



Consumer & Family Advisory Committee

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

*Minutes Subject to Approval*

**Minutes**  
**April 28, 2009**

**Present:** Vanessa J., Luellen K., Louis W., Ann Slaughter (Area Board), Art S., Mary H., Ricky G., Monica O., William C., and Adele N.  
Suzanne B. Thompson (CFAC Liaison)

**Absent:** *Sharon L. (Prior Notification)*  
*Johnny T. (No Notification)*  
*Carl B-Watkins (Prior Notification)*  
*Kim S. (Prior Notification)*  
*Gloria M. (Prior Notification)*  
*James W. (No Notification)*  
*Brynda N. (Prior Notification)*

**Guests:** Keith Haith, Psychotherapeutic Services (Mobile Crisis)

**LME:** *Helen Feroli, LME QA/Provider Relations Manager*  
*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>
<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	March 24, 2009 minutes were mailed earlier for review.	<b>Motion made to approve minutes. Minutes were approved as written.</b>	N/A	Closed
3.0 Mobile Crisis Presentation	<p>Mr. Keith Haith, Psychotherapeutic Services presented Mobile Crisis service to CFAC members. Mr. Haith presented the following:</p> <p><u>Mission:</u> Is to provide a broad array of crisis prevention and intervention strategies which assist the recipient in managing, stabilizing or minimizing clinical crisis or situations.</p> <p><u>Criteria:</u></p> <ol style="list-style-type: none"> <li>1. The person and/or family are experiencing an acute, immediate crisis as determined by a crisis rating scale specified by DMH.</li> <li>2. The person and/or family have insufficient or severely limited resources or skills necessary to cope with the immediate crisis.</li> <li>3. The person and/or family members evidence impairment of judgment and/or impulse control and/or cognitive/perceptual disabilities.</li> <li>4. The person is intoxicated or in withdrawal and in need of substance abuse treatment and unable to access services without immediate assistance.</li> </ol> <p><u>Services Offered</u> – the service is designed to rapidly assess crisis situations and a recipient's clinical condition, to triage the severity of the crisis, and to provide immediate focused crisis intervention services which are mobilized based on the type of severity of crisis.</p> <ul style="list-style-type: none"> <li>• Mental Status Exam</li> <li>• Lethality Assessment</li> <li>• Crisis Plan Development</li> <li>• Coordination with Psychiatrist, Therapist, Service Provider (CS, CST, ACTT)</li> <li>• Linkage to SA services</li> <li>• Coordination of primary care</li> </ul>			Open

AGENDA ITEM	DISCUSSION/CONCLUSION	ACTION/NEXT STEPS	RESPONSIBLE PERSON	STATUS
	<ul style="list-style-type: none"> <li>Family education, support &amp; consultation</li> </ul>	Mobile Crisis available 24/7/365. Phone Number for afterhours 538-1220.		
<b>4.0 Policy &amp; Procedures</b>	<p>Ms. Helen Feroli presented the following policy and procedures to CFAC for approval. They were as follows:</p> <ol style="list-style-type: none"> <li>Confidentiality of Individually Identifiable Health Information</li> <li>Review Criteria Requirements</li> <li>Initial Screening</li> <li>Initial Clinical Review - Prospective</li> <li>Initial Clinical Review - Concurrent</li> <li>Initial Clinical Review - Retrospective</li> <li>Peer Clinical Review Process</li> <li>Scope of Review Information</li> <li>Lack of Information</li> <li>Provider Specific Confidentiality</li> <li>Participating Provider Relations Program</li> </ol> <p><i>Action: All policy &amp; procedures were approved on 4/28/09 with no recommendations and/or changes.</i></p>			
<b>4.0 LME Reports</b>	<p>Mr. Richard Bruton gave the following LME Updates:</p> <ul style="list-style-type: none"> <li>Quarterly newsletter Issue No. 4 was mailed out in newspapers for all three counties. This issue featured Geriatric/Adult MH Specialty Teams - Therapeutic Alternatives.</li> <li>Community Needs Assessment is complete and available via the LME website. If you would like a copy, please contact Carmen Morrow.</li> </ul>			Open

AGENDA ITEM	DISCUSSION/CONCLUSION	ACTION/NEXT STEPS	RESPONSIBLE PERSON	STATUS
	<ul style="list-style-type: none"> <li>House Bill 933 – Consumer &amp; Family Advisory Committee Reports – please note changes in document.</li> </ul>			
<b>5.0 Monthly Reports</b>	<p><b>LME</b> – See LME Updates.</p> <p><b>Area Board</b> – Ms. Ann Slaughter reported next meeting will be last with Rockingham County members. ARMC new beds are open</p> <p><b>DHHS</b> – Ms. Suzanne Bellian reported the following:</p> <ul style="list-style-type: none"> <li>Cherry Hospital beds are filled.</li> <li>There are 60 beds at Dix for 3 years but Wake County has priority over any of the beds.</li> </ul> <p><b>State CFAC</b> –No report. See minutes from last meeting in packet.</p> <p><b>NAMI</b>– The following updates are:</p> <ul style="list-style-type: none"> <li>May 2<sup>nd</sup> NAMI Walks will be held on Dix Campus.</li> <li>Family to Family Train the Trainer will be conducted. Cathy Chrisco is the trainer.</li> </ul>			Open

AGENDA ITEM	DISCUSSION/CONCLUSION	ACTION/NEXT STEPS	RESPONSIBLE PERSON	STATUS
	<ul style="list-style-type: none"> <li>• Norman &amp; Gloria Melton were awarded Volunteers of the Year award.</li> <li>• RTS fundraiser will be held on May 12<sup>th</sup>.</li> <li>• Resource Fair will be held next week at Armory.</li> <li>• CIT class will begin the week of May 18<sup>th</sup>.</li> </ul>			
<b>6.0 Read-A-Round</b>	<i>CFAC are encouraged to review the handouts available in Read-A-Round:</i> 1. None	CFAC are to sign the Read-A-Round if you would like a personal copy of the information.	Carmen Morrow	Closed
<b>7.0 Adjournment</b>	Meeting adjourned. The next meeting will be held on <b>Tuesday, May 26, 2009 at 6:30pm.</b>	Agenda Items:	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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*Ricky Graves, Chairman\**  
*Consumer & Family Advisory Committee*

Date -----