



**MECKLENBURG COUNTY**  
**Area Mental Health, Developmental Disabilities and**  
**Substance Abuse Services**  
January 14, 2011

***PROVIDER HOT SHEET***

- ⇒ **Therapeutic Foster Care Providers:** Providers of services licensed under General Statute 131D and General Statute 131E are *not* required to submit incident reports to the Incident Response Improvement System (IRIS). Therefore, please do not submit incident reports related to provision of Therapeutic Foster Care services unless the consumer is actively receiving mental health, substance abuse, or developmental disabilities services at the time of the adverse event. Please continue to follow all reporting requirements of the Department of Social Services and your accrediting agencies. Thanks very much.
- ⇒ **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.
- ⇒ **InfoShare Communication Feedback Update**  
Thank you for all of the rich, thoughtful insights into how we can work collaboratively to improve communication between the LME and the provider community. As we compile all of that great feedback, you should begin to notice some changes to the Hot Sheet in the coming weeks. We're also looking forward to incorporating ideas for improving the format of future InfoShare meetings. Stay tuned! In the meantime, please forward any additional suggestions or questions to [Jill.Dineen-Scott@MecklenburgCountyNC.gov](mailto:Jill.Dineen-Scott@MecklenburgCountyNC.gov).
- ⇒ **New Provider Endorsement Policy**  
A new provider Endorsement Policy is now posted on the DMH website at the following link: <http://www.ncdhhs.gov/mhddsas/stateplanimplementation/providerendorse/index.htm>. Endorsement applications received prior to January 1, 2011 will be processed using the Endorsement Policy dated December 3, 2007. All endorsement applications received as of January 1, 2011 will be processed under the new policy. Providers are encouraged to read the new policy in its entirety to ensure compliance with endorsement activities.
- ⇒ **Elements of a Functional First Responder System**  
The Mecklenburg County Consumer and Family Advisory Committee (CFAC) and LME consider the following elements to constitute a Functional First Responder System (FFRS):
- The provider has a 911 prompt for medical crisis on their voicemail system.
  - The provider has a prompt that provides a phone or pager number for assistance with "urgent" or "crisis" needs that cannot wait until the next business day (this number should connect to a person and not another telephone number or voicemail.)
  - If crisis number contacts a pager, the message explains briefly what the caller will hear and how to respond.
  - If the caller does not reach a live person, the voicemail message gives the caller a wait time of no more than 15 minutes to expect a return call.
  - If the caller does not reach a live person, the call is returned within 15 minutes.
- All providers of enhanced Medicaid services that are required to serve as First Responders should ensure that these elements are included in your First Responder System. The LME and representatives

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from CFAC will periodically test providers through Mock Calls to ensure compliance with these requirements.

- ⇒ **Balanced Scorecard Data** will again be collected on an Excel spreadsheet in Provider Connect. Data is required from agencies that provided Community Support, Community Support Team, ACT, Psychosocial Rehab and Targeted Case Management to IPRS consumers from July – December 2010. The spreadsheet contains the reporting form with instructions. The spreadsheets will be available in the eCura Provider Connect download folder in a subfolder titled “Balanced Scorecard Data” on or about 1/12/2011. Providers are to complete the spreadsheet and upload it to Provider Connect no later than the due date on the form, January 21, 2011. **If you did not provide the above services from July – December 2010, there is no spreadsheet for your agency and no report is required for this reporting period.**

Questions regarding Balanced Scorecard Data should be directed to Evelyn Cross;  
[evelyn.cross@mecklenburgcountync.gov](mailto:evelyn.cross@mecklenburgcountync.gov), 704-432-3058.

Questions regarding Provider Connect should be directed to Jeremy Pollard (**note new phone#**);  
[jeremy.pollard@MecklenburgCountyNC.gov](mailto:jeremy.pollard@MecklenburgCountyNC.gov), 704-614-0546.

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## PROVIDER COUNCIL REMINDERS AND UPDATES

- ⇒ **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](mailto:tblack@genesisproject1.org), 704-596-0505
    - ◆ Angela R. Simmons (Co-Chair), The Right Choice MWM, 704-537-3650 x1105, [angela@trcmwm.com](mailto: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](mailto:kwilson@arcnc.org)
    - ◆ Tim R. Holland (Co-chair) Person Centered Partnerships, 704-319-7609, [Tim.Holland@pccpartnerships.org](mailto:Tim.Holland@pccpartnerships.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@fpscorp.com](mailto:Mlittle@fpscorp.com)
    - ◆ Becky Mills (Co-Chair), Family Preservation Services, Inc., 704-334-0491, [Rmills@fpscorp.com](mailto:Rmills@fpscorp.com)
      - >The next meeting will be on **Wednesday, January 19, 2011 at 1:30 PM** in the Carlton Watkins Center Multipurpose Room.

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**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://charmec.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](http://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. 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://charmec.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](http://www.nc-council.org).
- ⇒ **Mental Health Association** offers various training opportunities in collaboration with Charlotte AHEC. Please visit website <http://www.charlotteahec.org/> for more information.
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**WEB RESOURCES**

- ⇒ [NC Division of MH/DD/SAS](#)
- ⇒ [NC Division of MH/DD/SAS Implementation Updates](#)
- ⇒ [Mecklenburg AMH](#)
- ⇒ [AMH Best Practices Committees and Schedule](#)
- ⇒ [AMH Hot Sheet Archive](#)
- ⇒ [AMH Provider Document Library](#)
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The following policies have been added to the Provider Document Library. Forms relating to policies IM-28 and IM-29 have also been added under “Confidentiality.” Please review these policies as they pertain to your agency.

- CO-05 Exchange of Information and Continuity of Care Policy 12/15/10
- CO-07 The Person Centered Planning Policy 03.17.10
- CO-08 Crisis Services Policy 12.15.10
- FS-03 Use of State Funds for Room and Board 11.29.10
- IM-04 Consumers Request to Inspect-Obtain a Copy of Designated Record 10.13.10
- **IM-28 Security or Privacy Breach of PHI**
- **IM-29 Provider Contractual and Legal Responsibility for Safeguarding the Maintenance, Retention and Disposition of Records**
- LME-29 Acceptance of Monetary Donations 11.29.10
- LME-30 Acceptance of Donated Goods 11.29.10
- UM-11 Standard Time Frames for UM Decisions 02.17.10
- **UM-24 LME Protocol for Medical Coordination 11.17.10**

**\*Bold font indicates NEW policy.**

## REVISED SCHEDULE AS OF JANUARY 13, 2011



### CAP-MR/DD Utilization Review Provider Trainings

Pathways CAP-MR/DD Utilization Review staff will be conducting provider trainings for Intellectual/ Developmental Disability providers and targeted case managers. **This training is essential for those who serve consumers receiving or hope to receive CAP-MR/DD services.**

The training will focus on:

- Changes to the authorization process;
- Technical procedures for submitting an authorization request, including fax numbers, requesting a log-in, confirmations;
- Who you submit your authorization request to; and
- What topics will be handled by Utilization Review, and what topics will be handled by your local LME I/DD contact.

Training sessions will be offered on:

- **January 14**—10 am-12 pm **BOONE LOCATION CLOSED FOR REGISTRATION** Smoky Mountain Center Central Region Office, 825 Wilkesboro Blvd, SE, Lenoir NC 28645 and transmitted to Northern and Southern Regional Smoky LME offices (44 Bonnie Lane, Sylva NC 28779 and 379 New Market Blvd., Suite 4, Boone NC 28607
- **January 14**—2:30 p.m.—Foothills Higher Education Center, 2128 South Sterling St., Morganton NC, 28655 **MAKE UP FOR JANUARY 11— If you were registered for January 11, you are already registered for this training.**
- **January 18**—two sessions—10 am-12 pm & 2 pm-4 pm Pathways LME Auditorium; 901 S. New Hope Rd., Gastonia NC 28054 **MAKE UP FOR JANUARY 10—If you were registered for January 10, you are already registered for this training.**
- **January 19**—12:30 p.m. Carlton Watkins Center, 3500 Ellington St., Charlotte NC **Make up Session for January 13--10 a.m. session. If you were registered for the Jan. 13—10 a.m. session, you are automatically registered for this session. This session is closed for registrations.**

**If you need to change your registration day/time, please email Stacy Bryant at [sbryant@pathwayslme.org](mailto:sbryant@pathwayslme.org). Due to space issues, I am not able to register any other providers for the Charlotte training.**

To register for a training session, please email Stacy Bryant at [sbryant@PathwaysLME.org](mailto:sbryant@PathwaysLME.org). Please include your name, email, phone number and number of staff attending from your organization. *Space is limited at some locations.* If you have other questions regarding Pathways CAP-MR/DD Utilization Review, please call 704-884-2501.



***Operation Recovery has been charged by SAMHSA to **revolutionize** how our community responds to the **invisible wounds of war*****

Please join us for an information sharing opportunity to work with veterans who have experienced trauma and co-occurring mental health or substance abuse issues.

- Learn how to identify and *engage* veterans and military personnel.
- Get the standardized screening tools for Post-Traumatic Stress Disorder and Traumatic Brain Injury.

*For those who choose to develop services for these veterans:*

- Operation Recovery will facilitate free training on 2 evidenced-based treatment models, Seeking Safety and Cognitive Processing Therapy; national experts will also provide follow up consultation and supervision.

*For those seriously interested in developing treatment services targeted to veterans:*

- Operation recovery will discuss opportunities to partner with us for treatment of jail diverted veterans.

*NOTE: The SAMHSA grant does not include funds for services, but consumers may be eligible for coverage through Medicaid, Medicare, IPRS, or other existing funding sources. Mecklenburg County DSS staff are currently providing pre-applications for Medicaid and food stamps in preparation for release from jail.*

## **Informational Meeting**

**Scheduled for**

**January 21, 2011**

**Sam Billings Center**

**Conference Rooms A-D,**

**from 11:00-1:00PM**





## GLOBAL APPRAISAL OF INDIVIDUAL NEEDS (GAIN)

The Global Appraisal of Individual Needs (GAIN) is an assessment instrument used for diagnosis, placement, and treatment planning. GAIN is used in a variety of settings, including outpatient, intensive outpatient, partial hospitalization, methadone, short-term residential, long-term residential, therapeutic community, and correctional programs. The GAIN is used for individuals 12 years of age and older.

### Content

The GAIN has eight core sections: Each section contains questions on the recency of problems, extent of symptoms, and recent

- Background
- Substance Use
- Physical Health
- Risk Behaviors & Disease Prevention
- Mental & Emotional Health
- Environment & Living Situation
- Legal
- Vocational

prevalence. The assessment also looks at service utilization including lifetime use, recency of use, and frequency. There are over 100 scales and subscales included in the GAIN.

### Materials and Administration

The GAIN is available in both paper and electronic forms. It can be administered with a computer or with paper and pencil. The assessment should be completed by a certified GAIN administrator to maintain validity and reliability.

*GAIN-Short Screener (GAIN-SS)* = 2-page (5 minute) screening form for use with the general population to quickly identify those with internalizing or externalizing disorders, issues with crime/violence, and/or substance use.

*GAIN-Quick (GAIN-Q)* = 11-15 page (20-30 minute) form for basic assessment of a targeted population to determine eligibility and need for referral. It can also be used to support motivational interviewing related to substance use.

*GAIN-Initial (GAIN-I)* = 61-100 page (120 minute) standardized assessment for use in substance abuse diagnosis, placement, treatment planning, outcome monitoring, economic analysis, and/or program planning. This assessment can also be used to support motivational interviewing. Please see the EBT primer for additional information about the GAIN.

### Licensure, Training, and Support

Chestnut Health Systems holds the copyright of the GAIN. GAIN software, which includes data entry as well as the ability to create clinical reports, is available for purchase. There is a licensing fee of \$100 per agency for five years of access to the family of GAIN assessments.

### Training Options for GAIN Quick or GAIN Initial:

There are two training options for utilizing the GAIN for Assessments.

#### Option 1:

There is 1 National and 5 Regional Trainers in North Carolina who can provide training for the GAIN. By consultation [Please see the next page for NC GAIN Trainer Support.](#)

#### Option 2:

The other training option is attendance at one of the trainings held by Chestnut Health Systems. GAIN trainings are held throughout the year and continuing education credits (CEU) are available. The website address to find out more information on this training is [www.chestnut.org](http://www.chestnut.org)

### References:

The official website for the assessment: <http://www.chestnut.org/li/gain>

Contact [GAINInfo@chestnut.org](mailto:GAINInfo@chestnut.org) for information on training, licensing, or software purchase.

Dennis, M.L., Chan, Y.F., & Funk, R. (2006). Development and validation of the GAIN Short Screener (GSS) for psychopathology and crime/violence among adolescents and adults. *American Journal on Addictions, 15*, 80-91. doi: 10.1080/10550490601006055

*JJSAMHP is a statewide initiative to address the mental health and substance abuse needs of young persons and families in contact with the juvenile justice system. Funding for support to local JJSAMHP local teams comes from DMHDDSAS. Funding for this publication was supported by ECBH Grant # 134 .*



## NORTH CAROLINA GAIN TRAINERS

Trainer Name and Training Certification	<i>Anthony Dotson</i> Regional	<i>Brenden Hargett</i> Regional	<i>Denise Mannon</i> Regional	<i>Debbie Savage</i> Regional	<i>Patti Tiberi</i> Regional	<i>Chris Townsend</i> National
Areas Willing to Train	All NC	All NC	All NC	Eastern Area	All NC	All NC
Agency Name	DWJ Business Solutions, Inc.	Guilford County DSS	CenterPoint Human Services	Happy, Inc.	Pisgah Consulting	Essential Concepts, Inc.
Base City	Charlotte	Greensboro	Winston-Salem	Sunbury	Asheville	High Point
Email (best way to contact)	<a href="mailto:adotson@dwjbusinessolutions.com">adotson@dwjbusinessolutions.com</a>	<a href="mailto:bhargett@co.guilford.nc.us">bhargett@co.guilford.nc.us</a>	<a href="mailto:dmannon@cphs.org">dmannon@cphs.org</a>	<a href="mailto:Toynet-ta2@yahoo.com">Toynet-ta2@yahoo.com</a>	<a href="mailto:psghvisn@gmail.com">psghvisn@gmail.com</a>	<a href="mailto:essenconcepts@aol.com">essenconcepts@aol.com</a>
Phone	704-516-4844	336-641-3019	336-714-9114 336-402-5789	252-287-5500	828-458-5476	336-688-6757
Notice Required to set up Training/ Certification Time Limit	3 weeks/ Complete within 16 weeks	3 weeks	3 weeks/ Typically complete Certification process in 3 mos	4 weeks	1 month	3 weeks/3 months for each Administrator and Clinical Levels
Trainer's Licenses and Certifications	CGW	LPC, LCAS, NCC, MAC		HSP-PA, LCAS	LCAS, LPC, CCS, CSAPC	LPC, LCAS, CCS, NCC
Cost for Training (travel add.)	Contact Trainer for Costs	Contact Trainer for Costs	Contact Trainer for Costs	Contact Trainer for Costs	Contact Trainer for Costs	Contact Trainer for Costs
Additional Training Information		Training style is engaging, collaborative, and competency based			I have a commitment to quality training and services to those clients who are served	He is a National GAIN Clinical Interpretation Trainer. Clinical Interpretation is designed to help providers learn how to properly edit report by using all generated resources. I enjoy teaching in a practical and relevant manner. My goal is to ensure that each participant feels confident and more enlightened as a clinician

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