

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

**Minutes
February 17, 2011**

Members Present: Dorothy D., Steve M., Ken G., Jim W., Chelsi S., Barbara J., Peggy Q., Rina F., Gloria T., Pat O., Kathy A., Angela P.

Members Excused: Ron Reeve, Sandy D.

Members Not Excused: Joanne H.

Guests: John Yaeger (RHA), Mackie Johnson (RHA), Mike Weaver (NAMI), Vince, Lisa

AMH Staff: Dennis Knasel, Carlos Hernandez, Jan Sisk, Carlos Martinez

AGENDA	AGENDA ITEM	ACTION
Welcome & Introduction	<ul style="list-style-type: none"> ▪ The co-vice chair called the meeting to order. 	
Agenda	<ul style="list-style-type: none"> ▪ Steve M. changed the order of agenda items. ▪ There was a motion given and a second motion received to approve the agenda with change. Motion approved. 	<ul style="list-style-type: none"> ▪ Agenda Approved.
Public Comment	<ul style="list-style-type: none"> ▪ Ken G. shared he attended a conference at UNC Chapel Hill. He stated the topic of signs for dementia was eye opening and would like the topic to be on the agenda. Also discussed was the topic on aging individuals. UNC Chapel Hill will develop a training to train the senior agencies, developmental disability agencies and mental health agencies. 	
Approve Minutes	<ul style="list-style-type: none"> ▪ There was a motion given and a second motion received to approve the minutes. Motion approved. 	<ul style="list-style-type: none"> ▪ Minutes Approved.
EDUCATION		
RHA – ACCESS & PATH Program Status <i>Mackie Johnson and John Yaeger</i>	<ul style="list-style-type: none"> ▪ The RFP was released with a 30 day timeline to respond. ▪ RHA Health Services has been operating the program for six weeks now. ▪ The ACCESS program offers service to the homeless who have a MH diagnosis. The program is partial funded by HUD to serve the homeless population, but the person must also meet criteria for Targeted Case Management. ▪ The PATH program is also a grant funded program. There is one outreach worker that goes out in the community to engage the homeless into services. ▪ There are a total of 13 employees in the ACCESS & PATH programs. The goal is to employ 30-35 persons. ▪ One way to measure success is a decrease in hospitalizations. 	

	<ul style="list-style-type: none"> ▪ Patient assistance programs help patients obtain medication if they cannot afford it. ▪ There are 113 active consumers. ▪ There are 11 consumers that are ready to be discharged from the program, due to a status change in no longer meeting service criteria. ▪ The agency works closely with the LME regarding the HUD grant. Also, there is constant communication with the Greensboro HUD office regarding the grants. 	
CFAC BUSINESS		
<p>Regional CABHA Meetings & Status <i>Dorothy D. and Dennis Knasel</i></p>	<ul style="list-style-type: none"> ▪ There were four regional CABHA meetings across the state. Dorothy D. attended the meeting at Pathways LME and Dennis Knasel attended the meeting in Morganton. ▪ Some relevant themes mentioned at the Morganton meeting were: Division was clear that certified CABHAs need to be operating as medical organizations; one key function of a CABHA is the integration of behavioral healthcare and physical health. Certified CABHAs statewide are the new leaders in setting the expectations. One of the main roles of LME is to facilitate the introduction and relationship building between certified CABHAs and physical healthcare providers. ▪ The Division of Mental Health has the lead role in monitoring certified CABHAs. ▪ The LME will continue to be the lead on the endorsement process. ▪ A key difference in new endorsement process for CABHAs is the agency has to submit their attestation letter and pass a desk review, before they can seek endorsement for an enhance service from the LME. ▪ Dorothy D. was surprised on the number of certified CABHAs. ▪ The CABHA expectations and guidelines were explained at the Pathways LME meeting. ▪ It was stated at the Pathways LME meeting the CABHA agencies are now operating as a medical practice. ▪ There are new requirements for the CABHAs to comply with within 180 days. ▪ Many providers stated the CABHA process is expensive. This was a heavy burden for the smaller agencies. ▪ Prior to August 31, 2010, 603 providers applied for CABHA certification. Of the 603 providers, 188 providers received CABHA certification and 68 providers requested a reconsideration. Of the 68 providers requesting reconsideration, roughly 70% were overturned. ▪ There are currently 46 certified CABHAs in the Mecklenburg area. ▪ The January authorizations show the following number of consumers in services: 573 consumers receiving Community Support Team services, 59 consumers receiving Day Treatment services, 558 consumers receiving Intensive In-Home services, 644 consumers receiving Targeted Case Management services, and 152 consumers receiving 	

	Psychosocial Rehabilitation services.	
LME LEP Quality Improvement Program <i>Carlos Martinez and Jan Sisk</i>	<ul style="list-style-type: none"> ▪ The LME has been conducting the Limited English Proficiency survey for the past 4-5 years. ▪ The purpose of the survey is to determine which agencies have the capacity to work with non-English speaking consumers. There is a large segment of consumers in the community that do not speak English well. ▪ MeckLINK is given a list of the agencies that can provide services in another language for referral purposes. ▪ From the survey conducted last August, only 18 agencies completed the survey out of 150 agencies. ▪ The Provider Council Executive Board suggested using InfoShare as the place to conduct the survey. ▪ The LME had a number of QI projects over the past several years. One project established was to increase the capacity to serve persons with limited English. ▪ The LME continues to try to find out the capacity in the network. ▪ The LME is looking for additional input from CFAC on how to gather this information. ▪ Carlos Martinez provides articles to three Hispanic newspapers to publish every other Tuesday notifying consumers of services available. ▪ Carlos is available to provide presentations upon request. ▪ MeckLINK will contact an interpreter in cases where a consumer calls speaking a different language. 	
First Responder Survey/Consumer Survey <i>Steve M.</i>	<ul style="list-style-type: none"> ▪ The survey results are due to Sandy D. tomorrow. 	
Membership <i>Steve M.</i>	<ul style="list-style-type: none"> ▪ Tonya W. resigned from the committee. 	
CCNC Initiative <i>Carlos Hernandez</i>	<ul style="list-style-type: none"> ▪ The LME has partnered with Community Care of North Carolina (CCNC) in a local project called Community Care Partners of Greater Mecklenburg (CCPGM), a chronic care program. ▪ CCPGM will link persons to MeckLINK for behavior health services. 	
LME UPDATE		
LME Status and Direction <i>Carlos Hernandez</i>	<ul style="list-style-type: none"> ▪ The County is moving towards consolidation of services. ▪ One area being reviewed is standardizing the contract process county-wide. ▪ Carlos reports directly to Michelle Lancaster, County General Manager. ▪ The LME asked and is on a 'hold' status on the Medicaid waiver to take care of in-house 	

	business.	
Budget Direction & Progress <i>Carlos Hernandez</i>	<ul style="list-style-type: none"> ▪ The first budget process meeting was held today with the County. ▪ The department was asked to develop a reduction scenario between 1 to 5%. 	
CAP/MR-DD Authorization Status <i>Carlos Hernandez</i>	<ul style="list-style-type: none"> ▪ Pathways LME manages the authorization process for Mecklenburg. ▪ Carlos asked for the committee to notify him of any problems regarding CAP/MR-DD authorizations. 	
ANNOUNCEMENTS	The committee was invited to attend the CFAC Regional Meeting at Pathways LME on March 22 from 10 – 3 pm and the CMS Transition Fair at East Mecklenburg High School on March 17. There will not be a March meeting.	
NEXT MEETING	April 21, 2011	
FUTURE AGENDAS	Best Practices Update (Quarterly), LME Business Plan, SCFAC Plans and Objectives	
ADJOURNMENT	7:30 pm	

Steve M., Co-Vice Chair of Consumer & Family Advisory Committee

Date