



Consumer & Family Advisory Committee

ALAMANCE/CASWELL/ROCKINGHAM LOCAL MANAGEMENT ENTITY

Minutes Subject to Approval

**Minutes
June 24, 2008**

Present: *Mark L., Vanessa J., Johnny T., Luellen K., Monica O. Brynda N., Sharon L., James W., John O., Mary H., Nancy B., William C., Art S., Ricky G.*
And Norman Melton and Ann Slaughter (Area Board)

Absent: *Gloria M. (Prior Notification)*
Nancy B. (Prior Notification)
Carl B-Watkins (No Notification)
Louis W. (Prior Notification)

Guests: **See Guest List**

LME: *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>
1.0 Call To Order	Chairman Owen called meeting to order. Introductions were made.	N/A	N/A	Closed
2.0	May 27, 2008 minutes were reviewed	Motion made to approve	N/A	Closed

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Review and Approval of Minutes	and approved.	minutes. Minutes were approved as written.		
3.0 World Café'	<p>Chairman Owen announced to CFAC Members upcoming World Café' coming to the area. Chairman Owen gave a brief background of the purpose of the World Café'. This Café' comes out of a NC Council grant – the sponsors will be NCCANSO (NC Consumer Advocate Network State Organization) & hopes that ACR CFAC will come on board as well to help sponsor the event. Chairman Owen reported the group is looking for meeting locations and target dates are August 13th (Alamance) & August 27th (Raleigh). Discussions were held regarding days of week the meeting should occur to capture an audience. Chairman Owen reported invitations will go out soon and they will be forwarded to CFAC members via Ms. Feroli or Ms. Morrow.</p> <p>Motion made to help sponsor the World Café and seconded.</p>			Open
4.0 New Agenda Format/Review of Statutory Requirements	<p>Ms. Feroli discussed the new agenda outline and the purpose of the change. Ms. Feroli distributed handout (S.L. 2006–142 Section 5 – 122C–170 for Local Consumer & Family Advisory Committees), which outlines the 6 basic concepts the CFAC will follow on the new agenda.</p> <p>The agenda items will be as follows:</p> <ol style="list-style-type: none"> 1. Local Business Plan – 2. Service Gaps & Underserved Populations 3. Service Array & Development 4. LME Budget 5. Quality Improvement/Performance Indicators 6. State CFAC <p>Ms. Feroli gave brief comment on each agenda item:</p> <p>Local Business Plan – Clinical team is working diligently on updating the Local Business Plan.</p>			Open

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	<p>Quarterly updates will be reported to CFAC – 1st update coming in August.</p> <p>Service Gaps – Each CFAC member should have received a copy of the Needs Assessment. Monthly updates & reports will be presented to CFAC.</p> <p>Service Array – Ms. Feroli reported on the most recent Implementation Updates #42 & #44 that addresses the issue of monitoring of Community Support providers. With the new changes on March 1st to Community Support the following was established: A minimum 15% Qualified Professional (QP) service provision is required for each individual served & a 25% minimum of QP service provision at the aggregate provider level. There are two levels:</p> <ul style="list-style-type: none"> ➤ 1st Level – ensure that each CS consumer receives the minimum level of 15% of QP time of the total billable CS services within an authorization time period. ➤ 2nd Level – monitoring is done at the site level for all consumers receiving CS services. It is to ensure that the total amount of CS services billed and paid for all consumers at a site within any given month equals at least 25% QP time. <p>All LMEs began monitoring the 25% requirement effective with services paid in May 2008. The LME will notify any providers whose CS paid claims during a month do not meet the 25% threshold. If a provider site falls below the 25% requirement for two months in a row, the endorsement to provide CS at that site will be withdrawn.</p> <p>ACR LME has found 7 providers out of compliance. The providers are as follows:</p>					
	Provider	Location	Child MH/DD	Adult MH/DD	Child SA	Adult SA
Advanced Health	Rockingham	21.28%	28.61%			
CFN	Alamance	28.3%	14.25%			
Central Care	Rockingham	0%	0%			

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	Central States	Alamance		15.79%			
	CNC Access	Alamance	36.56%	24.53%		11.86%	
	Harvest House	Alamance	0%	0%		0%	
	Visions Adoles	Rockingham	10.73%				
	<p>Lengthy discussion ensued regarding the 25% QP requirement. Ms. Feroli explained the LME process for appeals and announced ACR LME is waiting on clarification from the Division regarding withdrawal & appeals processes.</p> <p>If withdrawals do occur for any of these providers, the providers will be notified and the LME Care Coordination Unit will be available to help with transitioning of consumers to other providers. Ms. Feroli explained with qualifications of a Qualified Professional - BS degree with 2 years of Mental Health experience.</p> <p>Ms. Feroli discussed the High Cost/High Risk (consumers who have billed the highest 10%) are monitored. There are 59 consumers and Care Coordination unit will monitor to see if services are medically necessary and will recommend any service changes if needed. The QM Committee will start looking at these numbers and reviewing. Ms. Feroli asked CFAC members if they are interested in joining the QM Committee, please let her know.</p> <p>Provider Profiles have been updated and are used by the Access Department to offer choice to consumers. Provider Profiles are now being updated and new web provider listing is under construction to be added to the website for the public to be able to access.</p> <p>Ms. Feroli announced effective July 1, 2008 STR function will return to the LME. 4 new staff has been hired to work 7pm - 8am to cover after hours by phone.</p>						

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	<p><u>Budget</u> – Finance Director will be available quarterly to give budget updates.</p> <p><u>Quality Improvement</u> – QM Committee has been revamped and met earlier this month. The meetings will be held the 1st Friday of each month. Goals are to develop the following:</p> <ul style="list-style-type: none"> ➤ QI Plan ➤ Policies/Procedures ➤ Provider Report Cards <p><u>Report to State CFAC</u> – Annual CFAC Report will be forwarded to State CFAC. Chairman Owen will complete for this fiscal year.</p>			
5.0 CFAC Response	<p>CFAC Members responded & gave recommendations to the following:</p> <p><u>Local Business Plan</u></p> <ul style="list-style-type: none"> ➤ State approval of Local Business Plan ➤ Crisis Committee ➤ Quarterly Review/Feedback <ul style="list-style-type: none"> ○ Subcommittee <p><u>Service Gaps/Service Array Recommendations</u></p> <ul style="list-style-type: none"> ▪ Consumers in need of hospitalization, but not “committable” (voluntary) ▪ Early intervention/preventative <ul style="list-style-type: none"> ○ ACT, 25% QP/ High Cost/High Risk ○ Decreased costs ▪ Hospital step down/discharge planning ▪ Alternative transportation (Criminal vs. medical) ▪ Utilization/penetration of SA (Budget identifying dual diagnosis) ▪ Housing for MH/DD/SA consumers (specifically Rockingham County) ▪ Ground Homes that are not contract providers of the LME but serve our consumers 			

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	<p>(public advocacy to limit number of group homes)</p> <ul style="list-style-type: none"> ▪ Outpatient Treatment for Caswell/Rockingham (PSI has ACT consumers in Caswell) ▪ Clubhouse in Caswell ▪ Proactive treatment to avoid emergency intervention (not having to find an appt.) ▪ Crisis Debriefing ▪ After Hours Access (Rockingham) ▪ Length of time to access routine care ▪ Educating public on accessing services/community collaboration (Systems of Care, Curriculum for Faith Based Services) GET POSTERS ▪ Prompts on LME line - need live person w/sufficient skills to screen calls ▪ Yellow pages listing needs to be consumer friendly ▪ Difficulty navigating system (language, acronyms, etc.) ▪ Consumer advocate employed/staff at the LME (had with case management provision) ▪ Stakeholders Meeting 			
6.0 Elections	<p>CFAC Members nominated and approved the following nominations:</p> <ul style="list-style-type: none"> ➤ Ricky Graves - Chair ➤ Sharon Larocco - Vice Chair <p>New positions will begin August 2008.</p>			
6.0 Public Comment	No Public Comment.			Closed
7.0 Monthly Reports	<p>LME - No report. Time did not permit.</p> <p>Area Board - No Report. Time did not permit.</p> <p>DHHS - No report.</p> <p>State CFAC - State CFAC minutes are included in packets.</p>			Open

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8.0 Read-A-Round	<p><i>CFAC are encouraged to review the handouts available in Read-A-Round:</i></p> <ol style="list-style-type: none"> 1. SFY 2008 Performance Contract 3rd Quarter Report 2. 3rd Quarter Community Systems Progress Report 3. Systems of Care July 2008 Newsletter 4. Consumer Handbook 5. <i>MERCER Technical Assistance Report</i> 	<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>
9.0 Handouts	<ol style="list-style-type: none"> 1. May 2008 SCFAC Minutes 2. SCFAC Revised Bylaws 3. NC Council Leadership Award Letter 4. SL2006-142 Section 5: 122C-170: Local Consumer & Family Advisory 5. Traumatic Brain Injury Advisory Council Minutes 6. CB93: Community Systems Progress Report 7. Implementation Update #44: Various Updates 8. News Article: "Mental Health Care Threatened". 9. Upcoming Disability Trainings 10. The Role of CFAC Committees - Power point Presentation 11. Providing Structure & Organization to the CFAC - A Guide for CFAC Members 			
10.0 Adjournment	<p>Meeting adjourned. The next meeting will be held on Tuesday, August 26, 2008 at 6:30pm.</p>	<p>Agenda Items:</p>	<p>N/A</p>	<p>Closed</p>

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	NO MEETING IN JULY.			

Respectfully Submitted By:

Date -----

Carmen Morrow, Recorder

*Helen Feroli, Community Affairs & Consumer Relations**

Staff To The Committee

Approved By:

Date -----

*John Owen, Chairman**

Consumer & Family Advisory Committee