

**Mecklenburg County Local Management Entity  
Consumer and Family Advisory Committee  
Minutes  
November 17, 2011**

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

**Members Excused:** Gloria R.

**Members Not Present:** Lora C.

**Guest:** Brenda

**AMH Staff:** Jan Sisk, Gwen Drayton

AGENDA	AGENDA ITEM	ACTION
	<ul style="list-style-type: none"> <li>• A motion was made and seconded to approve the agenda</li> </ul>	Agenda approved.
Welcome & Introduction	<ul style="list-style-type: none"> <li>• Sandy D., Chairperson called the meeting to order at 5:30.</li> </ul>	
Public Comment	<ul style="list-style-type: none"> <li>• There was a question that if a consumer has a problem with providers, case managers etc., who would they call and what are the procedures. Jan Sisk and Sandy D. explained that these calls go to Nancy Cody and she takes steps to resolve the complaint and refer to DMA if needed.</li> <li>• Tony Beatty, Director of PSO, and PSO staff are starting an agency level Consumer Advisory Committee. Sandy D. attended their session on Monday to share what this CFAC committee is about.</li> </ul>	
Approve Minutes	<ul style="list-style-type: none"> <li>• Motion made and second to approve October 20, 2011 meeting minutes.</li> </ul>	• Minutes Approved.

EDUCATION		
Credentialing <i>Jan Sisk</i>	<ul style="list-style-type: none"> <li>• Jan Sisk gave general information, definition and purpose of credentialing.</li> <li>• Credentialing is for contract providers only.</li> <li>• Credentialing means verifying background information on agencies or individuals.</li> <li>• Policy and Procedure on credentialing is located on AMH webpage.</li> <li>• Credentialing is required by URAC (AMH accreditation body).</li> <li>• This process only applies to licensed individuals and agency providers.</li> <li>• A Credentialing Committee was oversees the process which includes an application and primary source verification of licenses, education, certification and some registry checks.</li> <li>• There is a list of criteria of what to look for which includes if there is restricted license; the appropriate amount of malpractice insurance and if any claims have been filed against them within the past 5 years. The provider or individual cannot be on the Office of Inspector General</li> </ul>	

	<ul style="list-style-type: none"> <li>list.</li> <li>• Re-credentialing is done every 3 years.</li> <li>• There are around 900 independent practitioners and agencies that bill Medicaid for behavioral health services to Mecklenburg County residents.</li> <li>• Sandy D. will email links to DMA and the Office of the Inspector General.</li> </ul>	
<b>LME UPDATE</b>		
<p>Mecklenburg Wavier</p> <p>Quarterly Report to BOCC</p> <p><i>Jan Sisk</i></p>	<ul style="list-style-type: none"> <li>• Process in place to recruit for an Director for the LME.</li> <li>• Jan Sisk briefed the committee on Carlos Hernandez’s presentation this week at the BOCC Public Policy Meeting. The request was to establish a waiver account and allocate \$1.7 million to that account to support the waiver start up costs between now and June 30, 2012. Additional funds to create positions needed for waiver implementation will be included in the LME’s FY’13 budget request.</li> <li>• Behavioral Health Management Consultant Group is being used to help implement the waiver.</li> <li>• IMT (Inter-Departmental Monitoring Team) phone calls are held monthly to provide updates on waiver activities to DMA and DMH.</li> <li>• Sandy sent members the BOCC quarterly report for review at next month’s meeting.</li> </ul>	<p>Sandy D. will email the BOCC Quarter Report to the committee to see if further discussion is needed.</p>
<b>CFAC BUSINESS</b>		
<p><b>Membership- Chelsi S.</b></p> <p><b>PPR- Review Mtg.</b> <i>Steve M./Gloria T</i></p> <p><b>By Laws – All</b></p> <p><b>RFP Participation- MST – Sandy D.</b></p> <p><b>LME Director Conference Call –</b></p>	<p><b><u>Membership</u></b></p> <ul style="list-style-type: none"> <li>• Chelsi S. did not get any new applications for membership</li> <li>• CFAC Committee is heavy on DD members and is interested in recruiting other continuums.</li> </ul> <p><b><u>PPR Review Meeting</u></b></p> <ul style="list-style-type: none"> <li>• PPR Review meeting did not occur and has been rescheduled meeting for November 28<sup>th</sup>.</li> </ul> <p><b><u>By Laws Revision</u></b></p> <ul style="list-style-type: none"> <li>• Ron R. and Steve M. were asked to review CFAC By-Laws.</li> <li>• By-Laws were revised in 2010.</li> <li>• By-Laws were reviewed tonight to be voted on next meeting</li> <li>• Committee discussed challenges of the vision and mission statement.</li> <li>• Committee discussed the qualifications, duties and elections of CFAC members that are written in the by-laws.</li> </ul> <p><b><u>RFP Participation</u></b></p> <ul style="list-style-type: none"> <li>• RFP’s for MST and DT are posted in the HotSheet and on the AMH webpage. A CFAC member is needed for each RFP review.</li> </ul> <p><b><u>LME Director Conference Call</u></b></p> <ul style="list-style-type: none"> <li>• Five CFAC members participated in the conference call to the consultant who is leading the LME Director search. Participants made several suggestions regarding experience: some were</li> </ul>	<p>Committee went over list, made some additions and some</p>

<p><b>Retreat Follow Up</b></p>	<p>that he or she be a voice in the community for the LME and the persons it serves; that the candidate have experience in the North Carolina system and knowledgeable about waivers.</p> <p><b><u>Retreat Follow-Up</u></b></p> <ul style="list-style-type: none"> <li>• Ron R. is working on advocacy agencies contacts.</li> <li>• Sandy D. talked with Andy Fair, County Public Information person, regarding CFAC involvement. Andy wants to work with CFAC in developing FAQ's for each population served.</li> <li>• Ron R. went over his list of objectives of the education process.</li> <li>• Ron R. put together a list of major advocacy groups in Mecklenburg County.</li> <li>• Sandy stated that the AMH website should be a valuable source of information for consumers during the waiver changes but it needs to be updated for consumers. She asked the committee to go to the Consumer area of the AMH website to begin to think about changes needed there. She said that the Division website has links to other LME and CFAC websites where members might get ideas about additions or changes.</li> </ul>	<p>cuts to the list.</p> <p>Committee was assigned to compare website information</p> <p>Sandy will send website link to the committee.</p>
<p><b>DIVISION UPDATES</b></p>		
<p>Adult Care Homes</p> <p>CABHA Monitoring Division Executive Management Team</p> <p>Written Report from <i>Suzanne Thompson</i></p>	<p><b><u>Adult Care Homes</u></b></p> <ul style="list-style-type: none"> <li>• No new information</li> </ul> <p><b><u>CABHA</u></b></p> <ul style="list-style-type: none"> <li>• Leadership positions are stable in most CABHAs</li> <li>• Implementation of Quality Improvement Initiative has improved.</li> <li>• Internal Communication is improving</li> <li>• Areas of Concerns: <ul style="list-style-type: none"> <li>○ Collaboration between doctor and LME has been problematic</li> <li>○ Regular Evaluation of Quality Management projects and processes</li> <li>○ Current collected data is not being used.</li> <li>○ Training directors needs to be more involved.</li> <li>○ Lack of referrals to other services when its indicated in the service plans</li> </ul> </li> <li>• DMH Accountability Team has reviewed 73 CABHA's. 9 required no actions, 37 needed POC only, 19 referred to certification panel, 8 need further investigation.</li> </ul> <p><b><u>Division Executive Management Team</u></b></p> <ul style="list-style-type: none"> <li>• Nothing to report</li> </ul>	
<p><b>CHAIR'S REPORT</b></p>		
<p>Provider Council Executive Board Report</p>	<p><b><u>Provider Council Executive Board</u></b></p> <ul style="list-style-type: none"> <li>• The PCEB is still working on their by-laws.</li> </ul>	

<i>Sandy D.</i>	<b><u>IMT Conference Calls</u></b>	
<b>IMT Conference Call- <i>Sandy D.</i></b>	<ul style="list-style-type: none"> <li>• Every LME has a scheduled monthly time with IMT's to provide updates on waiver activities to DMA &amp; DMH.</li> <li>• Each functional activity area has about five minutes to provide updates.</li> <li>• In the CFAC report, Sandy D. supported the LME's request to stop endorsements at the end of 2011 so the LME could manage its other work. She also asked that DMA work quickly to resolve provider complaints referred to them by the LME.</li> </ul>	
<b>ANNOUNCEMENTS</b>	<ul style="list-style-type: none"> <li>• Autism Society of NC Annual Conference, 3/30-31/2012 Charlotte</li> <li>• NC TIDE 2011 Spring Conference, Wilmington, NC 4/22-25/2012</li> </ul>	
<b>NEXT MEETING</b>	December 15, 2011	
<b>FUTURE AGENDAS</b>	LME Business Plan, SCFAC Plans and Objectives	
<b>ADJOURNMENT</b>	7:30	

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Sandy DuPuy, Chair of Consumer & Family Advisory Committee

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Date