

**MeckLINK Behavioral Healthcare  
Consumer and Family Advisory Committee  
Minutes  
August 16, 2012**

**Members Present:** Sandy DuPuy, Debbie P., Kathy A., Barbara J., Beverly C., Carol V., Chelsi S., Gina R., Jocie C., Laura B., Ron R.,  
**Members Excused:**  
**Members Not Present:** Gloria T., Peggy Q.  
**Guest:** Suzanne Thomspson, Paris Bostic-Jones, Kiamesha Corpening, Ruth Reynolds  
**AMH Staff:** Dennis Knasel, Gwen Drayton , Nancy Cody

AGENDA	AGENDA ITEM	ACTION
Welcome & Introductions	<ul style="list-style-type: none"> <li>• Sandy DuPuy, Chairperson, called the meeting to order at 5:30.</li> </ul>	
Agenda	<ul style="list-style-type: none"> <li>• A motion was made and seconded to approve the agenda as is.</li> </ul>	Agenda approved.
Public Comment	No Public Comment.	
Approve Minutes	<ul style="list-style-type: none"> <li>• July 18<sup>th</sup> 2012 will be reviewed at the next meeting.</li> </ul>	

Retreat Follow-Up		
<p><i>Sandy D.</i></p> <p><i>Nancy Cody- Advocacy Outreach and Communications</i></p>	<p>Sandy led the committee in a review of the roles/goals in each functional area identified during the retreat for partnership with MeckLINK Behavioral Healthcare in the waiver implementation. <a href="#">(See attached updated Role and Goals document for details.)</a></p> <ul style="list-style-type: none"> <li>• CFAC identified two primary roles for waiver implementation activities:               <ul style="list-style-type: none"> <li>○ Education</li> <li>○ Monitoring of the transition</li> </ul> </li> <li>• CFAC identified several additional areas of interest for education.               <ul style="list-style-type: none"> <li>• Person Centered Planning project, MCO benefit plans, provider accountability, best practice philosophies, training of care coordinators, outcome measures,</li> </ul> </li> <li>• The Medicaid benefit plan should be available in October for CFAC review. The current Basic Medicaid Benefit plan is available on the Division of Medical Assistance website.</li> <li>• Care coordination: CFAC suggested training for consumers and for assisting the MCO in training care coordination staff.</li> <li>• Provider Network: committee discussed ways of holding providers accountable.</li> <li>• Nancy Cody explained her unit, Advocacy, Outreach and Communications and the roles of her staff.</li> <li>• CFAC discussed employment of consumers with disabilities and how they might be connected</li> </ul>	<p>Sandy D. emailed committee the CFAC role and goals that were discussed during the retreat. <a href="#">(See attached updated Role and Goals document.)</a></p> <p>Invite Chuck Hill to a future meeting.</p>

	<p>to care coordination activities and Advocacy, Outreach and Communication.</p> <ul style="list-style-type: none"> <li>• Education process for IDD consumers needs to be discussed more.</li> <li>• Committee expressed interest in and ways of monitor transition issues. There was a question if care coordinators could survey consumers/families who transition early for lessons learned.</li> <li>• CFAC discussed ways to communicate what is working for consumers; <ul style="list-style-type: none"> <li>○ Surveying for success stories</li> <li>○ Put stories on websites</li> <li>○ Creating a CFAC or MCO Facebook page</li> </ul> </li> <li>• Medicaid letters and Innovations letters with forum information are being mailed to consumers.</li> <li>• Dennis added that the MCO is building a Frequently asked Question web-page.</li> <li>• Dennis confirmed that the MCO has completed its review of all IPRS providers for the new Star rating process. Next step is to meet with CFAC’s subcommittee to finalize process. The PBH monitoring tools are being revised by DMA. Once the final versions are released, those can be reviewed against the Star Rating standards to determine if any revisions are needed.</li> <li>• Committee did a roundtable introduction for new members.</li> </ul>	<p>Committee suggested inviting Dr. EPV to the next CFAC meeting</p>
<b>CFAC BUSINESS</b>		
<p>Membership – <i>Chelsi S.</i></p> <p><i>CFAC Conference Policy- All</i></p>	<p><b><u>Membership</u></b></p> <ul style="list-style-type: none"> <li>• Chelsi S. has new applicants that are interested in joining CFAC and will follow-up with them.</li> </ul> <p><b><u>CFAC Conference Policy</u></b></p> <ul style="list-style-type: none"> <li>• Sandy D. emailed the revised Policy for Funding CFAC Members’ attendance at educational &amp; training Events.</li> <li>• Dennis requested that the statement “If there is sufficient funds” be added to the policy.</li> <li>• County policy is that there is a zero balance on hotel bills submitted for a travel expense. Hotel receipts are requested within 2 business days after training or conference.</li> <li>• Sandy added fiscal year dates of July 1 – June 30 to the revised document.</li> <li>• Motion was made and seconded to approved the changes to the Conference Policy</li> </ul> <p><b><u>Arc and NAMI Conferences</u></b></p> <ul style="list-style-type: none"> <li>• Members were asked notify Dennis before the early registration deadline if they plan to attend the NAMI conference. Gina R will attend the NAMI conference in Wilmington.</li> <li>• Requests to attend the Arc conference must be in 3 weeks before conference date.</li> <li>• To register for a conference, training, etc. the agency must be registered as a vendor with Mecklenburg County Finance.</li> </ul> <p><b><u>InfoShare</u></b></p>	<p>Motion passed unanimously.</p>

	<ul style="list-style-type: none"> <li>• Special InfoShare is being held on August 29<sup>th</sup>. Main topic will be “Communicating to Consumers”, presented by Nancy Cody of Advocacy Outreach and Communications unit. Sandy D. will be part of the presentation.</li> </ul>	
<b>CHAIR’S REPORT</b>		
PCEB <i>Sandy D.</i>  State CFAC Conference Call <i>Sandy D.</i>	<b><u>Provider Council Executive Board Report</u></b> <ul style="list-style-type: none"> <li>• Executive Board members talked for some time about attendance policies for the PCEB. Members can miss only 2 meetings but they can send an alternate unlimited times.</li> <li>• Chuck Hill presented information regarding the Provider Agency Application process.</li> </ul> <b><u>State CFAC Conference Call</u></b> <ul style="list-style-type: none"> <li>• This is a once a month conference call between State and local CFAC members.</li> <li>• There was discussion of how LMEs are transitioning to MCOs, how CFACs have merged as LMEs have merged to form larger MCOs, standardized By-laws for combined CFACs, and the expense of peer support training and the lack of opportunities to become employed as a peer support specialist.</li> </ul>	
<b>MECKLINK UPDATE</b>		
Waiver Update -  <i>Dennis Knasel</i>	<b><u>Waiver Update</u></b> <ul style="list-style-type: none"> <li>• MeckLink Behavioral Healthcare has received 92 agency applications to date.</li> <li>• Hospital Application goes out the end of August.</li> <li>• Independent Licensed Practitioners Applications are expected to be released in September.</li> <li>• Dennis and Suzanne Thompson discussed the technology systems being used in other counties and how Alpha MCI, which is used by Smokey, will be used by MeckLink Behavioral Healthcare.</li> <li>• Mercer is to visit MeckLink Behavioral Healthcare on August 28<sup>th</sup> to evaluate the progress toward the waiver and provide technical assistance re. readiness of implementation.</li> </ul>	
<b>DIVISION UPDATE</b>		
<i>Suzanne Thompson</i>	<ul style="list-style-type: none"> <li>• State is no longer monitoring CABHAs since CABHAs as such no longer exist.</li> </ul>	
<b>NEXT MEETING</b>	September 20 <sup>th</sup> , 2012	
<b>FUTURE AGENDAS</b>	Website Review; Plan of Correction Policy; Service Definitions; Quarterly-Clinical/Medical Directors Reports & BOCC Report.	
<b>CONFERENCES</b>	MeckLINK InfoShare, 08/29, 9-11AM Covenant Presbyterian Church, East Morehead Street Charlotte The ARC of NC, Annual Conference, 09/21-22 Wilmington Brain Injury Association of NC, “Help Me, Help You: Learn How to Build Better Relationships After Brain Injury	

	<p>“09/28-29, Carolinas Medical Center-Northeast, Concord  Mental Illness Awareness Week 2012, 10/7-13  NAMI NC Leadership Training and Annual Conference, 10/19-20, Raleigh,  <a href="http://naminc.org/events/conferences/nami-ncs-2012-annual-conference/">http://naminc.org/events/conferences/nami-ncs-2012-annual-conference/</a>  NC ONE Community in Recover Conference, 11/14-15, Winston Salem,  <a href="http://northwestahec.wfubmc.edu/mura/www/#/event/37351">http://northwestahec.wfubmc.edu/mura/www/#/event/37351</a></p>
<b>ADJOURNMENT</b>	Meeting adjourn at 7:45

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Sandy DuPuy, Chair of Consumer & Family Advisory Committee

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Date