

**Mecklenburg County Local Management Entity
Consumer and Family Advisory Committee
Minutes
May 17, 2012**

Members Present: Sandy DuPuy, Dorothy D, Steve M, Barbara J, Chelsi S, Debbie P, Gloria T, Kathy A, Peggy Q, Ron R. Beverly C, Laura B.
Members Excused:
Members Not Present:
Guests: Suzanne Thompson, Mark Renaud, Stacey Harward, Michael Page, Josie Cremisi, Greg Folino
AMH Staff: Nancy Cody, Jan Sisk, Gwen Drayton

AGENDA	AGENDA ITEM	ACTION
Welcome & Introductions	<ul style="list-style-type: none"> • Sandy D., Chairperson, called the meeting to order at 5:32. • Guest introductions took place. • Sandy briefed guests on CFAC members responsibilities. • This is CFAC's Committee 10th Anniversary meeting. Sandy D. briefed guest and committee on CFAC's history over the ten year period. 	
Agenda	<ul style="list-style-type: none"> • Sandy added CFAC Retreat to CFAC Business part of the agenda. • A motion was made and seconded to approve the agenda with this addition. 	Agenda approved.
Public Comment	Kathy A. asks for Families in Crisis magnets to distribute in the community.	
Approve Minutes	• Motion made and seconded to approve April 19 th , 2012 meeting minutes.	Minutes Approved.

EDUCATION		
Complaint Management Policy and Annual Report <i>Nancy Cody Consumers/Client Representative</i>	<p><u>Complaint Policy</u></p> <ul style="list-style-type: none"> • Complaint Policy was projected on the screen. • Nancy Cody explained how she implements the policy in her work with consumers and families. • Nancy summarized how complaints are documented and how she determines if the complaints are urgent or non-emergency. 99.9 % of complaints made are non-urgent. • Nancy also determines if a formal or informal investigation is done. According to policy, Nancy has 30 days to resolve a complaint but most are resolved more quickly. • The ultimate goal is a satisfactory resolution. <p><u>Annually Complaint Report</u></p> <ul style="list-style-type: none"> • Complaint Report was projected on the screen as Nancy reviewed the report. <ul style="list-style-type: none"> ○ Nancy received 167 reports for 2011 ○ Highest amount of complaints are made by parents/guardians. ○ Consumers reporting is the next highest. ○ MeckLINK is equipped to work with bilingual consumers. 	Sandy will send CFAC committee the link to the HealthCare Registry.

	<ul style="list-style-type: none"> ○ All healthcare providers are supposed to check the Health Care Registry before hiring staff. ○ If a person's name is on the HealthCare register they cannot work in the healthcare field. ○ The Human Rights Committee still exists for the LME but it is challenging to keep members. . It meets quarterly. 	<p>Nancy Cody extends invitation for persons to to join the Human Rights Committee.</p>
CFAC BUSINESS		
<p>Membership – <i>Chelsi S.</i></p> <p>Provider Performance Report Update- <i>Sandy D.</i></p> <p>First Responder Survey <i>Sandy D.</i></p> <p>LME Director Search <i>Steve M.</i></p> <p>Town Hall Report <i>Sandy D.</i></p>	<p><u>Membership</u></p> <ul style="list-style-type: none"> ● Chelsi S. will be sending emails out regarding elections for next year. <p><u>PPR Report</u></p> <ul style="list-style-type: none"> ● Sandy briefed the visitors and new members on the creation and function of the PPR (Star Rating System). 56 providers that provide state funded services are being rated at this time. <p><u>First Responder Survey Follow-Up</u></p> <ul style="list-style-type: none"> ● Sandy explained to guests and new members the process of the First Responder mock calls. <ul style="list-style-type: none"> ○ Sandy has broken down results of the mock calls made in April 2012. ○ Ninety- four providers were called, Sixty- two passed ○ Sixty-nine were CABHAs ○ Forty-five of the CABHAs passed the mock call process and twenty-four failed. ○ Seven TCMs were called, six passed. ○ Thirteen SAIOPs were called: 8 passed, five failed. ○ Two SACOT providers passed. ○ One ACTT and one Multi- Systemic Team both passed. ○ All providers that failed the First Responder Mock Call Survey are on a Plan of Correction. ○ Sandy is preparing a report on incorrect or inappropriate phone response during the mock calls survey. <p><u>LME Director Search</u></p> <ul style="list-style-type: none"> ● Sandy D. and Steve M. are representing CFAC on the LME Director's search committee. ● The candidates were interviewed by Skype. The remaining four are invited to Charlotte for an official face to face interview. <p><u>Town Hall Report</u></p> <ul style="list-style-type: none"> ● Several members attended. People were encouraged to contact their legislators regarding all the cuts that are being made in Personal and Adult Care. ● A rally is being held in Raleigh on Tuesday, May 22nd. Everyone is encouraged to attend. <p><u>Conference Policy</u></p>	<p>Sandy will send the CFAC members the email addresses for the Legislative Oversight Committee</p>

<p>Conference Policy <i>Sandy D.</i></p> <p>Waiver Communication Plan</p> <p>CFAC Retreat</p>	<ul style="list-style-type: none"> • American Association on Intellectual & Developmental Disabilities is meeting in Charlotte in June. Sandy encouraged CFAC members to go to link http://www.aamr.org, for more information • Dennis got approval for the LME to cover CFAC members’ registration fee for conferences from state funds. CFAC members cannot receive advance payment but can get reimbursement for hotel expenses. • Suzanne Thompson also reminded members that NC Council Spring Policy Forum is June 18-19 in Raleigh. <p><u>CFAC Brochure review</u></p> <ul style="list-style-type: none"> • Sandy will resend the CFAC brochure to the committee and feedback can be done by email. • Andy Fair from Public Information will working to enhance the brochure. • Sandy D. suggested of creating a tag line in the brochure and is open to suggestions. • Andy Fair promised to send Sandy the draft Consumer Handbook in June. <p><u>CFAC Retreat</u></p> <ul style="list-style-type: none"> • Sandy D. suggested a possible variations of the usual times for the retreat. She will work with Dennis to select some dates and times for the retreat. She also requested suggestions for topics. 	<p>Links are located at the bottom of the agenda</p>
CHAIR’S REPORT		
<p>PCEB <i>Sandy D.</i></p> <p>IMT Meeting <i>Sandy D.</i></p>	<p><u>Provider Council Executive Board Report</u></p> <ul style="list-style-type: none"> • Sandy D. attended the PCEB. They are still discussing the waiver, the star rating system and the first responder survey. • Sandy suggested preparing a script on the appropriate way to address the first responder call to give PCEB an idea on what or how to handle calls in the future. • The PCEB also have buses going to the rally in Raleigh. <p><u>IMT Meeting</u></p> <ul style="list-style-type: none"> • This is a once a month conference call with DMA, DMH and LME staff to monitor progress toward waiver implementation. CFAC and the Provider Council Executive Board are represented. • Sandy D. took the opportunity to discuss the most recent Medicaid letter that contained information that was confusing to consumers. DMA staff agreed to clarify the information in the next letter. 	
LME UPDATE		

<p>Waiver Update</p> <p>Quality Management Program Evaluation Review</p> <p><i>Jan Sisk</i></p>	<p><u>Waiver Update</u></p> <ul style="list-style-type: none"> • Mecklenburg LME will be managing mental health, intellectual & developmental disability and substance abuse services (behavioral health services) for all Medicaid recipients. • Jan presented the most recent LME Administrative org chart. <p><u>Review Program Evaluation 2011</u></p> <ul style="list-style-type: none"> • The Quality Management Program Evaluation Review 2011 was projected on the screen. • Jan discussed how the Quality Management Program Evaluation document relates to Quality Improvement and other measurements. She stated the focus of the Quality Management Program is to improve access and delivery of services by using data. • She gave an overview of the top QIP's (Quality Improvement Projects) • She briefed on follow-up after discharge from state psychiatric hospitals (mostly Broughton). The Quality Management unit helps coordinate the aftercare program for Mecklenburg County consumers discharged from Broughton. Research shows that people who leave the hospital with appointment card in hand and get seen by someone in the local community within seven days are less likely to be re-submitted to the hospital. • QM Unit continues to work on language barriers. • QM Unit started a clinical improvement project that includes reviews of person-centered plans measured by best practice philosophy standards. • Jan reviewed the national recognized standards for a managed care call center .These standards were adopted by the state for LMEs. 	
DIVISION UPDATE		
<p><i>Suzanne Thompson</i></p>	<p><u>State Waiver Update</u></p> <ul style="list-style-type: none"> • Sandhill has requested a ninety day extension to go live October 1st and was approved by DMA. The delay is IT vendor related. • Smokey Mountain is on target for July 1st • All other Waiver implementation is scheduled for January 1st. • A question was asked about a current effort by the Arc of NC and other organizations to get the legislature to delay waiver implementation. Suzanne addressed the issues that may have impact: <ul style="list-style-type: none"> • The legislature is dealing with 165 million dollar short fall in Medicaid which could alter priorities of the waiver. • The governor has presented her budget for next year which is approximately 2 billion dollars more than what was planned. • There is uncertainty about the costs of Department of Justice lawsuit against the state over persons with mental illness living in adult care homes. 	

	<p><u>Adult Care Homes Updates</u></p> <ul style="list-style-type: none"> • Of all the adult care homes reviewed by the state, there are five that are at risk of being an IMD (Institution for Mental Disease). • Four LMEs are involved with these five facilities, Smokey Mountain, Western Highlands, East Carolina, Guilford Center. • DMA has not made the final determination if they are IMD, but these five facilities and the residents have received letters. <p><u>CABHA Monitoring</u></p> <ul style="list-style-type: none"> • Suzanne has requested that the results of all the monitoring and reviews that were done last fall be posted on the division website. <p><u>Other Updates</u></p> <ul style="list-style-type: none"> • There are draft rule changes to 122-C on the Legislature’s website. These rules make changes to the LME governance. • Proposed rules would also include CFAC members on the Mental Health Board requiring one CFAC member for each disability. • The board size would be no less than 11 and no more than 21. • A minor change to the CFAC statute was that membership goes from 2 consecutive 3 year terms to 3 consecutive 3 year terms. This makes the CFAC terms coincide with the Board terms. • These changes were discussed by the Legislative Oversight Committee. • DMA with MERCER’s assistance is going to do targeted focus groups in the month of June. 	
ANNOUNCEMENTS	<ul style="list-style-type: none"> • American Association on Intellectual and Developmental Disabilities, 06/18-21, Charlotte, http://www.aamr.org • NAMI NC Annual Conference, 10/19-20, Raleigh 	
NEXT MEETING	June 21 st 2012	
FUTURE AGENDAS	Website Review; Plan of Correction Policy; Service Definitions; Quarterly-Clinical/Medical Directors Reports & BOCC Report	
ADJOURNMENT	Motion made and second to adjourn at 7:38	

Sandy DuPuy, Chair of Consumer & Family Advisory Committee

Date