

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

**Minutes
July 21, 2011**

Members Present: Sandy D., Ron R., Dorothy D., Barbara J., Peggy Q., Kathy A., Gloria T., Chelsi S., Ken G.

Members Excused: Steve M.

Guests: Suzanne Thompson, Gabrielle Martino, Debbie Page, Desiree Cole, Marionette Cole, Pamela Pittman, Stephanie Julian, Dorislynn Blackburn, Lauren Livingston, Elma Moore, Pat Greenburg, Dr. Cheryl Nicholas

AMH Staff: Dennis Knasel, Barb Cross, Jan Sisk

AGENDA	AGENDA ITEM	ACTION
Welcome & Introduction	<ul style="list-style-type: none"> ▪ Sandy DuPuy, Chair, called the meeting to order. 	
Agenda	<ul style="list-style-type: none"> ▪ There was a motion given and a second received to approve the agenda. Motion approved. 	<ul style="list-style-type: none"> ▪ Agenda approved.
Public Comment	<ul style="list-style-type: none"> ▪ Ken G. stated he advocated for the 1915 (b) (c) waiver in Raleigh. He stated members of the General Assembly do not have adequate knowledge of all bills being voted on. ▪ Stephanie Julian gave thanks for psychosocial service. 	
Approve Minutes	<ul style="list-style-type: none"> ▪ The minutes from May 19 and June 16 were distributed for review. ▪ There was a motion given and a 2nd motion received to approve the minutes as written. 	<ul style="list-style-type: none"> ▪ Minutes approved.
EDUCATION		
Disability Rights of NC <i>Gabrielle Martino</i>	<ul style="list-style-type: none"> ▪ Information was distributed and discussed. ▪ The mission of Disability Rights of NC is to protect the legal rights of people with disabilities through individual and systems advocacy. ▪ The agency serves persons with disabilities who have an intellectual/developmental disability, mental illness, traumatic brain injury, sensory impairments, or functional limitation consistent with the Americans with Disabilities Act. ▪ Disability Rights of NC served more than 2,100 persons and provided direct advocacy and/or legal services to 870 clients across the state in 2010. ▪ Reasons for contacting Disability Rights of NC are for information and referral, to monitoring and investigation facilities, to enforce disability laws, to influence public policy, and to work towards systems change. ▪ The budget is \$3.3 million; 92% comes from Federal funding and 8% from grant funding. ▪ Board members are open to the public and can be applied for online. 	

CFAC BUSINESS		
Approve Meeting Schedule <i>Sandy DuPuy</i>	<ul style="list-style-type: none"> ▪ Schedule was distributed and reviewed. ▪ One date change was made. ▪ There was a motion given and a second received to approve the schedule with change. 	<ul style="list-style-type: none"> ▪ Schedule approved.
Retreat <i>Sandy DuPuy</i>	<ul style="list-style-type: none"> ▪ A decision was made to change the date of the Retreat to September 20, due to BOCC review and approval of waiver implementation plan. 	<ul style="list-style-type: none"> ▪ Barb Cross will check availability of facility.
Membership <i>Chelsi S.</i>	<ul style="list-style-type: none"> ▪ Sandy DuPuy thanked Chelsi S. on her work in recruiting new members. ▪ Three applicants were invited to attend a CFAC meeting. ▪ A previous CFAC member has applied for another term. Chelsi S. has nominated this applicant to return as a member. There was a motion given and a 2nd received to approve the applicant to the committee. ▪ A new member, Joseph B., has decided not to participate on the committee at this time. There was a motion given and a second received to accept his resignation. 	<ul style="list-style-type: none"> ▪ Member approved. ▪ Member resignation accepted.
First Responder Update <i>Sandy DuPuy</i>	<ul style="list-style-type: none"> ▪ Some providers are documenting their calls and some have challenged they do not have on record where a call was made during the survey period. ▪ Sandy DuPuy asked the committee to check their phone bills to see if they can track local and 800 calls to providers in preparation for the next round of calls. 	
Provider Performance Report Review Committee <i>Sandy DuPuy</i>	<ul style="list-style-type: none"> ▪ Some providers have complained about the Provider Performance Report. ▪ Sandy DuPuy spoke at the July InfoShare to inform providers this report was developed by CFAC for consumers to use. ▪ Providers should provide feedback re the report to Dennis Knasel so that it can be improved over time. ▪ Sandy DuPuy stated that PBH's Provider Performance Report is part of their waiver materials that the Division said all waiver sites must adopt. She believes that the PBH Performance Report is more an LME tool than a consumer tool and is heavily weighed to compliance issues. If the PBH model is required, she is hopeful that Mecklenburg can influence the addition of more consumer and family focused elements such as the Mecklenburg four star requirements. 	
LME UPDATE		
Waiver Update <i>Dennis Knasel</i>	<ul style="list-style-type: none"> ▪ The LME is no longer on hold re the waiver. ▪ The County Manager's Office has committed to supporting the implementation by 2013. ▪ The initial draft was submitted to the County Manager's Office for review a couple weeks ago. The recent application is different from the initial application. The LME will need to develop a baseline to move forward. ▪ A copy of the RFA from the State will be distributed for review. 	

	<ul style="list-style-type: none"> ▪ Five staff persons will be attending a wavier financial training workshop at Western Highlands tomorrow. ▪ There is a plan to reconstitute the Waiver Implementation Team. ▪ The committee asked to review the Supports Intensity Scale, as it will be implemented in the waiver environment. 	
<p>Behavioral Health Randolph/ Mecklenburg County Contract <i>Dennis Knasel</i></p>	<ul style="list-style-type: none"> ▪ The inter-local agreement between CMC and the County has three components: 1- indigent care, 2-health department related services, 3-behavioral health. The BOCC voted not to fund \$17 million of indigent care to CMC during the FY 2012 budget. The other two components were agreed to be phased out over the next two years. ▪ There is an issue with CMC providing the County with requested information. CMC stated they have provided the requested information and have filed a lawsuit regarding this issue. ▪ The question was asked how this affects the consumers. Dennis stated the conversations are about developing appropriate transition plans so that there is minimum to no disruption in services and care. ▪ The LME cannot become a waiver site if it maintains the type of inter-local agreement with deficit funding that it currently has with CMC-R. ▪ There are 42 CABHA agencies within the community; therefore there should not be an issue with access to services or with consumer choice. 	
<p>RFP Crisis Services <i>Dennis Knasel</i></p>	<ul style="list-style-type: none"> ▪ There will be four community forums held on August 1 and 2 for community providers, stakeholders, consumers and family members to provide feedback. ▪ There will also be an online survey for those who cannot attend to provide feedback. ▪ The LME hired a consultant, who has extensive background in managed care and crisis services, to facilitate the forum meetings. ▪ DDRI was in the media recently re. their non-profit status and the salaries of administrative personnel. The key issues being referenced in the article are not issues the LME has any authority over. 	
<p>Division Updates <i>Suzanne Thompson</i></p>	<ul style="list-style-type: none"> ▪ Suzanne Thompson mentioned the Division stated the PBH waiver model will be followed with fidelity. ▪ Suzanne will follow-up on CABHA outcome measures and First Responders Report in the PBH model. ▪ In early to mid-August, PBH will have a four day training to train other LMEs on their model. ▪ The results of the waiver RFA's should be posted on Monday. One out of four LMEs did not pass their site visit. ▪ There is a volunteer opportunity for MH/SA consumers or family members to provide 	

	information re NCTOPPS.	
CHAIR'S REPORT		
CFAC Policies and Practices	<ul style="list-style-type: none"> ▪ The Chair reminded the committee that all its meetings are public. However, personal information among members is shared with the understanding it will not be shared with others. ▪ Sandy DuPuy will distribute email addresses to members for various information and advocacy agencies and encouraged the committee to sign up for the email alerts and newsletters to stay abreast of current news. She also encouraged the committee to sign up to receive the Hot Sheet. 	
Provider Council (PC) Executive Board	<ul style="list-style-type: none"> ▪ Sandy DuPuy attended the Provider Council Executive Board's meeting. The PC committee discussed the Provider Performance Report and received positive feedback that comments on the Performance Report was encouraged in order to improve its usefulness to consumers. ▪ Sandy encouraged the PC committee to direct concerns about the Report to Dennis Knasel so they could be addressed by the Joint Provider Performance Report Review Committee. 	
Quality Management Committee Report	<ul style="list-style-type: none"> ▪ Sandy DuPuy will provide the committee with the complaint report as well as other reports as they are presented to the QMC. Members who have questions or concerns should bring them up at CFAC. 	
InfoShare - CCPGM	<ul style="list-style-type: none"> ▪ The CCPGM seeks to combine health care with behavioral health care. ▪ Sandy DuPuy will invite CCPGM to speak at the October meeting. An STS representative will speak at the September meeting 	
ANNOUNCEMENTS	<ul style="list-style-type: none"> ▪ Crisis Services Public Meetings, 8/1-2, Carlton Watkins Center ▪ The Arc of North Carolina, 2011 Annual Conference, 9/23-24/11, Concord ▪ Autism Society of NC, Annual Conference, 3/30-31/12, Charlotte ▪ Brain Injury Association of NC, Annual Symposium, 10/27-28/11, Cary 	
NEXT MEETING	August 18, 2011	
FUTURE AGENDAS	LME Business Plan, SCFAC Plans and Objectives, STS, BP Committees (Quarterly), Clinical/Medical Directors Report (Quarterly)	
ADJOURNMENT	7:25 pm	

Sandy DuPuy, Chair of Consumer & Family Advisory Committee

Date