



Consumer & Family Advisory Committee

ALAMANCE/CASWELL/ROCKINGHAM LOCAL MANAGEMENT ENTITY  
Ricky Graves, Chair

*Minutes Subject to Approval*

**Minutes  
October 28, 2008**

**Present:** Vanessa J., Johnny T., Luellen K., Ricky G., James W., Monica O., William C., Art S., Louis W., and Kim S.

**Absent:** *Gloria M. (Prior Notification)*  
*Norman M. (Prior Notification)*  
*Mary H. (Prior Notification)*  
*Mark L. (Prior Notification)*  
*Brynda N. (Prior Notification)*  
*Carl B-Watkins (No Notification)*  
*Sharon L. (No Notification)*  
*Ann Slaughter (Prior Notification)*

**Guests:** None

**LME:** *Linda Jones, LME Qualified Provider Specialist/CIT Coordinator*  
*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 Graves called meeting to order and Introductions were made.	N/A	N/A	Closed

AGENDA ITEM	DISCUSSION/CONCLUSION	ACTION/NEXT STEPS	RESPONSIBLE PERSON	STATUS
2.0 Review and Approval of Minutes	September 23, 2008 minutes were mailed earlier for review.	<b>Motion made to approve minutes. Minutes were approved as written.</b>	N/A	Closed
3.0 Upcoming CFAC Meeting Dates	<p>Ms. Morrow reminded CFAC members that November and December meeting dates have not been scheduled due to holidays. Ms. Morrow also reminded members that in the past CFAC members have always been invited to participate in Christmas Dinner with Area Board members which will be held on Tuesday, December 16, 2008.</p> <p>CFAC members discussed and the following was agreed:</p> <ul style="list-style-type: none"> <li>• <b>November 25, 2008</b></li> <li>• <b>December 16, 2008 dinner with Area Board and meeting will remain separate.</b></li> </ul> <p><i>Action: Ms. Morrow will inform CFAC members of time for December meeting.</i></p>			
4.0 Crisis Intervention Team Report	<p>Ms. Linda Jones, LME CIT Coordinator gave brief report regarding upcoming Crisis Intervention (CIT) Training. Ms. Jones gave definition of Crisis Intervention and the benefits of the training (See handouts).</p> <p>Upcoming CIT Training will be held November 10<sup>th</sup> – November 14<sup>th</sup>. The training schedule and site visits are being scheduled and confirmed. The meeting will be held in Alamance with plans for February 2009 training to be held in Rockingham County.</p> <p>Ms. Jones gave update of meeting held with Craig Cardwell, Annie Penn Trust Fund in Rockingham County to plan for the February training. Meeting has been scheduled with Rockingham Law Enforcement and Community College on December 2<sup>nd</sup> in Rockingham County – presentation will be given by Chris Hoina, Wake County CIT Program. If interested, please contact Ms. Jones or Ms. Morrow due to lunch will be served.</p>			Open

AGENDA ITEM	DISCUSSION/CONCLUSION	ACTION/NEXT STEPS	RESPONSIBLE PERSON	STATUS
	<p>Ms. Jones announced CIT officers will be recognized and introduced to Provider Community on Thursday, November 20<sup>th</sup> @ 1:30pm. We will hold this event as a part of the LME Provider Forum.</p> <p><i>Handout: "The Crisis Intervention Team" brochure from Chris Hoina.</i></p>			
<p><b>5.0 Statutory Requirement Reports</b></p>	<p><b><u>Local Business Plan</u></b> – tabled to next month.</p> <p><b><u>Service Gaps &amp; Underserved Populations</u></b> – tabled to next month.</p> <p><b><u>Service Array &amp; Development</u></b> – no report.</p> <p><b><u>Budget</u></b> – See LME Finance Report  Question: What does YTD/%age Variance mean on the financial report?  Answer: Ms. Morrow will forward question to Larry Aggers, CFO and will report back to CFAC members.</p> <p><b><u>Quality Improvement/Performance Indicators</u></b> – Ms. Jones reported the following:</p> <p><b><u>Community Support</u></b> – There were no 25% QP withdrawals for this month – all providers were in compliance.  There are two appeals at the State level (Hearthstone– Caswell and Central States –Alamance) which have been heard and the LME is awaiting decision. The LME did write letters on behalf of both providers encouraging the decision to be overturned.</p> <p>Ms. Jones announced effective October 31, 2008 Alcohol &amp; Drug Services will no longer provide MAJORS program for SA Adolescents (Alamance Only). Negotiations are occurring now with a new provider to take over services for SA Adolescents.</p>			<p>Closed</p>

AGENDA ITEM	DISCUSSION/CONCLUSION	ACTION/NEXT STEPS	RESPONSIBLE PERSON	STATUS
	<p><b><u>Question: How does the appeal process work?</u></b>  <i>Answer: Ms. Jones explained the appeals process and the State mandates that LMEs have to comply with regulations. She did inform CFAC members of the withdrawal process and where the 25% is generated (billed claims).</i></p> <p><b><u>Question: What happened with all consumers from large provider that withdrew CS.?</u></b>  <i>Answer: Caring Family Network did not appeal the decision to withdraw Community Support. All consumers were transitioned to provider (NC Mentor).</i></p> <p><b><u>Question: Are consumers made aware if their provider is involved in the withdrawal process?</u></b>  <i>Answer: Ms. Jones expressed providers are made aware of the QP requirement before withdrawal occurs. Also, services will not stop for consumers during the appeals process. If the decision is upheld and withdrawal will need to occur, there is time for transition plans to occur for consumers.</i></p> <p><b><u>Question: When does the QP requirement go up again?</u></b>  <i>Answer: The next increment is 35%, no timeframe has been established yet, but we think February 2009. The next increment will be 50%. Ms. Jones expressed most providers have dismissed all paraprofessionals and only kept the QP's due to increased requirement.</i></p> <p><b><u>Question: Is there a potential provider to come into Rockingham County since closure of Advanced Health Resources?</u></b>  <i>Answer: Ms. Jones expressed some providers have expressed interest in Rockingham County. Due to Community Support is still frozen at the State level, there are multiple steps providers have to go through to acquire a waiver and some are not willing to jump through the hoops.</i></p>			

AGENDA ITEM	DISCUSSION/CONCLUSION	ACTION/NEXT STEPS	RESPONSIBLE PERSON	STATUS
6.0 Monthly Reports	<p><b>LME</b> – Ms. Morrow announced to CFAC members NC Council training is upcoming in December and the LME has been awarded two scholarships for CFAC members. The scholarship is for the “training” only, but the LME will pay for hotel fees. If interested, please see Carmen Morrow at the end of meeting.</p> <p>Next Stakeholder Meeting will be held on Thursday, November 6<sup>th</sup> @ 10am at the Rockingham Agricultural Building. Ms. Morrow will forward flyers to CFAC members.</p> <p><b>Area Board</b> – No report. Area Board meeting was held on October 21<sup>st</sup> and minutes have not been released yet. Ms. Morrow will forward once receive.</p> <p><b>DHHS</b> – Ms. Suzanne Bellian in Guilford. No report.</p> <p><b>State CFAC</b> –No report. See minutes from last meeting in packet.</p> <p>CFAC members expressed adding NAMI to monthly report:</p> <p><b>NAMI</b> – The following updates are:</p>			Open

AGENDA ITEM	DISCUSSION/CONCLUSION	ACTION/NEXT STEPS	RESPONSIBLE PERSON	STATUS
	<p>Family to Family class has been completed. New class will begin in February 2009.</p> <p>MH Awareness Week – Sen. Fred Smith was to give presentation, but was called away to political rally – Jonathan Hill presented in his place. There were quite a few candidates on hand for the event.</p> <p>Dual Diagnosis/Support Group will be held every Tuesday @ 6pm at the First Lutheran Church in Greensboro.</p> <p>NAMI NC Annual Conference will be held on Friday &amp; Saturday in Raleigh. The Springer’s will attend.</p> <p>NAMI Christmas Party will be held on December 8<sup>th</sup> @ 6:30pm.</p> <p>Nominating Committee has been appointed to recruit and nominate officers.</p> <p>November NAMI meeting will be held on November 10<sup>th</sup> speaker will be Jennifer Rothman, NAMI NC. NAMI meetings are held monthly on 2<sup>nd</sup> Monday @ 7pm.</p>			

AGENDA ITEM	DISCUSSION/CONCLUSION	ACTION/NEXT STEPS	RESPONSIBLE PERSON	STATUS
	<p>NAMI “Grading the States” report will be out on March 9<sup>th</sup>. Last year NC received a D+.</p> <p>Sunny Side Up group has been discontinued.</p> <p>NC NAMI is working hard on a grant and we are trying to get Local NAMI included.</p> <p><b>Other/Miscellaneous –</b></p> <p>William C. announced Clubhouse has gone through CARF accreditation with Psychotherapeutic Services. CARF auditors spent three days at Clubhouse. Only comment was regarding paperwork...</p>			
<p><b>7.0</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. Statewide System Performance Report SFY2008–2009: Fall Report</li> <li>2. Annual Report on Consumer Deaths Reported Fiscal Year 2007–2008</li> <li>3. NC Dept. of Health &amp; Human Services Annual Report</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>

AGENDA ITEM	DISCUSSION/CONCLUSION	ACTION/NEXT STEPS	RESPONSIBLE PERSON	STATUS
<b>8.0 Handouts</b>	<ol style="list-style-type: none"> <li>1. September 2008 SCFAC Minutes</li> <li>2. "Area Loses MH Providers" Times News Article</li> <li>3. New Juvenile Justice - Behavioral Health Initiative</li> <li>4. Overview of the New CAP MR/DD Waivers</li> <li>5. "First Hand Experience Leads to State MH Commission Appointment" - Alamance News</li> <li>6. System of Care Newsletter - October 2008</li> <li>7. LME Finance Report for September 2008</li> <li>8. NC Council CFAC Scholarship Registration Form</li> <li>9. CIT Brochure</li> </ol>			
<b>9.0 Adjournment</b>	Meeting adjourned. The next meeting will be held on <b>Tuesday, November 25, 2008 at 6:30pm.</b>	Agenda Items:	N/A	Closed

Respectfully Submitted By:

Date \_\_\_\_\_

-----  
*Carmen Morrow, Recorder*  
*Helen Feroli, Community Affairs & Consumer Relations\**  
*Staff to the Committee*

Approved By:

Date \_\_\_\_\_

-----  
*Ricky Graves, Chairman\**  
*Consumer & Family Advisory Committee*