



Consumer & Family Advisory Committee

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

Minutes Subject to Approval

Minutes February 24, 2009

Present: Vanessa J., Sharon L., Art S., William C., Ann Slaughter (Area Board), Johnny T., Monica O., and Brynda N.; Suzanne Bellian (Division CFAC Liaison)

Absent: *Mary H. (Prior Notification)*
Ricky G. (Prior Notification)
Carl B-Watkins (Prior Notification)
Luellen K. (Prior Notification)
Gloria M. (Prior Notification)
Kim S. (Prior Notification)
James W. (No Notification)
Louis W., (Prior Notification)

Guests: **Adele Newman**

LME: *Helen Feroli, LME QA/Provider Relations Manager*
Carmen Morrow, Provider Relations/Recorder
Richard Bruton, LME QA/QI Specialist
Daniel S. Hahn, LME CEO

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	Co-Chairman LaRocco called meeting to order.	N/A	N/A	Closed		
2.0 Review and Approval of Minutes	<p>January 27, 2009 minutes were mailed earlier for review. The following change was made:</p> <p>Friends Group – ARC has a new director. ARC has lost <i>most</i> of its funding from United Way and is working on other types of funding.</p>	<p>Motion made to approve minutes. Minutes were approved with minor change.</p>	N/A	Closed		
3.0 LME Executive Director’s Report	<p>Mr. Daniel S. Hahn, LME Chief Executive Officer reported the following to CFAC members:</p> <p>Planning Discussion for 24/7 Crisis Facility was held on January 29, 2009 at the LME with Law Enforcement and other community officials from Alamance, Caswell and Rockingham counties such as judges, and county managers to address the need of 24/7 drop off facility. During the discussion the group decided to go back to their departments and submit numbers of how much time was spent at hospitals? and How much money is spent?</p> <p>Mr. Hahn announced he received numbers today from Rockingham County Sheriff Sam Page – the numbers were as follows:</p> <p><i>Eden – January 2008 – June 2008</i></p> <table border="1" data-bbox="453 1390 1692 1471"> <tr> <td data-bbox="453 1390 869 1471">Total Number of Consumers</td> <td data-bbox="869 1390 1285 1471">Total Number of Man Hours</td> <td data-bbox="1285 1390 1692 1471">Total Cost – Avg. rate = \$24.67 per hr.</td> </tr> </table>		Total Number of Consumers	Total Number of Man Hours	Total Cost – Avg. rate = \$24.67 per hr.	Open
Total Number of Consumers	Total Number of Man Hours	Total Cost – Avg. rate = \$24.67 per hr.				

AGENDA ITEM	DISCUSSION/CONCLUSION		ACTION/NEXT STEPS	RESPONSIBLE PERSON	STATUS
				Overtime rate = \$33.67 per hr.	
	86		453.58	\$11,189.81	
	<i><u>Madison - (January 08 - June 08)</u></i>				
	Total Number of Consumers	Total Number of Man Hours	Total Cost		
	8	103	\$7757.99		
	<i><u>Mayodan - (January 2008 - June 2008)</u></i>				
	Total Number of Consumers	Total Number of Man Hours	Total Cost		
	5	78	\$1500.00		
	<i><u>Reidsville - (January 2008 - January 2009)</u></i>				
	Total Duration of Time Spent	Longest Time on Commitment	Shortest Time on Commitment	Avg. Time Spent on Commitment	Total Cost @ \$25.00 per commitment
	277 hrs. & 72 min.	21 hours	15 min.	5 hours	\$6950.00
	<i><u>Stoneville - (January 08- June 08)</u></i>				
	Total Number of Consumers	Total Number of Man Hours	Total Cost		

AGENDA ITEM	DISCUSSION/CONCLUSION		ACTION/NEXT STEPS		RESPONSIBLE PERSON	STATUS																				
	3	17	\$445.00																							
<i>Rockingham Sheriff's Department</i>																										
<table border="1"> <thead> <tr> <th data-bbox="443 532 835 656">Time Period</th> <th data-bbox="835 532 1026 656">Department</th> <th data-bbox="1026 532 1220 656">Total Number of Consumers</th> <th data-bbox="1220 532 1409 656">Total Number of Hours</th> <th data-bbox="1409 532 1598 656">Total Miles</th> </tr> </thead> <tbody> <tr> <td data-bbox="443 656 835 740">2008</td> <td data-bbox="835 656 1026 740">Sheriff's Dept.</td> <td data-bbox="1026 656 1220 740">485</td> <td data-bbox="1220 656 1409 740"></td> <td data-bbox="1409 656 1598 740">52,749</td> </tr> <tr> <td data-bbox="443 740 835 824">July 2008 - December 2008</td> <td data-bbox="835 740 1026 824">Detention Facility</td> <td data-bbox="1026 740 1220 824"></td> <td data-bbox="1220 740 1409 824">544 hrs. 31 min.</td> <td data-bbox="1409 740 1598 824"></td> </tr> <tr> <td data-bbox="443 824 835 906">July 2008 - December 2008</td> <td data-bbox="835 824 1026 906">Patrol Deputies</td> <td data-bbox="1026 824 1220 906"></td> <td data-bbox="1220 824 1409 906">638 hrs. 38 min.</td> <td data-bbox="1409 824 1598 906"></td> </tr> </tbody> </table>							Time Period	Department	Total Number of Consumers	Total Number of Hours	Total Miles	2008	Sheriff's Dept.	485		52,749	July 2008 - December 2008	Detention Facility		544 hrs. 31 min.		July 2008 - December 2008	Patrol Deputies		638 hrs. 38 min.	
Time Period	Department	Total Number of Consumers	Total Number of Hours	Total Miles																						
2008	Sheriff's Dept.	485		52,749																						
July 2008 - December 2008	Detention Facility		544 hrs. 31 min.																							
July 2008 - December 2008	Patrol Deputies		638 hrs. 38 min.																							
Total Money spent for 6 months @ \$25.00 per hr. = \$29,575.00																										
We are receiving data from all law enforcement agencies in all three counties with hopes to come up with a solution to help our goal for a 24/7 holding facility.																										
Mr. Hahn thanked all involved with the Crisis Intervention Training (CIT) from LME, Advocacy (NAMI) and all Law Enforcement agencies who continue to support the training.																										
<p>3rd Party Contract -</p> <p>Mr. Hahn reminded CFAC members of the 3rd party contract with LME/Division of MH/DD/SA and Alamance Regional Medical Center he announced in a previous CFAC meeting. The contract has been signed and the goal of the contract is to increase availability of community psychiatric beds in local hospitals; thereby working collectively with local, emergency departments and law</p>																										

AGENDA ITEM	DISCUSSION/CONCLUSION	ACTION/NEXT STEPS	RESPONSIBLE PERSON	STATUS
	<p>enforcement agencies to divert short term admissions from the state psychiatric hospitals.</p> <p>ARMC has signed a contract to provide admission for indigent short term for 8 beds. The authorization process will continue to flow the UR/STR unit at the LME. There are 8 hospitals across the State that has signed the 3 way contracts.</p> <p>Area Board Meeting -</p> <p>Mr. Hahn announced to CFAC members that the LME has received letter from Rockingham County that they will pull out and end their contract with the LME effective June 30, 2009. Mr. Hahn reminded CFAC members of the population requirements of 200,000, but with the loss of Rockingham the LME will be at 168,000 for Alamance & Caswell.</p> <p>Mr. Hahn reported to CFAC members many things have occurred since the announcement and the LME is moving forward with operational and organizational discussions regarding the future of the LME. He reported he continues to meet our Central Regional partners (Durham, OPC & 5-County LME) on a monthly basis. The LME will contact the appropriate personnel and move forward with the process of requesting a waiver from the Secretary for a one year period to negotiate and decide where we go in the future. Mr. Hahn announced he has already met with Alamance and Caswell County Commissioners and they are very supportive of this LME. We will keep you in the loop with all processes. The LME staff has been informed and is very committed to the process.</p> <p><i>Question/Answer Session:</i></p> <p><u>Question: Why did Rockingham drop out?</u></p> <p><i>Answer: Mr. Hahn expressed what was in letter from County Manager Tom Robinson. He also expressed with the Division allocating CASP dollars for Rockingham with Centerpoint LME - Bringing in Daymark Recovery to help with Crisis services helped with the project. Mr. Hahn expressed Daymark was a great addition to the community. The LME proposed/recommended</i></p>			

AGENDA ITEM	DISCUSSION/CONCLUSION	ACTION/NEXT STEPS	RESPONSIBLE PERSON	STATUS
	<p><i>MH Trust Fund dollar allocations be allocated to Rockingham County with the addition of Advanced Health Resources to Reidsville to help with Crisis Services and provide another resource for MH services as well as Alcohol & Drug Services for SA services – both never worked out for the community with the closing of ADS effective December 2008.</i></p> <p><u>Question: What is 5-County?</u> <i>Answer: 5-County LME consists of: Vance, Granville, Warren, Franklin & Halifax</i></p> <p><u>Question: What is the 168,000 population?</u> <i>Answer: The 168,000 population consist of Alamance & Caswell.</i></p> <p><u>Question: Will this LME merge?</u> <i>Answer: We are in the process of requesting a waiver from the Secretary of MH requesting a 12-month period to begin discussions and negotiations of what the future will be for Alamance & Caswell.</i></p> <p><u>Question: Do you know of any other LME's where a county has been split off?</u> <i>Answer: There have been some counties that have been split off – Ms. Bellian reported there have been several that have been split off.</i></p> <p><u>Question: What will happen to providers? Is this an automatic move over to county?</u> <i>Answer: No, it will not be an automatic move over. We will work with the provider network and gather information such as endorsement dates, etc., and will be distributed and discussed with Centerpoint LME. We are hoping for a seamless transition for consumers. The MOA & Contract process will start over July 1, 2009.</i></p> <p>Mr. Hahn expressed to CFAC members if they have any other questions/concerns – please contact the LME – Dan Hahn, Helen Feroli or Richard Bruton. We will continue to keep communication open and keep CFAC apprised of the next steps.</p>			

AGENDA ITEM	DISCUSSION/CONCLUSION	ACTION/NEXT STEPS	RESPONSIBLE PERSON	STATUS						
	<p>Mr. Hahn announced to CFAC members long time LME employee Judy Gantt is battling cancer and to please keep her in their prayers.</p>									
<p>4.0 LME QI Reports</p>	<p>Mr. Richard Bruton, LME Community Relations Specialist reported on the Quarterly Complaint Report for 1st Qtr. (July, August, September). (Please see complete report in packet)</p> <table border="1" data-bbox="453 1013 1688 1260"> <tbody> <tr> <td data-bbox="453 1013 1073 1094"> <p>Total Number of Complaints Received by LME for Qtr.</p> </td> <td data-bbox="1073 1013 1688 1094"> <p>21</p> </td> </tr> <tr> <td data-bbox="453 1094 1073 1175"> <p>Total Number of Complaints By or On Behalf of a Consumer</p> </td> <td data-bbox="1073 1094 1688 1175"> <p>17</p> </td> </tr> <tr> <td data-bbox="453 1175 1073 1256"> <p>Total Number of Complaints Not By or On Behalf of a Consumer</p> </td> <td data-bbox="1073 1175 1688 1256"> <p>4</p> </td> </tr> </tbody> </table> <p><u>Analyses –</u></p> <p>Almost half of the complaints were made on the behalf of a consumer were made by the consumers themselves. Primarily MH services (65%) and Adults (65%)</p>	<p>Total Number of Complaints Received by LME for Qtr.</p>	<p>21</p>	<p>Total Number of Complaints By or On Behalf of a Consumer</p>	<p>17</p>	<p>Total Number of Complaints Not By or On Behalf of a Consumer</p>	<p>4</p>			
<p>Total Number of Complaints Received by LME for Qtr.</p>	<p>21</p>									
<p>Total Number of Complaints By or On Behalf of a Consumer</p>	<p>17</p>									
<p>Total Number of Complaints Not By or On Behalf of a Consumer</p>	<p>4</p>									

AGENDA ITEM	DISCUSSION/CONCLUSION	ACTION/NEXT STEPS	RESPONSIBLE PERSON	STATUS
	<p>All complaints were resolved by the LME within 30 days. 71% of the complaints were resolved by working with the providers involved.</p> <p>Given the high number of complaints made by the consumer, procedures for encouraging the consumer to communicate with the provider to allow resolution should be reexamined and/or more clearly stated. A section regarding complaint procedure should be added to the both the provider and consumer based newsletters, as well as the complaints & appeals brochure.</p> <p>The interest from CFAC requesting more information about the complaints rather than a total has provided valuable insight and added a layer of advocacy for the consumer.</p> <p>Mr. Bruton asked CFAC members if they have an interest in the Human Rights Committee. The next meeting will be held on May 19, 2009 @ 10am.</p>			
<p>5.0 LME New/Revised Polices & Procedures</p>	<p>Ms. Feroli discussed the new LME Policies & Procedures that have to be approved by CFAC members. The policies were as follows:</p> <p><u>Interdepartmental Coordination</u> – the policy and procedures were reviewed and discussed. Action: Motion made and seconded by CFAC. Approved on 2/24/09 with no recommendations or changes.</p> <p><u>Financial Incentives</u> – policy and procedures were reviewed and discussed. Action: Motion made and seconded by CFAC. Approved on 2/24/09 with no recommendations or changes.</p> <p><u>Communication Practices</u> – policy and procedures were reviewed. Discussion ensued regarding marketing tools printed or available. CFAC members requested a copy of the Welcome Packet. Action: Motion made and seconded. Approved on 2/24/09 and Welcome Packets will be distributed at the next CFAC meeting.</p> <p><u>Business Relationships</u>– policy and procedures were reviewed and discussed. Action: Motion made and seconded by CFAC members. Approved on 2/24/09 with no changes.</p> <p><u>Consumer Satisfaction and Monitoring of Access and Services</u> – policy and procedures were reviewed and</p>			<p>Open</p>

AGENDA ITEM	DISCUSSION/CONCLUSION	ACTION/NEXT STEPS	RESPONSIBLE PERSON	STATUS
	<p>discussed. Ms. Feroli discussed the consumer satisfaction surveys from the LME that are being conducted and will be used for the needs assessment. Ms. Feroli distributed copies of the consumer/family satisfaction survey for CFAC members to complete.</p> <p>Action: Motion made and seconded by CFAC members. Approved on 2/24/09 with no recommendations and changes.</p> <p><u>Complaints and Appeals</u> – this policy and procedure was revised from 2005. Sections were enhanced to include the complete process of complaints and appeals.</p> <p>Action: Motion made and seconded by CFAC. Approved on 2/24/09 with no recommendations and/or changes.</p> <p><u>Review Staff Access, Communications and Disclosures</u> – policy and procedure was reviewed and discussed.</p> <p>Action: Motion made and seconded by CFAC members. Approved on 2/24/09 with no recommendations and/or changes.</p> <p><u>ACR LME – Program Summary 2009</u> – Summary was reviewed and discussed. Discussion ensued regarding the risk management tools. Are they utilized and paid attention to by the LME. Ms. Feroli went through the monitoring process, FEM tool, etc.,</p> <p><u>Question: Are consumers involved in the monitoring process?</u> <i>Answer: Yes, they are involved in the monitoring process. Providers are encouraged to have providers contacted for the process.</i></p> <p>Action: Motion made and seconded by CFAC members. Approved on 2/24/09 with no recommendation or changes.</p> <p><u>ACR LME Regulatory Compliance Program Description</u> – reviewed by CFAC members from last CFAC meeting and tabled to this meeting.</p> <p>Action: Motion made and seconded by CFAC members. Approved on 2/24/09 with no changes.</p> <p><u>Consumer Safety Mechanism</u> – reviewed last month with recommendations and/or changes. Ms. Feroli distributed revised policy with changes regarding language of consumer. <i>Please note section II – Emergency Situations Involving Individual Consumers section Q.</i> (ACR LME triage staff will take the same steps outlined above by speaking to a family member, a friend, or any other person who intervenes on behalf of the member when the member is in such a state as to be unable to speak directly with the triage staff).</p> <p>Action: Motion made and seconded by CFAC members. Approved on 2/24/09 with recommended amendment.</p> <p><u>Question: Will the accreditation process be affected by any merger?</u> <i>Answer: It could be affected; it will depend on the course the LME takes with merger, etc.</i></p> <p><u>Question: How did the LME choose URAC?</u> <i>Answer: The state identified 5 accreditation bodies – we opted for URAC due to provide</i></p>			

AGENDA ITEM	DISCUSSION/CONCLUSION	ACTION/NEXT STEPS	RESPONSIBLE PERSON	STATUS
	<p><i>utilization management, but we were not awarded that contract. There were only 4 LME's who were chosen to provide utilization management regionally. They are The Durham Center, Eastpointe, Mecklenburg and Western Highlands.</i></p> <p><u>Question: Has any procedures been put in place for when a consumer loses services?</u> <i>Answer: The LME does not have the manpower to contact every consumer. Ms. Feroli did report on the process when a provider shuts down such as Caring Family Network and Care Coordination is done for those consumers who did not chose a particular provider, especially with Medication Management.</i></p> <p>Action: Ms. Feroli stated she will take this question back to QI/UM Committee to discuss further the concerns from CFAC.</p>			
<p>6.0 Monthly Reports</p>	<p>LME - Human Rights Committee is recruiting new members. Adelle Newman volunteered as provider. Next Meeting: May 19, 2009 @ 10am.</p> <p>Annual CAP eligibility waiver committee will be developed by the LME - Committee members are: David Sykes, LME DD Coordinator, Alicia Graham, and Clinical Director. They are requesting a member from CFAC to help with this process.</p> <p>Nominating Committee will need to meet very soon. If you are member or would like to become a member, contact Ric Bruton at ext. 4224.</p>			<p>Open</p>

AGENDA ITEM	DISCUSSION/CONCLUSION	ACTION/NEXT STEPS	RESPONSIBLE PERSON	STATUS
	<p>CIT Rockingham County – there were 22 officers who graduated and completed the 40hr. curriculum course. Every law enforcement agency in Rockingham County was represented. Thanks to all CFAC & NAMI members who participated and helped make this 5th training successful. The next CIT Training will be held in May here in Alamance.</p> <p>Area Board – See Executive Directors Report.</p> <p>DHHS – Ms. Suzanne Bellian reported the following:</p> <p>Implementation #53 with many updates.</p> <p>Press Release: Statement from DHHS Secretary Cansler on patient abuse incidents at Central Regional Hospital regarding Zero tolerance policy.</p> <p>Central Regional Hospital passed CMS visits.</p> <p>A new survey has been developed from CFAC members to complete on “Survey</p>			

AGENDA ITEM	DISCUSSION/CONCLUSION	ACTION/NEXT STEPS	RESPONSIBLE PERSON	STATUS
	<p>Monkey”.</p> <p>Ms. Bellian expressed to CFAC members the Division is very committed to helping out with the process of ACR LME and Centerpoint to make for a smooth transition of Rockingham County consumers.</p> <p>Ms. Bellian added the Division will work with Alamance/Caswell – the Division can’t force any counties to do anything such as when Rockingham was forced to merge with Alamance/Caswell back in 2005.</p> <p>State CFAC –See minutes from last meeting in packet.</p> <p>NAMI – The following updates are:</p> <p>NAMI Walks will be held on May 2nd at Dix Campus.</p> <p>Legislative Breakfast will be held on Tuesday, March 10th @ 7am. RSVP will be required by March 3rd.</p> <p>March 11th NAMI NC will host Press Conference on 2009 Grading the States</p>			

AGENDA ITEM	DISCUSSION/CONCLUSION	ACTION/NEXT STEPS	RESPONSIBLE PERSON	STATUS
	<p>at the General Assembly from 3pm – 4pm.</p> <p>Resource Fair will be held on March 26th from 1pm – 4pm at the National Guard Armory in Burlington.</p> <p>Depression/Bipolar Group which is peer led is held every Wednesday at Scout Hut.</p> <p>NAMI Convention will have 2 ½ day training on peer led support group.</p> <p>Family to Family Class will run from January 29th to April 23rd on Thursday 6:30pm – 9pm at Holly Hill Baptist Church, Burlington NC. There may be some interest in starting a NAMI Basics class – Jennifer Rothman is contact person.</p> <p>Friends Group – ARC has a new director. ARC has lost funding and is working with United Way.</p>			
<p>8.0 Read–A–Round</p>	<p><i>CFAC are encouraged to review the handouts available in Read–A–Round:</i></p> <ol style="list-style-type: none"> 1. ACR LME Benefit Package updated January 26, 2009 	<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
	2. Alamance County JCPC RFP			
9.0 Handouts	1. Policies & Procedures Mailed Early for Review – (Communication Practices, Interdepartmental Coordination, Business Relationships and Consumer Safety Mechanism) 2. CFAC & LME Action Plan 3. LME Quarterly Reports: Complaints 4. Implementation Update #53 - 5. Letter to LME Providers – 2/23/2009 6. SFAC Meeting Minutes: January 8, 2009 7. LME Financial Reports: Balance Sheet & Revenue for 01/31/09 8. Statement from DHHS Secretary Lanier Cansler Re: Central Regional 9. ACR LME Board of Directors Meeting Minutes: December 2008			
10.0 Adjournment	Meeting adjourned. The next meeting will be held on Tuesday, March 24, 2009 at 6:30pm.	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 _____