

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

**Minutes
June 17, 2010**

Members Present: Ron Reeve, Steve M., Kathy A., William M., Jim W., Peggy Q., Dorothy D., Sandy D., Barbara J., Chelsi S., Ken G., Gloria Tiller, Joanne H., Lora C.

Members Excused: Pat O.

Members Not Excused: Rina F., Pearlie C.

Guest: Suzanne Thompson, Christine Jones

AMH Staff: Barbara Cross, Dennis Knasel, Grayce Crockett, Kimm Campbell

| AGENDA | AGENDA ITEM | ACTION |
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| 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. ▪ Steve M. asked to include a discussion regarding Sunday's Charlotte Observer Article. ▪ There was a motion given and a 2nd motion 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"> ▪ The committee thanked Ron Reeve for his response to the State Strategic Plan. ▪ Christine Jones attended to observe the meeting and to learn more about CFAC. | |
| Approve Minutes | <ul style="list-style-type: none"> ▪ The minutes were reviewed. ▪ There was a motion given and a 2nd motion received to accept the minutes. Motion approved. | <ul style="list-style-type: none"> ▪ Minutes Approved. |

| CFAC BUSINESS | | |
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| <p>LME Budget and Projected Impact <i>Grayce Crockett</i></p> | <ul style="list-style-type: none"> ▪ The budget was officially approved by the BOCC this past Tuesday. The amended budget for 2010 is \$92.8 million and the current recommended budget approved for 2011 is \$88.3 million. ▪ AMH received a \$3.2 million increase for CMC-Randolph. Also received \$2.4 million to offset the State reductions. ▪ The actual reduction in the budget from last fiscal year was \$2.3 million. ▪ AMH did have to take a reduction in force of 4 filled LME positions, 5 vacant LME positions, 3 filled PSO positions and 1 vacant PSO position. ▪ The budget was reviewed and discussed. ▪ The PSO budget will be split from the LME budget in the near future. | |
| <p>Medicaid 1915 (b)(c) Waiver Implementation Planning <i>Grayce Crockett</i></p> | <ul style="list-style-type: none"> ▪ Mecklenburg was selected as a waiver site. ▪ The LME is projecting to hire 33 staff at a minimum. ▪ The LME will be looking at replacing some of the reduction in force positions. ▪ The projected start date of the waiver is January 2011. ▪ The LME is waiting to hear from the State's Implementation Team. ▪ The LME is gearing up for the waiver by contracting with consultants. ▪ The LME made the decision to stop the implementation of Avatar, as the vendor is not holding true to their promises and the LME do not feel confident that the system would be able to handle the waiver. The LME has decided to move forward with eCura for the IT system. ▪ Some of the budget for the implementation is in the current budget, such as hiring consultants. The LME will need additional funding to hire the additional positions. The positions will be hired in a staggered flow. Grayce has asked the County for a loan of \$200K to help fund the positions until the Medicaid dollars come in. The LME will also utilize some contract dollars. ▪ There is a relationship issue to address with CMC-Randolph, i.e. afterhours call center. The conflict is that CMC-R is a provider and could authorize their own services which a provider cannot do, so the LME is looking at alternative services for the 24-hour call center. ▪ The LME is preparing to contract with Milliman Consultants to conduct an actuarial, as a second opinion to determine the capitation rate. ▪ The additional Medicaid dollars received will be reinvested into Medicaid services. ▪ There are currently 102,000 Medicaid recipients in Mecklenburg, excluding child. ▪ The LME hopes to establish quality standards to implement with input from CFAC and other stakeholders. ▪ The Annual Business Plan was distributed for review and input. The LME will also develop a Strategic Plan for the waiver implementation. ▪ Grayce suggested reviewing the mission statement, as it may be revised for the waiver. | |
| <p>Charlotte Observer</p> | <ul style="list-style-type: none"> ▪ Grayce stated the article was not accurate. CMC-Randolph does not allow persons to leave that | |

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| <p>Article re: CMC-Randolph <i>Grayce Crockett</i></p> | <p>need inpatient treatment. Consumers may have a wait period for a bed to open.</p> <ul style="list-style-type: none"> ▪ There will be a follow-up article, as information is still being requested by the Observer. ▪ The Observer is trying to state the County should have funded the study of the need for additional beds. It is not a County responsibility to build beds. It is hard to get the private sector to build psychiatric hospitals. ▪ The County has spent over \$9 million in capital for CMC-Randolph, since 2003. ▪ Grayce has continued to request bed day funding from the State. | |
| <p>AMH/DSS RFP – Youth in Custody Participation <i>Kimm Campbell</i></p> | <ul style="list-style-type: none"> ▪ The RFP was released to have up to two dedicated providers to provide MH/DD/SA services to youth in YFS custody. ▪ Four proposals were submitted in response. Two made it to the Community and Family Review Team: Alexander Youth Network (AYN) and Primary Care Solutions (PCS). They did 20-30 minute presentations to the team. ▪ AYN is currently providing this service to the youth, who were previously transferred. AMH funds a liaison position at AYN to help manage the relationships between the social workers and the case managers. ▪ There were approximately 80 youth involved in the initial transfer of kids in the custody of Youth and Family Services. At any given time, there are approximately 100-130 youth in the custody of Youth and Family Services. ▪ AYN is a well-established provider in the community. They provide a full continuum of services. They already provide this service in partnership with Youth and Family Services and are committed to co-locate at the County Courts Office Buildings. ▪ The reviewed team recommended the two agencies go before CFAC for consideration for contracts. ▪ Primary concerns: AYN does address some co-occurring matters with MH/SA, but is not a DD provider. PCS' agency size and their ability to handle the capacity. ▪ PCS also provides a full continuum of services. They also provide services to adult and child MH/DD/SA consumers. They do not provide Therapeutic Foster Care. They have a contract to provide all the services in Youth Treatment Court. ▪ Sandy D. mentioned she believes both agencies can handle it, but prefers AYN to handle the MH/SA consumers and allow PCS to handle the DD consumers. Ron Reeve suggested allowing AYN initially take the MH/SA consumers and allow PCS to build their capacity. ▪ Both agencies are nationally accredited and have requirements of a QI plan and programs and have to measure agency level outcomes, program level outcomes, and consumer level outcomes. Both have plans and are following the plans. If both selected, they will have identical MOA. ▪ There was a motion given and a 2nd motion received to approve the recommendation of AYN and PCS to provide the service. Motion approved. ▪ There was a motion given and a 2nd motion received to support the AYN liaison to be shared | <ul style="list-style-type: none"> ▪ CFAC supports the recommendation of the two agencies to provide the service. ▪ CFAC supports the AYN liaison to work between the two agencies. |

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| <p>Other RFP's in Process – CFAC Participation <i>Kimm Campbell</i></p> | <p>between the two agencies. Motion approved.</p> <ul style="list-style-type: none"> ▪ Four RFP's were slated for release. ▪ The RFP for CMS Case Management/Community Support has been place hold, until after the CABHA certification process. ▪ JSWP is a MH program for youth (ages 16-17) incarcerated at Jail North and Jail Central. The program is to identify and stabilized their MH health needs while incarcerated and to prepare their home environment for their return. ▪ One agency made it through the initial review for the JSWP RFP. ▪ The technical review will meet on Monday, June 21st at 2 pm to review the JSWP RFP. ▪ A 45-minute presentation will be on Thursday, June 24th at 1:30 pm. Volunteers are need for both meeting sessions. | <ul style="list-style-type: none"> ▪ Sandy D. and Chelsi S. volunteered for June 21st. ▪ Dorothy D. and Kathy A. volunteered for June 24th. |
| <p>Proposed By-Law Revisions <i>Sandy D.</i></p> | <ul style="list-style-type: none"> ▪ The proposal By-Laws were distributed and discussed. ▪ There was a motion given and a 2nd motion received to approve the revised By-Laws. | <ul style="list-style-type: none"> ▪ By-Laws approved. |
| <p>Membership Report and Election of Vice Chair <i>Chelsi S.</i></p> | <ul style="list-style-type: none"> ▪ Ron Reeve thanked Lora C. for her time and commitment to CFAC. ▪ Lora C. stated serving on CFAC was a great experience and encourages others to serve on CFAC to learn and 'pay it forward'. ▪ Ron Reeve will fulfill a 2nd year term as committee chair. ▪ Two persons stated they would serve as co vice-chairs: Dorothy D. and Steve M. ▪ There was a motion given and a 2nd motion received to approve the recommendation of the co-vice chairs. ▪ There are three persons that are up for renewal of 2nd term: Kathy A., Chelsi S., Ken G. ▪ There was a motion given and a 2nd motion received to approve the recommendations for three members to serve a 2nd term. | <ul style="list-style-type: none"> ▪ Co-vice chairs approved. ▪ Members approved for 2nd term. |
| <p>Provider Performance Report Status <i>Sandy D.</i></p> | <ul style="list-style-type: none"> ▪ Sandy D. will distribute link to view form and definitions. ▪ Sandy D., Chris Brigman (RSS), Frankie Tack (SA provider), Dana Frakes (LME) and Dennis conducted Provider Performance Report training to the providers on June 3rd and 4th. ▪ The consumer tool compares performance in five areas: compliance, quality improvement, best practices, commitment to consumer/family involvement, and commitment to support consumers' expressed goals. ▪ The tool enables individuals and families to make more informed choices among agencies, encourages providers to go beyond basic standards of quality, and encourages providers to work as a community to raise the quality standard for services. ▪ The providers did show some concern regarding consumers wanting to select just the high rated providers. ▪ The providers had a choice to attend, it was not mandatory. ▪ Grayce Crockett and Dennis Knasel met with the Juvenile Court Judges this afternoon. Their | |

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| | main agenda was the Star Rating System. The judges have agreed that when all the star ratings are made public for the child and adolescent providers, they will begin to influence how families may want to select their provider. They have agreed to form a subcommittee of the juvenile justice department and main referral sources to discuss a process to use the star ratings. A couple key issues are how we communicate to the community and what the best strategies are to communicate to families. | |
| State Strategic Plan <i>Sandy D.</i> | | ▪ Deferred at this time. |
| LME UPDATE | | |
| CABHA Status <i>Dennis Knasel</i> | <ul style="list-style-type: none"> ▪ Thompson’s Child and Family Focus is now certified. ▪ Easter Seals/UCP is certified through Wake County. A provider can be certified as a CABHA at another LME jurisdiction and still continue to provide individual services in other LME jurisdictions. ▪ The State believes they will receive a six-month extension on the CABHA certification. ▪ The State will continue Community Support definition until the Case Management definition is approved. ▪ Two providers passed their desk review, but did not pass their onsite verification site visit. | |
| Service Definition Status <i>Dennis Knasel</i> | | ▪ Deferred at this time. |
| Billing Data Analysis <i>Dennis Knasel</i> | | ▪ Deferred at this time. |
| ANNOUNCEMENTS | <ul style="list-style-type: none"> ▪ NAMI National Convention – 6/30 – 7/3, Washington, DC ▪ Mecklenburg ADA 20th Anniversary Event – 7/15, TBD | |
| NEXT MEETING | July 15, 2010 | |
| FUTURE AGENDAS | Best Practices Update (Quarterly), LME Strategic Plan Review, SA RFP Follow-up Reports, NCTOPPS, CFAC Data Analysis Request, Senior Services | |
| ADJOURNMENT | 7:35 PM | |

Ron Reeve, Chair of Consumer & Family Advisory Committee

Date