

**Mecklenburg County Local Management Entity
Consumer and Family Advisory Committee
Minutes
February 16, 2012**

Members Present: Sandy DuPuy, Dorothy D., Steve M., Barbara J., Chelsi S., Debbie P., Gloria T., Kathy A., Ron R., Peggy Q.,
Members Excused: Kathy A.
Guest: Greg Folino- Oxford House, Tony Beatty-PSO, Laura Berryhill-Parent
AMH Staff: Dennis Knasel, Gwen Drayton

AGENDA	AGENDA ITEM	ACTION
Agenda	<ul style="list-style-type: none"> • A motion was made and second to approve the agenda as is. 	Agenda approved.
Welcome & Introductions	<ul style="list-style-type: none"> • Sandy D., Chairperson called the meeting to order at 5:35 and welcomed community partners. • Committee suggested sending a get well card to CFAC member Kathy A. • Guests introduced themselves and stated their interest in attending the meeting. • Laura Berryhill, parent of CAP recipient, has applied to be on CFAC. • Tony Beatty- Program Admin for SA Services Provider Services. PSO is starting their local CFAC committee and wants to observe a committee already up and running. PSO CFAC is meeting Tuesday February 21st, 5:30 at Watkins Center. • Greg Folino, Oxford House - Oxford House is for individuals in substance abuse recovery. Oxford House has 150 houses in NC and 19 houses here in Mecklenburg County. Greg will be attending PSO CFAC meeting. • Barbara J. spoke about the SPRED benefit and the “Charlie Scars” documentary at St. Matthews Church on February 25th. 	
Public Comment	<ul style="list-style-type: none"> • Ron R. gave out CATS Special Transportation Services brochures. Ron R attended a presentation lead by Jeff McCallum from CATS at the NC Business Leadership Network. 	
Approve Minutes	<ul style="list-style-type: none"> • Motion made and seconded to approve January 19, 2012 meeting minutes. 	Minutes Approved.
CFAC BUSINESS		
Membership- <i>Chelsi S.</i>	<p><u>Membership</u></p> <ul style="list-style-type: none"> • Chelsi S. acknowledged Laura Berryhill’s attendance and her interest in joining CFAC. Chelsi also acknowledged the absence of former member Lori C. who has not been able to attend CFAC meetings due to other obligations. • Chelsi S. made a motion that Lori C. will no longer be a member of CFAC unless she reapplies. • Quorum: Motion made and seconded that Lori C. is no longer a member of CFAC. • Chelsi did not make NAMI meeting this month, but will try at a later date. 	Motion approved that Lori C. will no longer be a member of the CFAC Committee.

<p>PPR- Review- <i>Steve M Sandy D.</i></p>	<p><u>PPR- Review</u></p> <ul style="list-style-type: none"> • Two changes were made to the Provider Performance Report checklist draft. • First Responder system/Mock Calls item 17 and Health Care Coordination item 18. • Sandy D wanted to present this draft to the Provider Council Board for review at their last meeting but was unable to do so because meeting was cancelled. • CFAC committee agreed that the PPR pilot needed to go forward ASAP while the LME has time to follow up and follow through with the PPRs before the waiver incursion. • Quorum: Motion made and seconded that CFAC go ahead with the Pilot of the new Provider Performance Report without it being reviewed by the Providers Council. • Sandy D. sent out a draft to the Provider Council beforehand and will ask for their feedback. Dennis agreed that requesting feedback while moving forward with the pilot is fine. • Dennis plans to send the officers of the Providers Council a message stating that Provider Council meetings should not be cancelled in the future due to the work that needs to be done specific to waiver implementation. 	<p>PPR pilot process approved by committee.</p>
<p>Enrollee Education- <i>Sandy D.</i></p>	<p><u>Enrollee Education</u></p> <ul style="list-style-type: none"> • Sandy D. agreed to park this item. Sandy sent the committee the list of enrollee topics that has to be included in any handbook and communication with enrollees. Andy Fair from Mecklenburg County Public Information Office and staff are working on all the enrollee documents. Sandy D. suggested waiting until some of these documents has been created and sent to CFAC for review then present these documents to the board for discussion. • Sandhills LME in Asheboro is having an informational meeting for consumers and families regarding the waiver next Thursday, February 23rd. Sandy DuPuy and Dennis Knasel will attend the meeting in Sandhills. 	
<p>First Responder survey- <i>Sandy D.</i></p>	<p><u>First Responder Survey</u></p> <ul style="list-style-type: none"> • During the last survey several providers challenged CFAC regarding the results of the call made to their agency. • This year CFAC members will be meeting at Sam Billings to make these calls from the LME Service Analysts’ desks. This will help to monitor return calls when the Service Analyst’s number is left as the callback number. • Dates, time and availability was discussed. 	<p>Sandy D. will send the committee some dates and times to decide when the survey can be done.</p>
<p>Retreat Follow Up</p>	<p><u>Communication Plan</u></p> <ul style="list-style-type: none"> • Sandy D. received the Community Meeting Plan and the Communication Plan that was developed by Andy Fair and Public Information team. 	<p>Sandy D. will send a copy of the two plans to</p>

	<ul style="list-style-type: none"> • Dennis Knasel and Sandy D. will provide feedback on what has been received so far. <p><u>Website Review</u></p> <ul style="list-style-type: none"> • Committee reviewed the Area Mental Health public website and made suggestions on how to make it more informative for consumers. • CFAC would like to suggest putting a link to CFAC and Mecklink on the consumers main page • CFAC would like to see a list of services on the website. • Debbie P. agreed to compile the suggestions from members. <p><u>CMS Transition Fair</u></p> <ul style="list-style-type: none"> • CMS Transition Fair is scheduled for March 22nd 4:30- 7:00pm at East Mecklenburg. The North Carolina Business Leadership Network is doing a presentation. CFAC volunteers are needed to represent CFAC. Several members agreed to be present. 	<p>the committee</p> <p>Sandy D. share several examples of other counties websites to the committee to ignite ideas.</p> <p>Sandy D. will follow up with an email to recruit volunteers.</p>
CHAIR'S REPORT		
<p><i>Sandy DuPuy- Dennis Knasel</i></p>	<ul style="list-style-type: none"> • CFAC representatives are needed for three upcoming RFPs. • The Human Services Finance Division now has the lead role on the request for proposal process. Dennis met with the Department Director of HSF and their consultant to debrief on the first three and modify the process based on lessons learned. • Two things that will be tighter in the screening process before proposals are given to the evaluation team are: <ul style="list-style-type: none"> ○ A checklist to determine if the proposals meet basic requirements of the RFP, particularly prior experience in delivering the service and with the population to be served. ○ A financial review to identify if agencies are financially stable and meet all the essential requirements of county procurement. • The three RFP's coming out in the next few weeks: <ul style="list-style-type: none"> ○ Intensive In-Home for Child Mental Health was released on Monday February 13th, the initial RFP Evaluation Team meeting will be on April 4th, with a tentative second meeting on April 11th. ○ Personal Assistance for persons with Intellectual and Developmental Disabilities will be release Monday, February 20th. The initial evaluation meeting for this continuum will be April 12th with a tentative meeting scheduled April 25th. ○ Psychosocial Rehabilitation Services will be release Monday, February 27th with initial RFP date of April 26th, with tentative second date of May 2nd. • Up to two providers will be selected in each category. • Providers that are currently providing these services will have to go through the RFP process and be selected in order to continue providing the service effective July 1, 2012. 	<p>Sandy will email CFAC members dates of the RFP's to see if any member will be available to participate on the RFP review team.</p>

	<ul style="list-style-type: none"> • Instructions from DMA state that Mecklenburg County LME is to invite all current Behavioral Healthcare providers to submit an application to be accepted into the Waiver Network. Every provider that submits a correct application within the timelines given and is in good standing with all regulatory bodies will be included in the network. • After the Network closes on day two, Mecklenburg LME will have control over which agencies and practitioners remain in the network. • The state waiver contract states that a sub-network of Innovation services to IDD individuals will have to be in place on the first day of implementation. There are two services in Innovations that is not being currently provided and an RFP will be released to select providers for those services. 	
LME UPDATES		
<i>Dennis Knasel</i>	<p><u>Mecklenburg Waiver Update</u></p> <ul style="list-style-type: none"> • The Management Team has been meeting with County Human Resources for the past few weeks to develop a recruitment plan. Within the next two weeks the following positions will be posted: Director of Innovations, Network Development Manager, Clinical Operations Director and a Quality Improvement Supervisor. • These positions will begin to build the management infrastructure needed; those positions will then start the hiring process for their respective divisions. • In the three day Statewide waiver training Patrick Piggot, Section Chief of DMA’s Program Integrity Unit gave a great presentation on Medicaid Fraud and Abuse. He has agreed to come to Charlotte on Wednesday, March 7th 2012 to present to the provider community at a special InfoShare meeting. • As of January 2013 targeted case management will not exist as a service in the waiver network. • The LME will be responsible for Care Coordination activities across all populations. • The IDD Innovation Division will be the division hiring the most staff for waiver implementation. LME will be hiring a Director, three supervisors and at least 30 IDD Care Coordinators for this unit. • Sandy and Dennis discussed the functions of a Community Guide in the Waiver Network. • Dennis will bring copies of Attachment P of the DMA-MCO contract to the next meeting to talk about the types of agency organizations, specialty providers and independent practitioners that will be included in the waiver network. • ICF-MR will be included in the network and will be monitored by Mecklenburg LME staff starting January 2013. • Mecklenburg LME will not be allowed to change the ICF-MR approved rate structure for three years. 	<p>Sandy D will send out a reminder to CFAC members regarding date and time of this InfoShare.</p> <p>Dennis is going to bring the Attachment P of the DMA/ MCO contract to the next CFAC Meeting.</p>

	<p><u>LME Director Search</u></p> <ul style="list-style-type: none"> • No new information on the AMH Director’s search. • Sandy D. agreed to email the consultant for more information. • There will be two CFAC members on the interview team for AMH Director. <p><u>InforShare</u></p> <ul style="list-style-type: none"> • LME will increase the frequency of InfoShare meetings to bring in targeted presenters for very specific subject matter. <p><u>Provider Council Update</u></p> <ul style="list-style-type: none"> • Although the Providers Council Executive Board did not meet, they have reached out to PBH and Smokey’s Provider Councils to come talk to them about their experience in transitioning to the waiver. 	
DIVISION UPDATE		
Suzanne Thompson	<ul style="list-style-type: none"> • As part of the Department’s Waiver Strategic Implementation Plan, Suzanne has been charged with creating a Consumer Family Learning Academy as it relates to waiver implementation and education across the state. • The CFAC representatives to the eleven IMT’s will be the starting core group. • The purpose of this task is to education consumers statewide about the waiver. 	
ANNOUCEMENTS	<ul style="list-style-type: none"> • Autism Society of NC. Annual Conference, 3/30-31/2012, Charlotte, NC http://www.autismsociety-nc.org • NC APSE Annual Conference, 4/11-13, Carolina Beach, NC http://www.apse.org/chapters/eventDetails.cfm?id=183 • NC TIDE 2011 Spring Conference, Wilmington, NC 4/22-25/2012 www.nctide.org • NAMI NC Annual Conference, 10/19-20, Raleigh 	
NEXT MEETING	March 15 th , 2012	
FUTURE AGENDAS	Quarterly - Clinical/Medical Directors Reports & BOCC Report; LME Communication Plan	
ADJOURNMENT	7:30	

Sandy DuPuy, Chair of Consumer & Family Advisory Committee

Date