



Consumer & Family Advisory Committee

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

Minutes Subject to Approval

**Minutes
November 25, 2008**

Present: Vanessa J., Mary H., Luellen K., Ricky G., James W., Monica O., William C., Brynda N., Sharon L., Ann Slaughter (Area Board)
Louis W. and Kim S.

Absent: *Gloria M. (Prior Notification)*
Norman M. (Prior Notification)
Johnny T. (Prior Notification)
Carl B-Watkins (Prior Notification)
Art S. (Prior Notification)

Guests: **None**

LME: *Daniel S. Hahn, LME CEO*
Carmen Morrow, Provider Relations/Recorder
Alicia Graham, LME Clinical Director
Richard Bruton, LME QA/QI Specialist

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 Graves called meeting to order and Introductions were made.	N/A	N/A	Closed

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2.0 Review and Approval of Minutes	October 28, 2008 minutes were mailed earlier for review.	Motion made to approve minutes. Minutes were approved as written.	N/A	Closed
3.0 LME Executive Director's Report	<p>Mr. Daniel Hahn, LME Chief Executive Officer greeted CFAC members and gave the following report:</p> <p><u>Budget</u> – Mr. Hahn reported due to projected state revenue cuts and decreases of the economy, the State budgets have been cut statewide in all departments. LME Directors were notified that \$4.4 million will be reduced from the LME system management funds – total of \$717,867 statewide for the fiscal year.</p> <p>Mr. Hahn informed CFAC members to refer to memo from Larry Aggers, LME Chief Finance Officer regarding the affects the cuts would have on ACR LME. The memo has been presented to the provider network at the Provider Forum, also via email and reported to Stakeholders of the communities. The changes are as follows:</p> <ul style="list-style-type: none"> • NC Division de-allocated \$397,716 additional service funding on October 30, 2008. The LME does not anticipate having to change any providers capped dollar amount, however, this is a possibility as the year progresses. • LME Dollars have been reduced \$190k • Providers will be made aware via letter if funds that are drawn down would significantly exceed capped contract amount. • With the decrease in service dollars, it is crucial that providers adhere to getting billing problems cleared up within 60 days of providing the service. Provides have been made aware of their account representative to clear up any problems. • If a provider has problems drawing down allocated funds, the LME will contact the provider to determine if funds need to be de-allocated. 			Open

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	<p><u>Hospital Information</u> -</p> <p>Mr. Hahn discussed the increased difficulty and pressures with State hospitals. The turnaround time is 1-3 day stay at the facilities. ACR LME has working collaboratively with Alamance Regional Medical Center regarding the increased need of available psychiatric beds. The LME and ARMC attended a meeting with the Hospital Association last week regarding the increased need for psychiatric care. The meeting went very well and positive responses were made. It was announced in the meeting in order for the process to begin, a letter from LME/ARMC would need to be submitted with intent and commitment.</p> <p>Mr. Hahn announced he received letter today from John Currin, ARMC CEO which stated ARMC is excited to partner with ACR LME. The plan is to have 10 beds and to increase psychiatric services. The contract has to be completed with ARMC/LME/Division. Target Date: March 2009.</p> <p>This is an exciting process and will increase capacity for Alamance/Caswell/Rockingham communities.</p> <p><u>Cross Area Service Programs</u> -</p> <p>Mr. Hahn reported new legislative dollars were allocated for the development of crisis walk in and mobile crisis service (Cross Area Service Programs) CASP. The dollars were allocated as follows: Alamance/Caswell - Durham LME received allocation for Alamance & Caswell Rockingham - Centerpoint LME received allocation for Rockingham</p> <p>Mr. Hahn expressed he feared questions in community regarding the allocation of the new Crisis dollars. Mr. Hahn expressed to CFAC members these allocations are only for services funded through the initiative. Mr. Hahn assured CFAC members there is "strength in numbers" and he is meeting with County Commissioners, Stakeholders, Area Board and others regarding</p>			

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	<p>this issue.</p> <p><u>Question/Answer Session:</u></p> <p><u>Question: When ARMC starts to provide more services – what will be the determining factor for services?</u> <i>Answer: Services will be based on medically necessity guidelines and need, such as indigent consumers.</i></p> <p><u>Question: What is population of Caswell County?</u> <i>Answer: Approximately 25,000</i></p> <p><u>Question: How does the money flow for CASP – Crisis Services? Will the new funding focus on after hours?</u> <i>Answer: There is a total of \$130k for development of Mobile Crisis and additional Walk In Crisis services for the catchment area. The intention is to increase the capacity of crisis services. Please understand this is only for daytime services at this point – we continue to struggle to find 24/7 coverage for Crisis Services. The LME will continue its Walk In Crisis service in Rockingham County.</i></p> <p><u>Question: What counties make up Centerpoint LME?</u> <i>Answer: Davie, Stokes and Forsyth County.</i></p> <p>Mr. Hahn thanked CFAC members for their continued commitment to ACR LME.</p>			
4.0 LME Updates	<p>Ms. Alicia Graham, LME Clinical Director gave the following updates:</p> <p><u>URAC</u> – Ms. Graham discussed accreditation. ACR LME has chosen URAC accreditation tool. We are in the beginning stages working on policies & procedures. The LME will need to meet all</p>			Open

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	<p>accreditation modules. There are four standards:</p> <ul style="list-style-type: none"> • Health Utilization Management • Health Call Center • Health Network • Core <p>The LME has to be accredited by December 2009. ACR LME has hired a consultant to help with the process. The consultant has created a URAC Newsletter for staff – the newsletter will come out monthly and will outline topics for staff. Ms. Graham expressed to CFAC members they will be involved in this process and will be identified on the organizational chart. Newsletters will be forthcoming to all CFAC members monthly as a part of your CFAC packets.</p> <p><u>UM Proposal</u> – Ms. Graham explained to CFAC members the purpose of the UM proposal. The Division of Medical Assistance is seeking proposals from qualified LMEs who are interested in providing UM (Utilization Management) services. Value Options will not be the provider of UM services in the next fiscal year. The UM services would be for Medicaid recipients receiving behavioral health services in the LME’s catchment area. Proposals are due to the Division of Medical Assistance no later than December 15, 2008. This will be an extensive process that the LME has undergone in the past. If you would like a copy of the complete UM proposal readiness criteria packet, please inform Ms. Morrow. The decision will be made by January 16, 2009.</p> <p><u>Question: What will that entail for LME?</u> <i>Answer: The LME will authorize all services including IPRS/Medicaid/Medicare and 3rd party insurance. Currently, the LME still completes STR for Medicaid consumers, but authorization occurs at Value Options.</i></p> <p>Ms. Carmen Morrow, Provider Relations gave the following updates:</p>			

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	<p><u>CIT (Crisis Intervention Team)</u> – The 4th CIT Class was held the week of November 10 – November 14th. 12 officers successfully completed the 40 hour curriculum course. Please refer to handout “CIT Certified Officers” – this handout gives a breakdown of all CIT Officers by Department. The total number for 2008 is as follows:</p> <table border="1" data-bbox="453 483 1690 990"> <thead> <tr> <th data-bbox="453 483 1073 565">Total Number Of Officers</th> <th data-bbox="1073 483 1690 565">Law Enforcement Agency</th> </tr> </thead> <tbody> <tr> <td data-bbox="453 565 1073 609">17</td> <td data-bbox="1073 565 1690 609">Alamance County Sheriff’s Department</td> </tr> <tr> <td data-bbox="453 609 1073 652">3</td> <td data-bbox="1073 609 1690 652">Burlington Police Department</td> </tr> <tr> <td data-bbox="453 652 1073 696">3</td> <td data-bbox="1073 652 1690 696">Elon Police Department</td> </tr> <tr> <td data-bbox="453 696 1073 740">3</td> <td data-bbox="1073 696 1690 740">Caswell County Sheriff’s Department</td> </tr> <tr> <td data-bbox="453 740 1073 784">1</td> <td data-bbox="1073 740 1690 784">Elon University Police Department</td> </tr> <tr> <td data-bbox="453 784 1073 828">5</td> <td data-bbox="1073 784 1690 828">Gibsonville Police Department</td> </tr> <tr> <td data-bbox="453 828 1073 872">8</td> <td data-bbox="1073 828 1690 872">Graham Police Department</td> </tr> <tr> <td data-bbox="453 872 1073 915">4</td> <td data-bbox="1073 872 1690 915">Mebane Police Department</td> </tr> <tr> <td data-bbox="453 915 1073 959">3</td> <td data-bbox="1073 915 1690 959">Rockingham County Sheriff’s Department</td> </tr> <tr> <td data-bbox="453 959 1073 990">47</td> <td data-bbox="1073 959 1690 990">Total Number</td> </tr> </tbody> </table> <p>The next CIT Meeting will be held on December 2nd in Rockingham County – to plan for February 2009 class to be held in Rockingham County.</p> <p>CIT Officers were recognized at the Provider Forum held on November 20th – we used the format to introduce the CIT officers to the ACR provider network. Dan Ingle, County Commissioner was speaker for the event.</p> <p>Ms. Morrow thanked NAMI, Psychotherapeutic Services, OE, and RTS with their help and support to make the class a success.</p> <p><u>CFAC Action Plan</u> – Please refer to handout in packet regarding the CFAC Action Plan. June 24th</p>	Total Number Of Officers	Law Enforcement Agency	17	Alamance County Sheriff’s Department	3	Burlington Police Department	3	Elon Police Department	3	Caswell County Sheriff’s Department	1	Elon University Police Department	5	Gibsonville Police Department	8	Graham Police Department	4	Mebane Police Department	3	Rockingham County Sheriff’s Department	47	Total Number			
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	<p>CFAC brainstorming session notes are also attached that lists service gaps/service array recommendations to help formulate a new plan. Please be prepared to discuss at December meeting.</p> <p>Ms. Morrow announced former CFAC member Mark Long has completed his Habitat for Humanity home. The ribbon cutting ceremony will be held on Sunday, December 14th @ 3:30pm. Ms. Morrow will send out directions to location.</p> <p>December CFAC meeting will be held on Tuesday, December 16th – CFAC members will enjoy dinner with Area Board members and break out into separate meetings.</p>			
<p>5.0 Statutory Requirement Reports</p>	<p><u>Local Business Plan</u> – tabled to next month.</p> <p><u>Service Gaps & Underserved Populations</u> – tabled to next month.</p> <p><u>Service Array & Development</u> – no report.</p> <p><u>Budget</u> – See LME Finance Report</p> <p><u>Quality Improvement/Performance Indicators</u> – see LME Updates.</p>			<p>Closed</p>
<p>6.0 Monthly Reports</p>	<p>LME – See LME Updates.</p> <p>Area Board – No report. October Area Board minutes are attached. Next Meeting will be in December.</p> <p>DHHS – Ms. Suzanne Bellian reported the following:</p>			<p>Open</p>

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	<p>LMEs will receive another budget reduction letter 2% in the near future due to budget cuts.</p> <p>Please refer to Targeted Case Management rate reduction memo attached in packet.</p> <p>State CFAC -No report. See minutes from last meeting in packet.</p> <p>NAMI- The following updates are:</p> <p>NAMI Christmas Party will be held on December 8th @ 6:30pm at Golden Corral.</p> <p>Nominating Committee has been appointed to recruit and nominate officers. Norman Melton has stepped down as President of NAMI. Ms. Luellyn Kaighn has been nominated for President.</p> <p>NAMI meetings are being well attended, and we have great plans for next year.</p> <p>Operation Santa Clause lists have been gathered from Central Regional Hospital. Ms. Kaighn stated she &</p>			

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	<p>Johnny T. was given a tour of the facility. The facility is state of the art. Very impressed with the “bar code” system used for medications. Very concerned about the recent incident at hospital. How could staff get away with what occurred when monitors and staff coverage were supposed to be in place. Ms. Kaighn very concerned.</p> <p><u>Question: What happened to staff that were involved in incident?</u></p> <p><i>Answer: Ms. Bellian stated staff has been suspended while investigation occurs.</i></p> <p>Other/Miscellaneous –</p> <p>ARC – Ms. Larocco announced ARC finally has a new Part Time Director – Margaret Livengood.</p> <p>Christmas Dinner will occur in the next few weeks.</p> <p>Kim Southard stated the Housing Newsletter is very informative – Kudos to Lynn Inman, LME Housing Coordinator.</p>			
7.0	<i>CFAC are encouraged to review the</i>	CFAC are to sign the Read-A-	Carmen Morrow	Closed

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Read-A-Round	<i>handouts available in Read-A-Round:</i> <ol style="list-style-type: none"> 1. ACR LME "Housing Matters" newsletter Volume I, Issue 2 2. NC Council November - December 2008 Community Newsletter 	Round if you would like a personal copy of the information.		
8.0 Handouts	<ol style="list-style-type: none"> 1. October 2008 SCFAC Minutes 2. LME UM Proposal Memo & Procedures 3. Certified CIT Officer List 4. Memo: Payments & Contract Allocations 5. Implementation Update #50 - 6. 2009 SCFAC Meeting Dates 7. SCFAC November 2008 Agenda 8. LME Finance Report for October 2008 9. Quarterly Report to the Joint LOC – July 1 – September 2008 10. ACR LME URAC Newsletter 11. Memo: Rate Reduction for Targeted Case Management 12. CFAC & LME Action Plan/Notes From June 24th CFAC Meeting 13. October 2008 Area Board Meeting 			
9.0 Adjournment	Meeting adjourned. The next meeting will be held on Tuesday, December 16, 2008 at 6:30pm. Dinner will be served with Area Board.	Agenda Items:	N/A	Closed

Respectfully Submitted By:

Carmen Morrow, Recorder

*Helen Feroli, Community Affairs & Consumer Relations**

Staff to the Committee

Date -----

Approved By:

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

Date -----