

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

**Minutes  
August 18, 2011**

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

**Members Excused:** Lora C.

**Guests:** Suzanne Thompson, Marionette Cole, Brenda Burris, Stephaney Gaddy, Kathy Dozier, Debbie Page, Hushmia Kallay, Jerry Mingo

**AMH Staff:** Dennis Knasel, Barb Cross, Jan Sisk, Dr. Aalece Pugh-Lilly

AGENDA	AGENDA ITEM	ACTION
Welcome & Introduction	<ul style="list-style-type: none"> <li>▪ Sandy DuPuy, Chair, called the meeting to order.</li> </ul>	
Agenda	<ul style="list-style-type: none"> <li>▪ There was a motion given and a second 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>▪ A couple of guests thanked Marionette Cole for her agency's work.</li> <li>▪ Ron R. attended the first Employment Rights Steering Committee meeting in Raleigh today.</li> </ul>	
Approve Minutes		<ul style="list-style-type: none"> <li>▪ Deferred.</li> </ul>
<b>EDUCATION</b>		
LME Care Coordination <i>Dr. Aalece Pugh-Lilly</i>	<ul style="list-style-type: none"> <li>▪ Dr. Pugh-Lilly supervises the MeckLINK Call Center and the Intensive Care Management team. She gave a brief overview of the responsibilities of MeckLINK and the Intensive Care Managers.</li> <li>▪ Community Care Partners of Greater Mecklenburg (CCPGM) partners with the LME to integrate behavioral healthcare with physical healthcare for consumers. This initiative is designed to improve patient outcomes for Medicaid consumers. All enrollees will have a primary care home (physical) and a clinical home (behavioral). The goal is to increase awareness of services, to decrease hospital visits and provide wrap-around services.</li> <li>▪ One LME Intensive Care Manager can access CCPGM's Informatics system to obtain information on persons enrolled in the Carolina Access healthcare program.</li> <li>▪ Carolina Access requires that new enrollees either choose or are assigned a primary care physician.</li> <li>▪ CCPGM has two priority lists that they share with the LME:               <ul style="list-style-type: none"> <li>▪ Top 50 consumers in Mecklenburg County that are using the high dollar services.</li> </ul> </li> </ul>	

	<p>(CCPGM shares this list with the LME to insure individuals are linked to a clinical home and receiving high quality services.)</p> <ul style="list-style-type: none"> <li>▪ An LME high priority list. (A list of services identified for the LME to pay close attention to.)</li> <li>▪ The committee will invite CCPGM to present.</li> </ul>	
<b>CFAC BUSINESS</b>		
Retreat and September Meeting <i>Sandy DuPuy</i>	<ul style="list-style-type: none"> <li>▪ The retreat is scheduled for Tuesday, September 27<sup>th</sup>.</li> <li>▪ A decision will be made later if the September meeting will take place.</li> </ul>	
Membership <i>Chelsi S.</i>	<ul style="list-style-type: none"> <li>▪ Debbie P. is in attendance but exited the room. Chelsi presented Debbie's application for membership and made a motion for approval. The motion was seconded and unanimously approved to accept her nomination for membership.</li> </ul>	Membership approved.
Provider Performance Report Review <i>Sandy DuPuy</i>	<ul style="list-style-type: none"> <li>▪ The LME is completing its rating of providers and should be finished in September.</li> <li>▪ Sandy DuPuy will email the PBH's "Provider Performance Profile Review Grid" for review.</li> </ul>	Sandy will email PBH report.
By-laws Revision <i>Sandy DuPuy</i>	<ul style="list-style-type: none"> <li>▪ The suggested changes will be sent to the committee for review for later this year.</li> </ul>	Disseminate changes to committee.
Crisis Services Forums Report <i>Kathy A./Sandy DuPuy</i>	<ul style="list-style-type: none"> <li>▪ Sandy DuPuy and Kathy A. attended the forums.</li> <li>▪ Kathy A. mentioned that it was a very interactive group.</li> <li>▪ Several exercises were conducted to identify service needs in Mecklenburg County.</li> <li>▪ Those attending agreed that a crisis facility was still a priority need to support all other services.</li> <li>▪ Sandy will distribute the compiled report to the committee once it is submitted to the LME by the consultant.</li> <li>▪ Dennis Knasel mentioned there are one-time crisis dollars available that have carried over. The funding cannot be used to build a free standing facility.</li> </ul>	
<b>LME UPDATE</b>		
Waiver Status <i>Dennis Knasel</i>	<ul style="list-style-type: none"> <li>▪ The LME is still in the preliminary stage in developing the implementation plan.</li> <li>▪ The LME is reviewing the RFA document and draft contract between DMA and MCO.</li> <li>▪ The LME is awaiting receipt of the PBH documents for baseline purposes.</li> <li>▪ The LME is in the process of hiring a consultant for project management.</li> <li>▪ The LME will reconnect with the Division by September 14<sup>th</sup>.</li> <li>▪ The expectation is for all new waiver sites to be implemented by January 2013.</li> </ul>	
Request for Proposal (RFP) Rebidding Status	<ul style="list-style-type: none"> <li>▪ A consultant recommended in January 2011 that a request for proposal be released to re-bid services.</li> <li>▪ The contract management and bidding functions have transferred from the LME to the</li> </ul>	

<i>Dennis Knasel</i>	<p>Human Services Financial Division.</p> <ul style="list-style-type: none"> <li>▪ The RFP template will be consistent across all contracts.</li> <li>▪ The template still needs to be finalized, and then the RFP's will be released in a sequenced process over a 12-18 month period.</li> <li>▪ The evaluation process will be standardized to consist of a single evaluation team with content experts, a CFAC representatives, and a community representative.</li> <li>▪ The RFP criteria will have more requirements that relate to fiscal issues and the financial stability of agencies.</li> </ul>	
<p>Reductions in State Funding <i>Dennis Knasel</i></p>	<ul style="list-style-type: none"> <li>▪ The LME received notification of a \$2.3 million dollar reduction.</li> <li>▪ The reduction plan must be submitted to the Division by September 30. Suzanne Thompson will verify the submission date.</li> </ul>	
<p>Consumer and Stakeholder Satisfaction and Survey Report FY11 <i>Jan Sisk</i></p>	<ul style="list-style-type: none"> <li>▪ The Division is required to do a Consumer Satisfaction Survey. This survey has been conducted once a year, until this past calendar year. The DD consumers are not included in this survey.</li> <li>▪ The satisfaction of DD services was noted by the Core Indicators Process. DMH refers to this document as the Perception of Care survey.</li> <li>▪ In FY 2010, the Division changed how they conducted the Consumer Satisfaction Survey and only surveyed the population receiving particular services.</li> <li>▪ In FY 2011, the Division did not conduct the Consumer Satisfaction Survey at all.</li> <li>▪ For FY 2011, the LME needed to conduct a Consumer Satisfaction Survey and therefore created a survey using 16 questions from the Consumer Satisfaction Survey, combined with demographics, and distributed it to all 216 providers in Mecklenburg County, regardless of their disability area and funding source.</li> <li>▪ A total of 48% of the providers responded, resulting in 2,700 surveys being completed. The response rating was higher, than usual.</li> <li>▪ The results will be discussed amongst different committees.</li> <li>▪ The least satisfied question at 90% was 'I chose the service providers that work with me'. The next least satisfied question was at 93% re translators.</li> <li>▪ The State will continue to use the Perception of Care survey to survey the CABHA agencies.</li> <li>▪ The LME conducted a Customer Survey to the LME Divisions and the provider agencies. The survey consisted of five generic questions from the County. The results were: Provider Relations Services 80%, Quality Improvement 91%, Utilization Management 96%, Finance 92%, and MeckLINK 93%.</li> </ul>	<ul style="list-style-type: none"> <li>▪ Jan will send the surveys to Sandy who will send them to the committee for information.</li> </ul>

**DIVISION UPDATE**

<p>Adult Care Homes Update <i>Suzanne Thompson</i></p>	<ul style="list-style-type: none"> <li>▪ Disability Rights filed a complaint in early 2011 against the State with the Department of Justice and the Center of Medicaid and Medicare Services re the number of individuals placed in adult care homes with a primary diagnosis of mental illness.</li> <li>▪ The Department of Justice conducted an investigation and found that the State was violating the Americans with Disability Act.</li> <li>▪ Currently, there are 1,250 consumers in 38 facilities across the State that have to be reevaluated. These individuals will receive a comprehensive clinical assessment by a CABHA agency in their area and by the LME Medical Director to determine whether their primary reason for placement was due to physical health or behavioral health issues.</li> <li>▪ The State will look for alternative placement for individuals specifically placed due to mental illness.</li> <li>▪ Adult care homes where 50% of their beds are filled with someone that has a mental disorder will become classified as an institute for mental disorder (IMD). This classification will make the facility ineligible for Medicaid and Medicare funding for all residents in the facility.</li> </ul>	
<p>CABHA Monitoring <i>Suzanne Thompson</i></p>	<ul style="list-style-type: none"> <li>▪ The monitoring starts on August 29 through September 30.</li> <li>▪ This is a four part review: <ul style="list-style-type: none"> <li>1. DHHS staff will conduct a desk review.</li> <li>2. DHHS staff, along with LME staff, will conduct an onsite review.</li> <li>3. LME staff will interview consumers receiving services.</li> </ul> </li> <li>▪ There are 10 CABHAs being reviewed in Mecklenburg County.</li> <li>▪ The findings will be used to look at quality of service and compliance with specific CABHA requirements.</li> </ul>	<ul style="list-style-type: none"> <li>▪ Sandy will forward the CABHA monitoring website to the committee.</li> </ul>
<b>CHAIR's UPDATE</b>		
<p>Provider Council Executive Board Report <i>Sandy DuPuy</i></p>	<ul style="list-style-type: none"> <li>▪ The Provider Council has been working on a letter to submit to Michelle Lancaster, General Manager, regarding their concerns with the re-bidding process.</li> </ul>	
<p>Quality Management Committee Reports <i>Sandy DuPuy</i></p>	<ul style="list-style-type: none"> <li>▪ None.</li> </ul>	
<b>ANNOUNCEMENTS</b>	<ul style="list-style-type: none"> <li>▪ The Arc of North Carolina, 2011 Annual Conference, 9/23-24/11, Concord</li> <li>▪ Autism Society of NC, Annual Conference, 3/30-31/12, Charlotte</li> <li>▪ Brain Injury Association of NC, Annual Symposium, 10/27-28/11, Cary</li> </ul>	
<b>NEXT MEETING</b>	September 15, 2011	
<b>FUTURE AGENDAS</b>	LME Business Plan, SCFAC Plans and Objectives	

**ADJOURNMENT**

7:35 pm

---

Sandy DuPuy, Chair of Consumer & Family Advisory Committee

---

Date