



MECKLENBURG COUNTY
Area Mental Health, Developmental Disabilities and
Substance Abuse Services
December 17, 2010

PROVIDER HOT SHEET

⇒ **HOT SHEET GETS A FACELIFT!**

In the coming weeks, you will notice several changes to the Mecklenburg County Area Mental Health Hot Sheet. For one: we plan to categorize topic areas in a more user-friendly way. Secondly, we're going to condense announcements by offering links to the original online source of information. And finally, all news, announcements, and update items will only stay "live" on the Hot Sheet for two weeks. After two weeks, they will only be found in the archived Hot Sheets online:

<http://charmeck.org/mecklenburg/county/AreaMentalHealth/ForProviders/Pages/HotSheets.aspx>

We hope the more streamlined look and feel of the Hot Sheet will allow for better communication about the most critical issues to our community of providers.

⇒ **We Need Your Ideas at INFOSHARE January 5, 2011**

At January's InfoShare, we are looking for your feedback! We want to know how to improve our time together during these quarterly meetings. We're also interested in your feedback on the Hot Sheet.

Please consider the following questions and come prepared to represent your agency and your discipline with feedback that may help improve communications with the LME. At InfoShare, we will break out into small groups to discuss and offer suggestions about the following questions:

- 1) What do you believe is the purpose and/or goals of InfoShare? What should they be?
- 2) How can we accomplish these goals?
- 3) What are some ways to improve communication with the Provider Community?

Which elements are most helpful and least helpful about InfoShare and the Hot Sheet?

⇒ **Monitoring for Best Practice Outcomes**

Best Practice Committees have been meeting for several months to identify the most essential Best Practice values for improving consumer outcomes in each of their disciplines. In 2011, UM is going to begin reviewing IPRS Person-Centered Plans to evaluate how well these values have been infused and demonstrated throughout.

What are these values? How do you show what best practices look like day-to-day and in a plan? How will this new monitoring process work? What are the benefits of operating from a Best Practice framework?

At January's InfoShare, the LME's Clinical Director, Dr. Elizabeth Peterson-Vita, will outline the process for monitoring for Best Practice outcomes. She will share with the Provider Community the ways in which the LME plans to prepare and assist providers in this process, and will seek feedback on ways to encourage providers' full participation. We look forward to your engagement in this process!

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⇒ **CAP-MR/DD Utilization Review Training for Providers**

Providers are invited to attend CAP-MR/DD UR technical training at Pathways (901 South New Hope Road, Gastonia, NC 28054) at any of the following times:

- Tuesday, January 4 10:00AM-Noon
- Tuesday, January 4, 2:00PM-4:00PM
- Monday, January 10, 10:00AM-Noon
- Monday, January 10, 2:00PM-4:00PM

Providers need to register for the training by e-mail to SBryant@PathwaysLME.org. Additional training in Mecklenburg County may be scheduled and will be announced in the Hot Sheet.

⇒ **NCHIMA-Behavioral Health Section:** The Behavioral Health Section of the North Carolina Health Information Management Association will be having their Mid Year Conference on January 24, 2011 in Cary, North Carolina. This conference is specifically adapted for staff and professionals employed in the areas of Health Information/Medical Records within behavioral health care settings. For more information go to:

http://www.nchima.org/BehavioralHealth/2011_Mid_Year_Conference.pdf

⇒ **IRIS (Incident Response Improvement System):** There have been problems recently with submission of incomplete incident reports. The Division is currently developing report capabilities in IRIS. Missing or erroneous information will limit providers' ability to generate accurate reports. Please pay close attention to the sections marked, "Authorities Contacted" and "Consumer/Services". These two sections seem to be overlooked more than the others. "Authorities Contacted" should include the team leader, the legally responsible person (if applicable), and others, as appropriate or required by Rule. "Consumer/Services" should include only those services provided by the reporting agency. Providers have *one business day* to respond to requests for additional information, unless more time is needed for investigation. In those instances, please make arrangements directly with the Risk Manager.

Monthly IRIS Training for New Users: IRIS training is scheduled on the second Tuesday of each month from 9:00-11:00am at the Carlton Watkins Center. Please refer to the Provider Training Calendar for further details and registration.

⇒ **AMH Contract Providers and Vendors**

2010 Year-end Holiday Schedule for Processing Claims and Invoices

During the upcoming holiday season, AMH Financial Services will revise the payment-processing schedule to December 24, 27, and 31, 2010,

To ensure your payment is processed prior to the December Holidays please submit claims to the LME **no later than Friday, December 17, 2010**. For the days between December 25 and January 1, the LME will not generate payments.

PROVIDER COUNCIL REMINDERS AND UPDATES

⇒ **Training Location Change:** Mecklenburg Provider Council *Person Centered Thinking Training on Monday, December 20th and Tuesday, December 21st from 9 am – 4 pm* with Trainer Larry Adler will be held at **Melange Health Solutions, 145 Scaleybark Rd, #B, Charlotte, (704) 567-8690**.

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- ⇒ **Provider Council Minutes** for the Executive Board, General Membership and Committees are published and available on-line at the following website:
<http://charmeck.org/MECKLENBURG/COUNTY/AREAMENTALHEALTH/FORPROVIDERS/Pages/MPCouncil.aspx>
- ⇒ **Provider Council Sub-Committees** – Three standing subcommittees have been formed by the Provider Council. If you are interested or want more information, please contact the committee chairs. The three committees are:
- **Training and Development Committee** Trasha Black (Co-Chair), Genesis Project, tblack@genesisproject1.org, 704-596-0505
 - ◆ Angela R. Simmons (Co-Chair), The Right Choice MWM, 704-537-3650 x1105, angela@trcmwm.com.
 - > The next scheduled meeting is **Wednesday, January 19, 2011 at 9 AM** in the Carlton Watkins Center Multipurpose room.
 - **Provider Relations Sub-Committee**
 - ◆ Kira Wilson (Co-Chair), The Arc of NC, 704-568-0112, kwilson@arcnc.org
 - ◆ Tim R. Holland (Co-chair) Person Centered Partnerships, 704-319-7609, Tim.Holland@pcpartnerships.org
 - > **Stay tuned for future notification of the next meeting date.**
 - **Provider Outreach Sub-Committee** – The Provider Outreach Committee is a new sub-committee, the general purpose of which is to establish mechanisms for the Provider Council to connect with new providers, to provide them basic resource information and to introduce them to the Provider Council.
 - ◆ Miranda Little (Co-Chair), Family Preservation Services, Inc., 704-344-0491, Mlittle@fpsc corp.com
 - ◆ Becky Millis (Co-Chair), Family Preservation Services, Inc., 704-334-0491, Rmills@fpsc corp.com
 - >The next meeting will be on **Wednesday, January 19, 2011 at 1:30 PM** in the Carlton Watkins Center Multipurpose Room.

EDUCATION AND TRAINING OPPORTUNITIES

- ⇒ **MeckCARES Training Institute** offers a full range of high-quality classroom and now [online courses](#) that meet state service definitions and requirements and will empower you to improve outcomes for youth and families.
- Learn about System of Care principles and practices
 - See how Child and Family Teams should operate
 - Gain knowledge, power and respect to strengthen families and improve lives
- Register Today! <http://charmeck.org/mecklenburg/county/MeckCARES/training/Pages/default.aspx>
- ⇒ **Mecklenburg's PROMISE Recovery and Crisis Training Calendar.** Please feel free to print and post at your locations or pass it on to anyone you feel would benefit from our trainings. To register, go to www.meckpromise.com. If you have any questions or concerns, please feel free to contact us at (704) 525-4398, ext. 207. <http://www.meckpromise.com/node/43>
- ⇒ **The Mecklenburg County Provider Council** has developed a comprehensive Training Calendar designed to serve as a one-stop location to view training events occurring in Mecklenburg County that are supported or sponsored by the provider community, the LME, AHEC or other entities.

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Following is a link to submit training events: <http://www.meckpromise.com/node/75>. To view training events, click on the following link: <http://www.meckpromise.com/mptc>

- ⇒ **The LME Monthly AMH Training Calendar** is posted on-line at the following link:
<http://charmeck.org/mecklenburg/county/AreaMentalHealth/ForProviders/Pages/ProviderTraining.aspx>
- ⇒ **TIP – Training in Innovation and Practice** –The NC Council of Community Programs and the Administrative Services Organization, a group of providers, continue to offer training to help providers adapt to changing circumstances. For a list of currently scheduled training events and to register, go to www.nc-council.org.

WEB RESOURCES

- ⇒ **NC Division of MH/DD/SAS:** <http://www.ncdhhs.gov/mhddsas/>
- ⇒ **NC Division of MH/DD/SAS Implementation Updates:**
<http://www.ncdhhs.gov/mhddsas/servicedefinitions/servdefupdates/index.htm>
- ⇒ **Mecklenburg AMH:** <http://mecklink.charmeck.org>
- ⇒ **AMH Best Practices Committees and Schedule:**
<http://charmeck.org/mecklenburg/county/areamentalhealth/forproviders/pages/bestpracticeteams.aspx>
- ⇒ **Hot Sheet Archive:**
<http://charmeck.org/mecklenburg/county/areamentalhealth/forproviders/pages/hotsheets.aspx>



Are you 13-17 years old?

Do you like taking pictures?

***Are you interested in learning more about
photography?***

Then come and participate in ParentVOICE's PhotoVoice Project!

You will learn how to use photography to tell your story and will have a chance to show off your work.

*Your participation would involve attending 3 2-hour training sessions
(January 10, 11 and 26, 2011)*

*at Children and Family Services Center in training room 2
(601 E. 5th Street, Charlotte NC 28202)*

Cameras will be provided and UNC Charlotte Psychology graduate and undergraduate students will provided technical assistance.

If you are interested, fill out the form on the back and tell us why you think you would be a good match for this project.

*For more information please call Candace Wilson at
704.432.4521 or email cwilson@mhacentralcarolinas.org
Return interest form by January 3, 2011*



**ParentVOICE Youth PhotoVoice
Interest Form**

Date completed: _____

Name of interested person:

(First)

(Last)

(Middle initial)

Address:

City:	State:	Zip Code:
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Telephone Contact Number(s):

E-mail address:

Age:	Race:	Sex:
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Person who told you about PhotoVoice:

Please complete the following questions to the best of your ability. There are no right or wrong answers, it is all about you!

Why do you want to participate in the ParentVOICE Youth PhotoVoice project?
You can use a separate sheet of paper; limit your response to 500 words or less.

What do you consider your best attribute, quality or strength? _____

Who are the most important people in your life and what is their relationship to you? _____

How did you hear about the ParentVOICE Youth PhotoVoice project? _____

Return form by January 3, 2011

Please Submit Completed Interest Form to:

ParentVOICE Attention: Candace Wilson
3500 Ellington Street Charlotte, NC 28211

cwilson@mhcentralcarolinas.org
704-432-4521 phone / 704-432-4547 FAX