

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

**Minutes  
January 20, 2011**

**Members Present:** Ron Reeve, Dorothy D., Steve M., Ken G., Sandy D., Jim W., Chelsi S., Barbara J., Joanne H., Peggy Q., Tanya W.

**Members Excused:** Gloria T., Pat O., Kathy A., Angela P.

**Members Not Excused:** Rina F.

**Guest:** Cherene Caraco, Tania Bowers, Lindsey Haaser, Suzanne Thompson, Dr. Cheryl Nicholas

**AMH Staff:** Dennis Knasel, Elizabeth Peterson-Vita

| AGENDA  | AGENDA ITEM   | ACTION  |
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| Welcome & Introduction  | <ul style="list-style-type: none"> <li>▪ The chair called the meeting to order.</li> </ul>  |   |
| Agenda  | <ul style="list-style-type: none"> <li>▪ There was a motion given and a second motion received to approve the agenda. Motion approved.</li> </ul>   | <ul style="list-style-type: none"> <li>▪ Agenda Approved.</li> </ul>  |
| Public Comment  | <ul style="list-style-type: none"> <li>▪ Christine Jones attended to observe and learn more about the committee. She was invited to attend by Joanne.</li> </ul>  |   |
| Approve Minutes   | <ul style="list-style-type: none"> <li>▪ There was a motion given and a second motion received to approve the minutes. Motion approved.</li> </ul>  | <ul style="list-style-type: none"> <li>▪ Minutes Approved.</li> </ul> |
| <b>EDUCATION</b>  |   |   |
| PSI Recovery, Peer Support, Self-Advocacy<br><i>Cherene Caraco<br/>           Director of<br/>           MeckPromise, Tania Bowers-Vocational Rehab ., Lindsey Haaser - Advocations</i> | <ul style="list-style-type: none"> <li>▪ Ron Reeve introduced Cherene Caraco and the topic of discussion.</li> <li>▪ The committee members introduced themselves and the discipline area they represent.</li> <li>▪ Cherene spoke about the history of MeckPromise and where it is today.</li> <li>▪ MeckPromise is a recovery education program that offers classes and is open to the community. MeckPromise also supports and certifies Peer Support candidates.</li> <li>▪ MeckPromise started putting together their independent By-Laws in February 2010.</li> <li>▪ MeckPromise operated without a budget for the month of October, after the county terminated the contract with Mecklenburg Open Door, until being absorbed by Psychotherapeutic Services Inc. (PSI). MeckPromise staff has been employed by PSI, since Nov.1<sup>st</sup>, 2010.</li> <li>▪ PSI is a certified CABHA provider.</li> <li>▪ Tania talked about the relationship between MeckPromise and Vocational Rehab.</li> <li>▪ Vocational Rehab uses MeckPromise as a resource to find employment for their consumers and will present a pilot in February to their Executive Leadership Team in</li> </ul> |   |

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|   | <p>Raleigh to support hiring peers.</p> <ul style="list-style-type: none"> <li>▪ Three Vocational Rehab Mental Health counselors will be moving to MeckPromise’s campus.</li> <li>▪ Lindsey Haaser is the Executive Director of Advocations, an employment consulting agency. She is also on the National and NC Boards of APSE. Advocations has just been awarded a contract by Lowes’ Statesville Distribution Center and provide job coaching. Lindsey stated a firm belief that peer support is a very important part of leading people with disabilities to employment.</li> <li>▪ MeckPromise is creating a Peer Employment Mentor Discipline that will be funded through The Arc for CRP’s and other programs to create opportunities for Peer Support mentors to work with other consumers.</li> <li>▪ MeckPromise is also creating a certification program for any peer that becomes certified in the state to also become certified as an Employment Mentor. MeckPromise will also offer technical support to agencies that want to provide this service.</li> </ul>  |  |
| <b>CFAC BUSINESS</b>  |   |  |
| <p>Committee Member Update<br/><i>Ron Reeve</i></p>                               | <ul style="list-style-type: none"> <li>▪ Officially remove Phillip Hunt from the CFAC committee.</li> </ul>   |  |
| <p>UM Outcome Initiatives- PCP Specific Examples<br/><i>Dr. Peterson-Vita</i></p> | <ul style="list-style-type: none"> <li>▪ Sample person-centered plans were distributed for review. The plans reflect both System of Care and Recovery Outcome for Child and Adult Continuum.</li> <li>▪ Dr. Peterson-Vita is working with all Best Practice Committees.</li> <li>▪ Dr. EPV has asked each committee to create a document that outlines which Best Practice philosophy/approach fits that particular consumer group and list the essential values and consumer driven outcomes. These documents will be reviewed against the current person-centered plan format and Dr. EPV and a subcommittee of UM staff will determine how best to modify/enhance the form to support reporting in the context of best practice “standards”.</li> <li>▪ This data will be collected to set a trend to share and measure each provider.</li> <li>▪ UM is willing to train providers on what type of documentation should be captured.</li> <li>▪ UM will start evaluating this plan in April.</li> <li>▪ Next steps: <ul style="list-style-type: none"> <li>○ UM has completed the Child and Adult Mental Health review and created some documents.</li> <li>○ UM will conduct training internally and externally with providers.</li> <li>○ UM will monitor the person-centered plans and provide feedback.</li> </ul> </li> </ul> |  |

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|  | <ul style="list-style-type: none"> <li>○ UM is currently editing documents on DD Self-determination.</li> <li>○ SA is still in the process.</li> </ul>  |   |
| <p>CFAC Input to New LME consumer Satisfaction Survey<br/><i>Carol Goerner</i></p> | <ul style="list-style-type: none"> <li>▪ Information regarding the LME Consumer Satisfaction Survey FY2011 was distributed for review.</li> <li>▪ The LME has been tasked with completing a Consumer Satisfaction Survey.</li> <li>▪ The LME reviewed the county's scorecard measures per customer satisfaction (ethics, access, availability, courtesy and respect, communication and quality).</li> <li>▪ The LME asked CFAC for ideas and feedback on how to address all continuums and to reach all providers with this survey. Also, how to make this survey more user-friendly and accessible for consumers.</li> </ul>   |   |
| <p>Regional CFAC Meeting &amp; Objectives<br/><i>Suzanne Thompson</i></p>          | <ul style="list-style-type: none"> <li>▪ The State CFAC meeting was held on January 4<sup>th</sup>. The meeting was more of a support group, than an informative discussion.</li> <li>▪ There were approximately 23 chairs or co-chairs members present.</li> <li>▪ The Regional CFAC meeting will become a quarterly event.</li> <li>▪ Suzanne Thompson explained the purpose of the Regional CFAC in the East and the process used in other areas.</li> <li>▪ Suzanne mentioned Steve Jordan has made a commitment to attend the quarterly meetings in each region.</li> <li>▪ Suzanne suggested CFAC voice their concerns to the Division leaders on what works and doesn't work to make the meetings more productive.</li> <li>▪ Two CABHA meetings are scheduled: 1-February 2<sup>nd</sup>, at Pathways LME office in Gastonia and 2-February 3<sup>rd</sup>, at the Western Piedmont in Morganton at the community college. You will need to register to attend through Survey Monkey by January 26<sup>th</sup>.</li> <li>▪ Sandy will be attending the meeting at Pathways LME.</li> </ul> |   |
| <p>First Responder Survey<br/><i>Sandy D.</i></p>                                  | <ul style="list-style-type: none"> <li>▪ First Responder Survey will begin in February.</li> <li>▪ Sandy explained the process of the First Responder Survey.</li> <li>▪ Sandy asked for volunteers to assist in making the calls. This survey will be directed to the CABHA providers. There are approximately 50 providers to contact.</li> </ul>   | <ul style="list-style-type: none"> <li>▪ Assignments and instructions will be distributed at next meeting.</li> </ul> |
| <p>Consumer Handbook Status<br/><i>Sandy D.</i></p>                                | <ul style="list-style-type: none"> <li>▪ Deferred at this time.</li> </ul>  |   |
| <b>LME UPDATE</b>  |   |   |
| <p>LME Organizational Status<br/><i>Dennis Knasel</i></p>                          | <ul style="list-style-type: none"> <li>▪ Dennis presented the Limited English Proficiency (LEP) Quality Improvement Initiative. The LME conducts a survey each year and there was only a 12% response rate (18 out of 150 providers).</li> <li>▪ The question is how to increase the response rate; what interventions does the LME need</li> </ul>   | <ul style="list-style-type: none"> <li>▪ It was recommended to continue the discussion at the</li> </ul>              |

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|  | <p>to explore and implement?</p> <ul style="list-style-type: none"> <li>▪ The LME is seeking ways to hold providers accountable in responding to the survey.</li> <li>▪ CFAC members asked what the expectations are for providers to meet these concerns. Dennis mentioned every provider within the network should have a cultural competency plan and resources to support it within their organization.</li> <li>▪ CFAC members questioned the overall intent of the QIP, whether the measures were realistic given the on-going budget reductions, whether all providers should be held to the same standards, and whether the LME actually knows what the demand of non-English speaking individuals is.</li> <li>▪ CFAC also suggested the LME issue RFPs to have specific providers focus on specific populations.</li> </ul> | <p>next meeting and invite QI staff involved in the Improvement Initiative to provide more details.</p> |
| <p>CABHA Status and LME oversight<br/><i>Dennis Knasel</i></p> | <ul style="list-style-type: none"> <li>▪ Deferred at this time.</li> </ul>  |   |
| <b>NEXT MEETING</b>  | February 17, 2011   |   |
| <b>FUTURE AGENDAS</b>  | Cultural Competency, Incident Management  |   |
| <b>ADJOURNMENT</b>   |   |   |

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Ron Reeve, Chair of Consumer & Family Advisory Committee

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Date