



MECKLENBURG COUNTY
Area Mental Health, Developmental Disabilities and
Substance Abuse Services
May 31, 2011

PROVIDER HOT SHEET

⇒ **Clarification Regarding CST Staffing Requirements**

We have recently received clarification from the Division of Mental Health that a full-time CST employee should **not** provide any other service. If that individual is fulltime in the CST program, it is to be a dedicated position to that team. Please be reminded that the CST service definition requires that CST shall be comprised of **three full-time staff positions**. If you are out of compliance with this requirement, please make the necessary changes no later than June 1, 2011. LME staff will monitor providers against this requirement for monitoring reviews that occur after June 1, 2011.

⇒ Please note: InfoShare is now the first Wednesday of each quarter; for FY'12 InfoShare will be held on July 6th, 2011, October 5th, 2011, January 4th, 2012 and April 4th, 2012.

⇒ **FREE Seeking Safety Training June 21 and 22, 2011, at the Police-Fire Training Academy.** This event on this evidence-based model for treating trauma and/or SA issues) is offered by Operation Recovery: Jail Diversion Trauma Recovery-Priority to Veterans, charged by SAMHSA to **increase the capacity of local providers and clinicians to treat and identify trauma**. With the large numbers of trauma-impacted veterans expected to return to our region over the summer, growing numbers of victims of domestic violence and disasters—both natural and terrorist related--trauma is impacting our communities in often unseen ways. Free CEUs offered from NCSAPPB. CEUs thru UNCC will be available for nominal fee to include up to 10.5 credits hrs. All participants must register at the following link: www.ncoperationrecovery.org Please see attached flyer for additional information.

⇒ **2011 LME Consumer Satisfaction Survey**

In the past, the LME has asked providers to administer a Consumer Satisfaction Survey on the State's behalf. To date, the State has not scheduled a survey for this fiscal year. An annual survey is required for accreditation and by Mecklenburg County. Therefore, the LME has taken the initiative to develop a basic and brief survey (16 questions) that includes key customer satisfaction concepts established by Mecklenburg County (ethics, communication, quality, timeliness, and courtesy and respect), basic concerns from the previous surveys (making complaints, choice of providers, discussion of progress and goals) in addition to some bottom line "hotel" type concepts (cleanliness, location, keeping appointments). The demographic information at the top of the survey has been expanded to provide more data items for evaluating and improving consumer satisfaction (education, age, culture, etc.). The LME expects that this survey will be further developed in the next year to include recovery and self-determination concepts.

The survey will be conducted May 15 – June 10, 2011.

The survey should be administered to all Mecklenburg consumers served during the survey period, which include:

- Consumers whose services have been authorized by the LME. The list of consumers authorized by the LME and a survey for each is enclosed in your packet.
- Consumers with Medicaid only who receive services from you during the survey period. The LME does not have a list of direct billed Medicaid consumers. One survey is included in your packet that you can copy for these consumers.

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- Consumers who speak Spanish. One Spanish survey is included in your packet that you can copy for these consumers.

The LME has mailed surveys (English and Spanish version) and instructions to all providers on the current LME provider list. The number of surveys sent was determined by reports from eCura, the LME data management system. The survey packets include:

- For Providers in eCura:
 - Survey Instructions.
 - A list of consumers authorized by the LME to receive services, with their consumer ID numbers.
 - A survey in English for each consumer authorized to receive services during the survey period.
 - A survey in Spanish to be copied as needed.
- For Providers who only bill Medicaid directly:
 - Survey Instructions.
 - A survey in English to be copied as needed for each consumer receiving services during the survey period.
 - A survey in Spanish to be copied as needed.

The surveys are also on the LME Public webpage in the Provider Resource Library under the Forms Category for download if needed.

Questions regarding the survey should be addressed to **Evelyn Cross: 704-432-3058** or **Evelyn.Cross@Mecklenburgcountync.gov**.

⇒ Your single point of contact for all suggestions, input, feedback, questions and concerns regarding the Hot Sheet should be directed to Jill Scott, AMH Information/Education Coordinator at Jill.Dineen-Scott@MecklenburgCountyNC.gov.

CLINICAL CORNER

⇒ Our IPRS Adult and Child Mental Health CABHAs will recall our meetings in March to describe the PCP Best Practices project, coordinated through the LME's Utilization Management Department. After an extended period of internal review, training, and inter-rater reliability studies, we are currently reviewing PCPs from those providers to monitor their reflection of Recovery and System of Care principles. Please continue to assist your staff in incorporating those principles into their meetings with consumers and families, and in developing PCPs that reflect these Best Practices principles, as described in the documents prepared by the Best Practice Committees. We look forward to sharing our feedback with you later this summer!

PROVIDER COUNCIL REMINDERS AND UPDATES

⇒ **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 four 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, June 15, 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

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- ◆ Tim R. Holland (Co-chair) Person Centered Partnerships, 704-319-7609, Tim.Holland@pccpartnerships.org
 - > The next scheduled meeting is **Wednesday, June 15, 2011 at 1:30 PM** in the Carlton Watkins Center Multipurpose room.
- **Provider Outreach 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
 - ◆ > The next meeting will be on **Wednesday, Jun 15, 2011 at 12 PM** in the Carlton Watkins Center Multipurpose room.
- **Quality Improvement Sub-Committee** - The general purpose of this committee is to collectively organize a sound quality approach to delivery of clinical service as well as general standards for quality for MH/SA/DD providers.
 - ◆ Angela Bunting (Co-Chair), BWB Connections, 704-595-5553
Angela.Bunting@connectionsbw.com
 - ◆ Sonyia Richardson (Co-Chair), Another Level Counseling & Consultation, 704-548-5298
srichardson@anotherlevelservices.com
 - ◆ > The next meeting will be on **Wednesday, June 15, 2011 at 10:30 AM** in the Carlton Watkins Center Multipurpose room.

EDUCATION AND TRAINING OPPORTUNITIES

- ⇒ **Operation Recovery Jail Diversion Trauma Recovery**-Priority to Veterans has been charged by SAMHSA to **increase the capacity of local providers and instructors to treat and identify trauma and to educate future generations of providers and public servants about trauma**—especially in light of the large numbers of trauma-impacted veterans we expect to return to our region over the summer. With the growing numbers of victims of domestic violence combat and disasters—both natural and terrorist related, trauma is impacting our communities in often unseen ways. All participants must register. **THIS IS NOT JUST FOR CLINICIANS!** Please see attached flyer for additional information.
- ⇒ **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.** MeckPromise is offering free Wellness, Recovery & Crisis Education classes for consumers and providers at our new location 1041 Hawthorne Lane, Charlotte, NC 28205. Please feel free to drop by and see what we've got going on! For more information on our classes please call the main number at 980-321-4021 or John Cunningham at 980-321-4025 or via email at jcunningham@meckpromise.com to request a current calendar.
- ⇒ **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>

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- ⇒ **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.
- ⇒ **Mental Health Association** offers various training opportunities to include QPR (Question, Persuade, and Refer) suicide prevention training. Please visit website <http://mhacentralcarolinas.org> or call 704-365-3454 for more information.

WEB RESOURCES

- ⇒ [NC Division of MH/DD/SAS](#)
- ⇒ [NC Division of MH/DD/SAS Provider Endorsement Information](#)
- ⇒ [NC Division of MH/DD/SAS Implementation Updates](#)
- ⇒ [Mecklenburg AMH](#)
- ⇒ [AMH Best Practices Committees and Schedule](#)
- ⇒ [AMH Hot Sheet Archive](#)
- ⇒ [AMH Provider Document Library](#)



FREE TRAINING REGISTER NOW!

JUNE 21 & 22, 2011

Mecklenburg County Police and Fire Training Academy



Operation Recovery: Jail Diversion Trauma Recovery- Priority to Veterans, SAMHSA and Mecklenburg County Provided Services Organization invites you to attend a FREE TRAINING in an evidenced-based treatment model for Trauma and Substance Abuse proven to work! CEUs available. Why FREE TRAINING? Because one of Operation Recovery missions as a SAMHSA grant recipient is to increase the capacity of providers in the state who can *identify & treat trauma*. REGISTER ONLINE HERE:

<http://www.ncoperationrecovery.org/>

MeckCARES would like to thank all providers who participated in Resilience Fest 2011! The event was well organized, well attended, and we have received positive feedback from participants. And now for the basketball tournament results:

Participating Teams:

- Adult—Echelon Care, New Leaf Adolescent Care, The Cougars and New Place, Inc.
- Youth—ParentVOICE All Stars, Miracle House, New Place, Inc., Echelon Care, New Leaf Adolescent Care

ADULT CHAMPIONS: Echelon Care



Where Change is inevitable, but growth is optional"

"The Resilience Fair provided a wonderful opportunity for both Meck Cares and Echelon Care to work together to continue to positively impact the community". We were excited to assist with this meaningful event, that incorporated multiple providers and role modeled unity for all in attendance."

Additionally, we are proud to be hailed as the Champions for the Adult Basketball Tournament!!

YOUTH CHAMPIONS: ParentVOICE All Stars



Please continue to support the ParentVOICE All Stars every Saturday at Cochrane Middle School.



Thank you to all teams that participated in this fun event!

MPC
Mecklenburg Provider Council



presents

Cognitive Behavioral Therapy Training

**June 6, 13, & 14, 2011
8:30am-5pm**

--LOCATION: Genesis Project, 5104 Reagan Drive Suite 5, Charlotte 28206

REGISTRATION: Register online: www.genesisproject1.org (Registration fees will be payable via Paypal)

***Total training hours: 24 hours including class time and additional reading and assignments.**

****Cost: 135.00**

****Plus \$10 fee for CEU's.**



Dr. Susan Furr is a licensed psychologist who received her PhD from the University of North Carolina at Chapel Hill. She has worked as a school counseling, a psychologist at a university counseling center, and currently is a Professor in the Department of Counseling at the University of North Carolina at Charlotte. She has published on topics such as college student suicide, grief and loss counseling, career counseling, and development of counseling students. A major focus of her training has been in the area of cognitive therapy.

For more information on this Cognitive Behavioral Therapy Training, please contact, Lisa Davis, Training Director at Genesis Project 1, Inc. (704.596.0505)[ldavis@genesisproject1.org]

