

**Mecklenburg County Local Management Entity
Consumer and Family Advisory Committee**

**Minutes
December 17, 2009**

Members Present: Ron Reeve, Steve M., Kathy A., William M., Dorothy D., Jim W., Joanne H., Rina F., Pat O., Chelsi S., Barbara J.

Members Excused: Lora C., Ken G., Sandy D.,

Guest: Peggy Quinn

AMH Staff: Barbara Cross, Dennis Knasel

AGENDA	AGENDA ITEM	ACTION
Welcome & Introduction	<ul style="list-style-type: none"> ▪ The chair called the meeting to order. ▪ Everyone introduced themselves. 	<ul style="list-style-type: none"> ▪ For information only.
Agenda	<ul style="list-style-type: none"> ▪ The agenda was reviewed. ▪ There was a motion given and a 2nd received to accept the agenda. Motion approved. 	<ul style="list-style-type: none"> ▪ Agenda Approved.
Quorum	<ul style="list-style-type: none"> ▪ A quorum was present. 	
Public Comment	<ul style="list-style-type: none"> ▪ Sandy D. is out, due to the birth of a new grandchild. The committee congratulated Sandy on her new arrival. ▪ Peggy Quinn introduced herself and is attending to get more insight about the committee. 	
Approve Minutes	<ul style="list-style-type: none"> ▪ The minutes were reviewed. ▪ A few minor changes were noted. ▪ There was a motion given and a 2nd motion received to accept the minutes with changes. Motion approved. 	<ul style="list-style-type: none"> ▪ Minutes Approved.

EDUCATION		
<p>Division Plans and Direction <i>Dennis Knasel</i></p>	<ul style="list-style-type: none"> ▪ The main topic at the NC Council Pinehurst Conference was regarding the Critical Access Behavior Healthcare Agency (CABHA). ▪ In order to become a CABHA, you must provide the following core services: Comprehensive Clinical Assessment, Medication management, Outpatient therapy and two additional enhanced services to create a continuum of care. ▪ The minimum staffing requirements for a CABHA are: a full-time Medical Director if you serve more than 750 consumers and a part-time Medical Director if you serve fewer than 750 consumers, a full-time Clinical Director, and a full-time Quality Improvement/Training Director. ▪ In order to be certified to become a CABHA by July 1, 2010, you must begin the process in December 2009. The provider must meet all the requirements or list a projected date on when they will meet the requirements on the Letter of Intent when submitted. Letters of attestation will be accepted beginning December 1, 2009. ▪ For providers to provide Intensive In-Home (IIH), Day Treatment, for children, and Community Support Team (CST) for adults, they must be a certified CABHA by July 1, 2010. Because of the time restrictions on agencies providing CST, IIH, and Day Treatment, submissions from the provider agencies currently delivering those services will be processed first. ▪ The Division is moving towards a CABHA to ensure that critical services are delivered by a clinically competent organization with appropriate medical oversight and to ensure that consumer care is based upon a comprehensive clinical assessment. ▪ The Center for Medicaid and Medicare Services has approved the continuation of the case management component of Community Support service by qualified and licensed professionals during the interim period of the Case Management definition to be approved. ▪ Consumers currently receiving Community Support and new consumers entering the system on or after January 1, 2010 will be able to receive the case management component of Community Support in order to ease the transition to the new case management service. The LME has decided to continue this for IPRS consumers thru June 30, 2010. The maximum amount of service that will be authorized is 4 hours per month. ▪ If agencies try to merge in an attempt to combine services, one agency will lose their identity and service, which means the provider will have to re-apply to become endorsed for that service and will not make the deadline to become a CABHA. ▪ Jim W. suggested for Representative Earle to come and speak to the committee. Another suggestion was to invite Senator Clodfelter. 	
CFAC BUSINESS		

<p>Employment First Status <i>Ron Reeve</i></p>	<ul style="list-style-type: none"> ▪ MDAC continues to work with a community collaborative on Employment First. ▪ The LME has funded a consultant at Residential Support Services (RSS) to initiate Project Search in Charlotte. ▪ Ron R. invited the committee to attend the Project Search initiation meeting on January 12-13, 2010 at RSS. ▪ The County HR Director has expressed strong interest in the pilot. ▪ The first meeting of the Charlotte Regional BLN was held at BofA ▪ Employment First will be the primary topic at the January 6th InfoShare 	
<p>Membership Report <i>Ron Reeve</i></p>	<ul style="list-style-type: none"> ▪ Ron R. stated there may be a potential candidate, who was a previous member. 	
<p>Provider Performance Report <i>Dennis Knasel</i></p>	<ul style="list-style-type: none"> ▪ The 20 standards have been finalized and were announced in last week's Hot Sheet. ▪ The purpose of the Provider Performance Report is to provide consumers and family members with information about providers in order for them to make informed choices. ▪ The report was developed with collaboration between CFAC and the Provider Council. ▪ The star rating will be posted based on the 20 standards. Dennis K. asked CFAC if they agreed to verbiage stating the report is being done in response to a request by CFAC and the Provider Council Executive Board. The committee agreed to this. ▪ The rating is not appealable. The provider rating will be released once determined. This will be a 6-9 month process. ▪ There needs to be a process to receive provider suggestions or comments on how to improve the process. The committee decided the first contact should be with the Provider Council Executive Board, who will then notify CFAC. ▪ Dennis K. stated the Frequency and Extent of Monitoring (FEM) scores will be released for all providers in January. The FEM scores will be listed as: Low – visit every 6 months, Moderate Low – visit every 12 months, Moderate High – visit every 18 months and High – visit every 36 months. ▪ This information will be presented at InfoShare by the Provider Council and CFAC chair. ▪ There was a motion given and a 2nd motion received that CFAC agreed to the following: <ul style="list-style-type: none"> ○ CFAC taking ownership along with the Provider Council ○ Support the process outlined by the LME regarding publishing the information to the providers and to the public ○ Recommending that issues regarding the process are addressed to the Provider Council Executive Board, who would request CFAC participation in the discussion on the process issue with the provider 	<p>Motion approved.</p>
<p>Consumer Handbook Discussion <i>Sandy D.</i></p>		<ul style="list-style-type: none"> ▪ Deferred at this time.

<p>Policy Updates <i>Ron Reeve</i></p>	<p>Consumer Choice Policy</p> <ul style="list-style-type: none"> ▪ The following changes were recommended: <ul style="list-style-type: none"> a. to make informed choices about desired, real-life outcomes and the corresponding strategies for to achieving achieve those outcomes, b. to choose natural supports as the primary resource to achieve goals, add ‘when feasible and access competent advice when developing those supports’ <p>Referral of Complaints Policy</p> <ul style="list-style-type: none"> ▪ The policy was revised to be in compliance with the State requirements. ▪ No suggested changes. <p>Complaint Management Policy</p> <ul style="list-style-type: none"> ▪ The policy was revised to be in compliance with the State requirements. ▪ No suggested changes. <p>Human Rights Policy</p> <ul style="list-style-type: none"> ▪ The policy was revised to be in compliance with the State requirements. ▪ No suggested changes. ▪ There was a motion given and a 2nd motion received to accept the policies above with noted changes. 	<ul style="list-style-type: none"> ▪ Policies approved.
LME UPDATE		
<p>LME Strategic Plan Update 2010 <i>Dennis Knasel</i></p>	<ul style="list-style-type: none"> ▪ The plan was distributed and reviewed. ▪ There is a recommendation to rename the goal <i>Become a consumer focused organization</i> to <i>Continue the emphasis on being a consumer focused organization.</i> ▪ A decision was made to add this topic as a standing agenda item. 	
ANNOUNCEMENTS	<ul style="list-style-type: none"> ▪ NC Business Leadership Network – December 15, 2009 ▪ InfoShare – January 6, 2010 ▪ Project Search Initiation Meeting – January 12-13, 2010 	
NEXT MEETING	January 21, 2010	
FUTURE AGENDAS	Supported Employment, Best Practices Update (Quarterly), NC TOPPS, SA RFP Follow-up Reports	
ADJOURNMENT	7:25 pm	

Ron Reeve, Chair of Consumer & Family Advisory Committee

Date