



Consumer & Family Advisory Committee

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

Minutes Subject to Approval

Minutes May 26, 2009

Present: Vanessa J., Kim S., Brynda N., Ann Slaughter (Area Board), Art S., Mary H., Ricky G., and Adele N.

Absent: *Sharon L. (Prior Notification)*
Johnny T. (No Notification)
Carl B-Watkins (Prior Notification)
Monica O. (Prior Notification)
Gloria M. (Prior Notification)
James W. (No Notification)
Louis W. (No Notification)
Luellen K. (Prior Notification)
William C. (Prior Notification)

Guests: Linda Jones, Alamance Co. Department of Social Services and Claudia Kearney, Alamance Partnership for Children

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

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
2.0 Review and Approval of Minutes	April 28, 2009 minutes were mailed earlier for review.	Motion made to approve minutes. Minutes were approved as written.	N/A	Closed
3.0 System of Care Presentation	<p>Ms. Linda Jones gave a brief overview of System of Care for CFAC members and introduced Claudia Kearney with Alamance Alliance who will speak briefly regarding family participation with the new upcoming grant.</p> <p>Ms. Jones gave overview of System of Care – SOC is a nationally recognized best practice framework for organizing and coordinating public and private community services and resources into a comprehensive and interconnected network. Its goal is to work in partnership with individuals and families with complex needs to assure access to the services and supports they need to be safe and successful at home, in school, and in the community.</p> <p>Ms. Jones announced to CFAC members Alamance County DSS has recently been awarded SAMHSA grant – one of nineteen nationwide grants. This grant (Alamance Alliance) totals more than \$7 million federal dollars over the next six years will be used to develop integrated home & community based services and supports for children ages 0–5 with serious emotional disturbances and their families. The partners of the grant are as follows: Alamance County DSS, Alamance Partnership for Children, Alamance County Health Department, ACR LME, and Center for Child & Family Policy at Duke University, Center for Child & Family Health at Duke University and National Center for Child Traumatic Stress at Duke University.</p>			Open

AGENDA ITEM	DISCUSSION/CONCLUSION	ACTION/NEXT STEPS	RESPONSIBLE PERSON	STATUS
	<p>Alamance Alliance for Children & Families will promote the mental health, social & emotional well being of children ages 0–5 with serious mental health needs and their families in Alamance County by developing a comprehensive early childhood System of Care (SOC). Alamance Alliance will focus special attention on young children involved with the child welfare system in order to help them stay with their families and not enter foster care.</p> <p>Alamance Alliance will:</p> <ul style="list-style-type: none"> • Expand community service capacity, ranging from early identification to intensive treatment, to meet the needs of children 0–5 with serious mental health needs & their families and serve approximately 100 children per year for a total of 500 children and their families; • Serve based upon their evolving strengths & needs, these children and families through a customized Child & Family Plan that is developed & coordinated by a Child & Family Team; • Establish vital new roles for families and youth (as parents) to ensure and support their full participation in service planning, development, evaluation and sustainability of local services, supports and in overall system transformation activities; • Build a training infrastructure that prepares and motivates current & future service & support providers to work effectively in this early childhood SOC; • Increase awareness of mental health needs of young children and the consequences of poor social and emotional development by building upon public sentiment regarding the value of healthy families through a social marketing campaign; • Develop, implement and disseminate full system improvements (practice, program system and policy) to stimulate sustained service & system transformation in order to improve outcomes for young children, youth & their families. <p>Ms. Claudia Kearney who is housed at Alamance Partnership for Children, position is funded by the grant. Ms. Kearney is new to our community – she is actively recruiting family members and youth to participate in all committees and sub-committees. Youth can participate if they are 12</p>			

AGENDA ITEM	DISCUSSION/CONCLUSION	ACTION/NEXT STEPS	RESPONSIBLE PERSON	STATUS
	<p>yrs. & up. Ms. Kearney expressed to CFAC members the importance of family participation. There is compensation involved for all who participate in committees. The requirements are: any family member who has a child with special needs between the ages 0-5 (MH and/or Social).</p> <p>Ms. Kearney announced the first Family Involvement Committee will begin in June. For more information, contact Claudia Kearney at 513-0063 ext. 105 (office) or via email: ckearney@alamancechildren.org</p> <p>CFAC members thanked both Ms. Jones & Ms. Kearney and requested more information to be shared with NAMI members.</p> <p>Action: Ms. Jones will send Ms. Morrow a short summary to be forwarded out to NAMI.</p>			
<p>4.0 Policies & Procedures</p>	<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"> 1. Telephone Performance 2. Non-Telephonic Communications 3. Triage & Health Education Calls 4. Information Sharing & Collecting 5. Communication Documentation 6. Credentialing Program Description 7. Provider Network Access & Availability 8. Provider Disputes 9. Network Management Scope of Service 10. Clinical Decisions Support Tools 			<p>Closed</p>

AGENDA ITEM	DISCUSSION/CONCLUSION	ACTION/NEXT STEPS	RESPONSIBLE PERSON	STATUS
	<p>11. Participating Provider Representation 12. Information Management (not included in packet)</p> <p><i>Action: All policies & procedures were approved on 5/26/09 with no recommendations and/or changes.</i></p> <p><i>Ms. Feroli updated CFAC members on the accreditation process. The upload for desk review will be completed this week – Will need to be uploaded by Monday, June 1st. It takes 6–8 weeks for desk review to be completed, once completed site visits will be scheduled.</i></p>			
<p>4.0 LME Reports</p>	<p>Mr. Daniel Hahn thanked all LME staff for their hard work in finishing up the URAC process. He especially thanked Ms. Feroli for her long hours and commitment to the process.</p> <p><u>Mr. Hahn gave the following updates:</u></p> <p>Announcement of New Medical Director – Dr. Philip Holding – very experienced physician with knowledge of Managed Care. He will visit the LME on Thursday for a tour and meet with all staff. Position will not see consumer’s face to face, only administrative functions.</p> <p>Discussions continue with OPC – Judy Truitt, OPC Director attended ACR LME Board Meeting last month, and he will attend OPC next Area Board Meeting. Mr. Hahn expressed to CFAC members that the state structure for the LME will be protected for one year – July 1, 2009– June 30, 2010. He will keep CFAC members apprised of any changes, negotiations, etc. during this process.</p> <p>Mr. Hahn spoke about the financial budget cuts and how it has affected the 24 LME’s across the state. The LME Finance Committee meets monthly and 85% of funding has been allocated currently. According to the LME Finance Director, Larry Aggers, we are where we are supposed to be during this course of the fiscal year. The LME continues to wait for \$2.5 million dollars from the State.</p>			<p>Open</p>

AGENDA ITEM	DISCUSSION/CONCLUSION	ACTION/NEXT STEPS	RESPONSIBLE PERSON	STATUS
	<p>Mr. Hahn reported the LME continues to work with Centerpoint and Rockingham to help with the transition to make it a smooth process.</p> <p>Mr. Hahn reported Crisis Intervention Team (CIT) just completed last week. Mr. Hahn discussed incident where consumer was awaiting hospitalization at ED with law enforcement for unreasonable & unacceptable amount of hours – He is now following up with Law Enforcement agency involved.</p> <p>Mr. Hahn discussed the 3–way contract beds at ARMC. Those beds are being utilized now – 8 beds were approved and have been utilized to the fullest. With the usage of beds, there is always funding issues. Central Regional beds continue to be filled with a waiting list.</p> <p>Mr. Hahn announced three resignations from the LME: Alicia Graham – Clinical Director Victor Armstrong – Care Coordination Manager – who has gone to Centerpoint LME Suzanne Marens – UR/STR Manager – Durham Center</p> <p>Mr. Hahn wished them all well in their new endeavors. The LME still has 60+ employees and will continue to work and serve the consumers of Alamance and Caswell counties.</p>			
5.0 Monthly Reports	<p>LME – Mr. Richard Bruton reported on the following LME Updates:</p> <ul style="list-style-type: none"> • CIT – 10 officers were certified last week. Training went very well. 			Open

AGENDA ITEM	DISCUSSION/CONCLUSION	ACTION/NEXT STEPS	RESPONSIBLE PERSON	STATUS
	<ul style="list-style-type: none"> <p><u>Quarterly Complaint Reports</u> – 2nd Quarter – 22 complaints (Please see full report as Read Around)</p> <p>3rd Quarter – New format – try to make easier to read in graph format. (Please see full report as Read Around) 36 complaints received – 13 were from consumers.</p> <p>The new graph format lists all providers involved and what type of service.</p> <p>Area Board – Ms. Ann Slaughter reported Area Board did not meet last month. Will meet in June.</p> <p>DHHS – Ms. Suzanne Bellian was in Guilford this month. She will be present at June CFAC meeting.</p> <p>State CFAC –No report. See minutes from last meeting in packet.</p> <p>NAMI – The following updates are:</p> 			

AGENDA ITEM	DISCUSSION/CONCLUSION	ACTION/NEXT STEPS	RESPONSIBLE PERSON	STATUS
	<ul style="list-style-type: none"> • May 2nd NAMI Walks was held on Dix Campus. 35 NAMI members from ACR were in attendance. Total raised \$810k. • Norman & Gloria Melton were awarded Volunteers of the Year award & they received a \$1k check. The Melton's donated the \$1k to NAMI of Alamance/Caswell. • Yard Sale will be held on Saturday, June 27th. Donations will be accepted up until June 25th. <p>Friends Group - Ms. Slaughter announced Ralph Scott Life services now provide CAP services.</p>			
<p>6.0 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. 2nd & 3rd Quarterly LME Complaint Report 2. MH ED 2nd Quarter Report 3. Report on Uniform System for Bed or Bed Days purchased - Session Law 	<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
	2008 - 107, Section 10.15(k) 4. Report on the Future Role & Capacity of Developmental Centers - Final Plan 5. NC Council Community News - April/May 2009			
7.0 Adjournment	Meeting adjourned. The next meeting will be held on Tuesday, June 23, 2009 at 6:30pm.	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