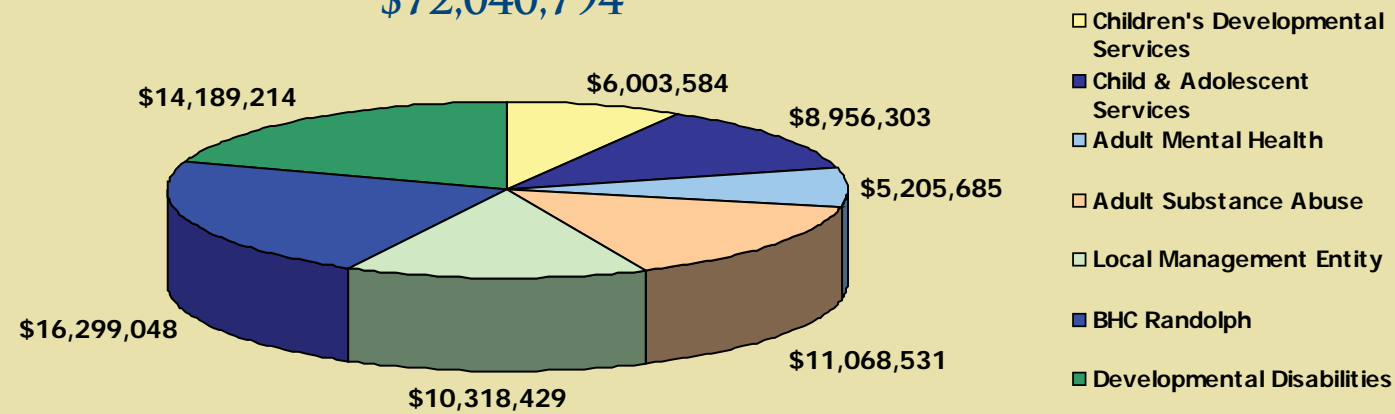
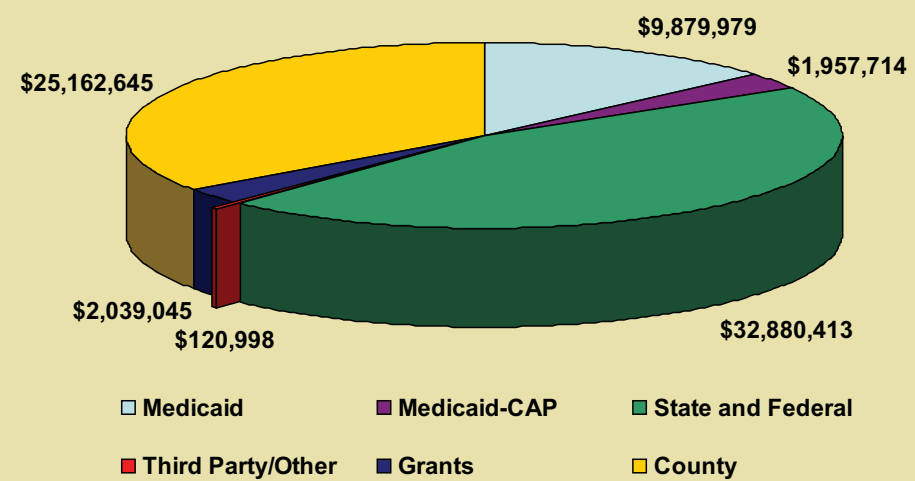


## FINANCIALS

FY 2006-2007 TOTAL ACTUAL EXPENDITURES:  
\$72,040,794

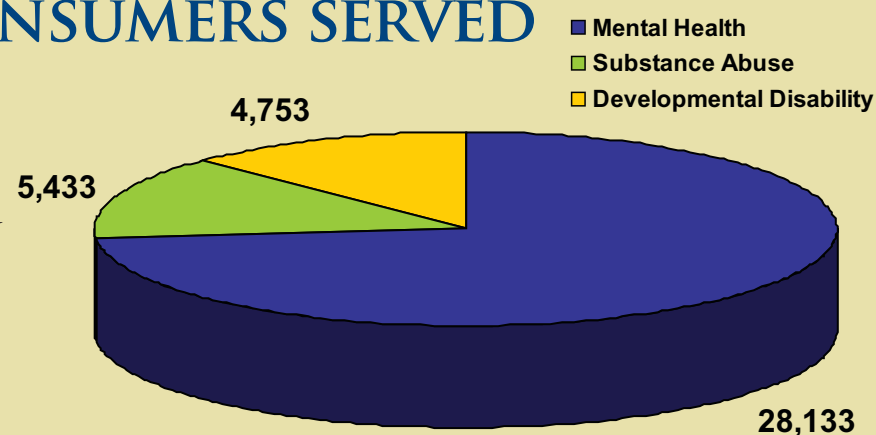


FY 2006-2007 TOTAL ACTUAL REVENUES:  
\$72,040,794



## CONSUMERS SERVED

FY2006-2007 TOTAL  
NUMBER OF CONSUMERS  
SERVED IN MEKCLENBURG  
COUNTY:  
38,319



### Best Practice Committees

Mecklenburg County Area Mental Health Authority operates and adheres to Best Practices approaches. In order to offer quality, evidence-based services and supports through our community of providers, we partner with consumers, families, stakeholders and community members to promote best practice approaches toward consumer treatment and ensure that providers operate accordingly. The following committees help the Area Mental Health Authority in achieving its mission to produce a quality provider network and a collaborative community system that partners with individuals and families.

- Consumer and Family Advisory Committee
- Substance Abuse Best Practice Committee
- Recovery Model Best Practice Committee
- Self-Determination Best Practice Committee
- System of Care Community Collaborative

### Quality Improvement Accomplishments FY06-07

The Mecklenburg County State and County Funded Services Program annually evaluates the results of ongoing quality improvement activities and provides this information to new and existing consumers, to the public and to the community of providers.

- Clinical Practice Guidelines for Attention Deficit Disorder and Schizophrenia were updated and distributed to all consumers, their families and providers.
- Each provider working with a consumer needs clinical information from other agencies working with that consumer. AMHA has examined clinical information coming from the state hospital and clinical information exchanged between providers.
- Established a "Consumer Rights Representatives Network" that is finding ways to improve consumers' understanding of their rights and how to make complaints.
- 90% of consumer complaints were resolved within 3 days and 100% were resolved within 20 days.
- Providers participate in our Safety Improvement Project by sending adverse event reports to the Clinical Risk Manager monthly and quarterly. The reports are analyzed and actions are taken to improve safety for consumers.
- The LME partnered with the Department of Social Services to be sure that all neglect and abuse events were known to both agencies and appropriate corrective actions were taken.
- Consumer calls to MeckLINK are answered in 8 seconds or less and a live person spoke directly to 98% of callers within 30 seconds.
- Services for consumers with urgent needs were available within 48 hours. Emergency services were available within one hour. Mobile Crisis services are also available for on-site service. 94% of consumers with requests for routine services were seen by a professional within seven days.
- Two science based prevention programs improved behavior and academic performance of high risk children aged 5-14 years and 14-17 years in several schools. Problem and aggressive behaviors were reduced, GPAs and attendance improved and 59% of the older students were entirely drug free at the end of the programs.
- The LME conducted 102 site visits with providers.

### MeckLINK Launches

The Area Mental Health Authority launched an external marketing campaign in June 2007 to raise awareness about mental health services and reduce the stigma associated with seeking those services in Mecklenburg County. The campaign focused on positioning the Area Mental Health Authority, and specifically its re-named call center, MeckLINK, as the first stop for public mental health, substance abuse and developmental disability help, information and access to services in Mecklenburg County. The newly renamed call center will continue to offer consumers initial screening, triage and referral services so that they may gain appropriate and timely access to services. MeckLINK's number remains 704-336-6404, and there are now two ways to log on to the AMHA site: <http://mentalhealth.charmeck.org> and <http://mecklink.charmeck.org>.

MeckLINK®  
Call. Connect. Care.

# ANNUAL REPORT FY2006-2007

MECKLENBURG COUNTY  
AREA MENTAL HEALTH AUTHORITY



MeckLINK®  
Call. Connect. Care.

429 Billingsley Road  
Charlotte, NC 28211  
MeckLINK: 704-336-6404  
Toll Free: 1-877-700-3001  
<http://MeckLINK.CharMeck.org>

## A MESSAGE FROM THE AREA DIRECTOR

### GRAYCE CROCKETT

Fiscal Year 2006/2007 was a year filled with significant changes within the mental health, substance abuse and developmental disability world, yet consumers within Mecklenburg County continued to receive quality services from a wide range of community providers and partners. Over 38,000 individuals received services funded by the Mecklenburg County Area Mental Health, Developmental Disability and Substance Abuse Authority (AMHA). This represented an 11% increase over the prior year.



#### Numerous new services were introduced during the year, including:

- Mobile crisis services;
- Rapid response homes for child and adolescent consumers in crisis;
- *Mecklenburg's Promise* – a Recovery model training collaborative for professionals and consumers;
- Community Activities & Employment Transition model for individuals with developmental disabilities;
- Integrated Dual Diagnosis Treatment for substance abuse consumers experiencing mental health problems; and
- *Keeping It Real* – a best practice substance abuse early intervention/prevention program for “undisciplined” court-involved minors.

A common thread that runs throughout all of the new and developing services is the implementation of a best practice approach. AMHA is committed to assuring that services provided to consumers focus on treatments that have been demonstrated through research to achieve positive real life outcomes.

#### During 2007/2008 new programming under development includes:

- Mental health services at Jail North for 16 and 17 year old male inmates to include a full continuum of care;
- Mental health services at Gatling for male adolescents;
- Warm Line for adults;
- Continuum of services for jail inmates to include outpatient and residential components called Recovery Solutions. This initiative is the result of a partnership with the District Attorney's office, the Public Defender's office and the jail; and a
- Peer-run Support Center for adult consumers.

#### Goals for 2007/2008 include:

- Development and implementation of the North Carolina Behavioral Health Partnership – an interlocal agreement with the Smoky and Guilford Local Management Entities (LME) to achieve economies of scale through partnership for LME functions;
- Continued development of Best Practice services for consumers through the identification of gaps in the service continuum;
- Implementation of the Local Business Plan under the guidance of the Consumer and Family Advisory Committee (CFAC) and the Community Planning and Collaboration Committee;
- Development of a provider performance report by CFAC.
- Improve coordination of care between providers to assure continuity for consumers;
- Increase the use of the LME Web site to communicate information that improves quality of consumer care;
- Assure that directly provided services (the PSO) meet best practice standards;
- Participation in the state hospital diversion pilot further reducing state hospital utilization through partnership with CMC-Randolph.

**Our focus for the upcoming year will be on assuring that all consumers receive quality care and are given equal opportunity to meet their treatment goals and achieve the ability to lead healthy and independent lives. This will be done in partnership with our community of providers, stakeholders, consumers and families.**

#### Area Mental Health Authority Vision

Mecklenburg County Area Mental Health Authority is working to create a community system that empowers and supports individuals to lead healthy and independent lives. Our focus is on managing services for those most in need and those with limited financial resources. Area Mental Health helps those with severe and persistent developmental disabilities, mental health problems, and substance abuse issues. Services available to all Mecklenburg County citizens who meet identified criteria include assessment and evaluation, mobile crisis services, social setting detoxification and inpatient hospitalization. The Area Mental Health Authority is separated into two functional groups. The Local Management Entity (LME) which manages, oversees and monitors services offered through our community of providers and the Provided Services Organization (PSO) which provides a limited number of “safety net” services.

#### Services are offered in five main categories:

1. Adult Mental Health Services
2. Adult Substance Abuse Services
3. Developmental Disabilities Services
4. Child and Adolescent (ages 5-18) Services
5. Children's Developmental Services (ages 0-5)

#### Consumer and Family Advisory Committee Highlights

The Consumer and Family Advisory Committee (CFAC) monitors and advises on the planning and implementation of services by the Area Mental Health Authority. CFAC meets monthly on the third Thursday at 5:30 p.m. at the Behavioral Health Center, 501 Billingsley Road in the first floor conference room. The Committee is guided by newly-elected Chair Ron Reeve, and all meetings are open to the public. The role of CFAC is to provide a voice for consumers and families in all activities of the LME and its community of providers, to include developing policies specific to consumers, selecting new providers and/or services, the allocation for these services and involvement in Quality Improvement activities. In addition to the monthly meetings, CFAC members participate in many LME and community committees and activities throughout the year. CFAC membership consists of consumers and family members, and represents both children and adults with Developmental Disability, Mental Health and Substance Abuse issues. For more information about membership, please visit the AMHA website for a membership application and instructions: <http://mecklink.charmeck.org>, or call Dennis Knasel at 704-336-4441.

#### Featured Programs and Services

##### MeckCARES

MeckCARES is the system of care partnership among local child-serving agencies, families and the community. Its purpose is to improve outcomes for youth ages 10-21 that have a severe emotional problem and their families. MeckCARES adopts a unified approach across provider organizations. By enrolling in MeckCARES, families participate as partners in planning, delivery, and evaluation of services. For enrollment call 704-432-4593 or visit [meckcares.charmeck.org](http://meckcares.charmeck.org). The guiding principles of MeckCARES are: *Family Driven and Youth Guided; Natural Supports; Individualized; Persistence Culturally and Linguistically Competent; Strengths Based; Collaboration; Child and Family Team Based; Outcome Based and Data Driven; and Community Based.*

##### Our Community; Coming Together for Families

#### Substance Abuse Services Center

The Substance Abuse Services Center is a 76-bed residential facility that provides Detoxification Services and Residential Services for substance use and co-occurring disorders to adult residents of Mecklenburg County. AMHA also offers Comprehensive Outpatient Treatment and Community Support services for consumers in the Mecklenburg County Jail and Homeless Shelters.

#### Setting the Standard

#### Child Development-Community Policing Program

A gunfight erupts in a local housing project, and a five-year-old girl is struck in the leg by a stray bullet. Police anticipate the psychological trauma that could develop for the victim and her family so they call the Child Development-Community Policing (CD-CP) clinician on-call. She responds by providing acute trauma services to the child and family. When the team begins to suspect neglect due to lack of supervision, a Child Protective Services referral is made. The officers, clinician and child protective services worker help reestablish a sense of safety and security in the home. The goals of the CD-CP program are to increase officer awareness and identification of children at risk and increase clinical assessment and service provision to youth in need.

#### Protecting and Serving Children

#### Fighting Back

Fighting Back provides science-based, community based substance abuse prevention services that offers education and prevention information to 54 neighborhoods, schools, and community groups throughout the County. Fighting Back requires active participation from residents, parents, clergy, business leaders, health professionals, school personnel, judges, law enforcement officials, media, and other community stakeholders.

#### Preventing Drug and Alcohol Abuse

#### Jail Services Wellness Program

The Mecklenburg County Jail Service Wellness Program is an initiative of MeckCARES, our community's System of Care. This program was designed to meet the needs of young men ages 10-17 in our community who are involved in the justice system or are already incarcerated. The goals are to identify and stabilize mental health needs, establish family services partnerships, reduce the likelihood of repeated incarceration, and prepare the family for the return home. Young men are referred by Case Managers at Jail North and the Gatling Detention Center within 48 hours of incarceration, and are offered mental health assessments, therapy services, intensive in-home treatment, educational transitional services, physical health screens, intensive therapeutic foster care options and parent support. The Jail Services Wellness Program is a collaborative initiative made possible by the following agencies: the Area Mental Health Authority, Substance Abuse Prevention Services, Charlotte-Mecklenburg Schools, Energy Committed to Offenders, Family Preservation Services, Alexander Youth Network, Teen Health Connection, MeckCARES and the Mecklenburg County Sheriff's Office.

#### Recovery Solutions:

Recovery Solutions is a comprehensive, coordinated best practice delivery system which will identify, divert from incarceration, and treat the mentally ill/substance abuser who is placed or about to be placed within the Criminal Justice System. The goal is to divert the mentally ill/substance abuser from incarceration to the appropriate services that will treat the illness in the least restrictive and most clinically appropriate setting while also addressing legal issues and criminal behavior. Recovery Solutions promotes appropriate treatment, community collaboration, increases in consumer compliance, reduced recidivism, and decreased jail and treatment costs. Recovery Solutions is a collaborative partnership between the Area Mental Health Authority, The Mecklenburg County Sheriff's Office, CMPD, the Mobile Crisis Team, Behavioral Health Center-Randolph, Mecklenburg County Mental Health Court, the Public Defender's Office, the National Alliance for the Mentally Ill and the Homeless Services Network.

#### A Community Mental Health and Justice Continuum