, 1<sup>st</sup> Involuntary Commitment Evaluation pilots, future Medicaid waiver activity, etc.</li> </ul> <p><u>Disincentives:</u></p> <ul style="list-style-type: none"> <li>➤ New crisis funds for all other LMEs will be managed by DHHS, not individual LMEs</li> <li>➤ Non-participating LMEs in the selected state facility catchment area will have their LME funding reduced by 10%</li> <li>➤ No additional Single Stream funding will be approved for non participating LMEs</li> </ul> <p><u>Timeline:</u></p> <ul style="list-style-type: none"> <li>➤ Issue a RFP on June 1, 2008 with responses due by August 1, 2008</li> <li>➤ Selections will be made for the first region by August 31, 2008</li> <li>➤ Those selected would be required to have formal agreements &amp; plans by November 1, 2008 with some initial implementation/consolidation by January 1, 2009</li> </ul>			

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	<p>➤ Full Implementation by July 1, 2009</p> <p>Mr. Hahn expressed to CFAC members ACR LME has been contacted by other LMEs to have discussions regarding the plan – but no decision as of yet. At this time, we have no clue what will happen, but we will keep CFAC apprised of any changes.</p> <p><u>LOC Response</u> – LOC members commended the Secretary for his leadership in moving the system forward, but they expressed concerns about making LME structural changes at a time when the system is in crisis and when there are other pressing issues.</p> <p>Mr. Hahn expressed to CFAC the LME continues to work for our consumers in collaborative efforts with provider network. We continue to focus on maintaining psychiatric care, how to make service accessible and Crisis services. Currently, Easter Seals is without a MD at this time, so the LME will begin to pick up psychiatric coverage for provider until one is hired. We are also looking to add more care coordination positions to help augment positions.</p> <p><u>Winston Salem Community Forum</u> – Mr. Hahn shared comments from Community Forum he attended on Monday night at Centerpoint LME. Senator Nesbit and Rep. Insko were in attendance at this forum. Mr. Hahn thanked CFAC members for always willing to listen, educate and work with the LME regarding consumer advisory issues.</p> <p>Mr. Hahn encouraged CFAC members to send letters to representatives regarding proposed changes. CFAC members ensued in lengthy discussion about the format and purpose of letter. Action: John Owen and Carl Britton–Watkins will formulate letter together to be forwarded to LOC and all elected officials on the local level for Alamance, Caswell &amp; Rockingham counties.</p>			
<p><b>4.0 Nominating Committee Report</b></p>	<p>Ms. Feroli reported information from Nominating Committee due to Sharon L. absence. The following updates were given:</p>			<p>Open</p>

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	<p>Committee members revisited the directive from the CFAC to review the current roster to determine number of members who had resigned or who had voiced desire to roll off as of June 30, 2008. The total number of consumers, including those scheduled to roll off but not those who have voiced desire to roll off is 14.</p> <p><u>By-Laws</u> – Proposed changes to pg. 5 of the CFAC By-Laws Section 4 –</p> <p>Recruitment of new members shall be the responsibility of the Nominating Committee with assistance and input from the staff liaison and collaboration from the committee of the whole. Every effort shall be made to balance the disability, geographic, racial and ethnic, gender and age diversity requirements within the size of the Committee and given the available pool of interested parties. <i>Members may continue to serve beyond the 3-year term to ensure a continuum of knowledge of CFAC and the MH/DD/SA system.</i></p> <p><b><i>Action: By-Laws change will be voted on next month.</i></b></p> <p>Members discussed current make up of the Committee and calculated target county representation based on census. Catchment area is comprised of the following:</p> <ul style="list-style-type: none"> <li>➤ 55% Alamance County</li> <li>➤ 10% Caswell County</li> <li>➤ 35% Rockingham County</li> </ul> <p><u>Targets:</u></p> <ul style="list-style-type: none"> <li>➤ 12 – Alamance</li> <li>➤ 3 – Caswell</li> <li>➤ 9 – Rockingham</li> </ul> <p>Committee agreed the need to focus all recruitment efforts in Caswell &amp; Rockingham counties and with DD and SA populations.</p>			

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	<p>Committee members discussed potential candidates for CFAC and reviewed 3 applications that had been submitted to date:</p> <ol style="list-style-type: none"> <li>1. Vanessa Jennings – MH/Alamance – Effective Date: 4/18/08</li> <li>2. Johnny Thompson – MH/Alamance – Effective Date: 4/18/08</li> </ol> <p>Nominations were recommended to CFAC members and vote was done. <i>Recommendations were approved.</i></p> <p>New members will begin duties at May meeting.</p> <p>Nominating Committee also recommended new chair for June – Recommendation was made for Ricky Graves to become chair and Sharon Larocco will continue as Co-Chair.</p> <p><i>Action: Vote will be taken at May meeting.</i></p>			
5.0 Public Comment	<p>Kim Southard – announced to CFAC members website – <a href="http://www.ncmentalhealthvote.org">http://www.ncmentalhealthvote.org</a></p> <p>Please use this link to access information about the current candidates and their stated position on Mental Health Reform.</p>			Closed
6.0 Monthly Reports	<p><b>LME</b> – Ms. Feroli announced the following:</p> <p>Raising Healthy Teens – A forum sponsored by the LME and AHEC will be held at Graham High School on Thursday, May 8<sup>th</sup> from 6pm – 9pm. Presentations will be made in English &amp; Spanish. Child Care is provided. If you need more copies of the flyer, please contact Ms. Feroli.</p>			Open

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	<p>CFAC Regional Conference will be held on Wednesday, April 23<sup>rd</sup> in Greensboro. If you need directions, please contact Carmen after meeting.</p> <p>March 2008 Needs Assessment is available now. Please mark the Read A Round if you would like a complete copy.</p> <p><b>Area Board</b> – No Report. All financial information is attached in packet.</p> <p><b>DHHS</b> – Ms. Bellian will be attending May meeting. Please find enclosed in packets information for discussion: Implementation Update #42 – DD Section. CAP Town Hall Meeting</p> <p><b>State CFAC</b> – State CFAC minutes are included in packets.</p>			
<p><b>7.0</b> <b>Service Area Reports</b> <b>MH/DD/SA</b></p>	<p><b>DD- OE</b> – No report due to time.</p> <p><b>DD Friends Group</b> – No report due to time.</p>	<p>N/A</p>	<p>N/A</p>	<p>Open</p>

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	<p><b>ARC</b> – No report due to time.</p> <p><b>NAMI</b> – The following was reported from NAMI:</p> <p>NAMI Walk is scheduled for May 17<sup>th</sup> at Dorethea Dix. Kick off luncheon is scheduled for event.</p> <p>Yard Sale is scheduled for April 26<sup>th</sup> (7am – 1pm). The event will be held at Holy Comforter Episcopal Church located at 320 E. Davis Street, Burlington. NAMI needs volunteers to help out with event.</p> <p>Gloria Melton announced new support group “Sunny Side Up” will start on Saturdays at 10am at Drop In Center located in Graham NC (directly across the street from post office). This support group is consumer driven and will be available for any consumer.</p> <p>Ms. Melton announced CIT Training classes have been scheduled with ACC. Ms. Melton passed around flyer for CFAC members. Classes will be offered the following:</p> <ul style="list-style-type: none"> <li>□ May 12, 2008</li> </ul>			

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	<ul style="list-style-type: none"> <li>❑ August 11, 2008 (for resource officers)</li> <li>❑ November 10, 2008</li> </ul> <p>Ms. Kaighn announced RTS Annual Banquet would be held on May 20<sup>th</sup> at Alamance Country Club. Tickets are \$50.00. Jeannie Robertson will be featured guest.</p> <p>Ms. Kaighn reported Rep. Bordsen presented at the last NAMI Meeting. Upcoming guests are:  Dr. Melissa Taylor will speak regarding Jail Diversion.  Kent Smith will speak at June meeting.</p> <p><b>Lifespan</b> -No report.</p>			
<p><b>8.0</b>  <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>1. <i>MH/DD/SA Related Admissions in Community Emergency</i></li> <li>2. <i>March 2008 Community Needs Assessment</i></li> <li>3. <i>NC Youth Leadership Statewide Youth Leadership Forum</i></li> <li>4. <i>April 2008 System of Care Newsletter</i></li> <li>5. <i>Mercer Report</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>

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<b>9.0 Handouts</b>	1. March 2008 SCFAC Minutes 2. March 2008 Financial Report 3. Series of Newspaper Articles 4. CFAC Committee Membership Roster 5. Implementation Update #42 6. Voluntary LME Regionalization Proposal 7. SAVE THE DATE - Regional CFAC Conference Flyer 8. Letter from ACR CFAC to Chris Phillips 9. Consumer/Family Involvement in Monitoring Activities 10. Notice of Vocational Rehabilitation State Plan Public Hearings 11. CAP MR/DD Allocation of Waiver Slots 12. Care Coordination & the LME Hospital/ADATC Liaison Function 13. Save the Date - CAP Town Hall Meetings 14. CB#89 - New NC TOPPS website and guidelines			
<b>10.0 Adjournment</b>	Meeting adjourned. The next meeting will be held on <b>Tuesday, May 27, 2008 at 6:30pm.</b>	Agenda Items: <input type="checkbox"/> Amended CFAC By-Laws/Nominating Committee <input type="checkbox"/> Single Stream Funding	N/A	Closed

Respectfully Submitted By:

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*Carmen Morrow, Recorder*

*Helen Feroli, Community Affairs & Consumer Relations\**

*Staff To The Committee*

Date -----

Approved By:

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*John Owen, Chairman\**  
*Consumer & Family Advisory Committee*

Date -----