



MECKLENBURG COUNTY
Area Mental Health, Developmental Disabilities and
Substance Abuse Services
June 6, 2011

PROVIDER HOT SHEET

- ⇒ **Targeted Case Management I/DD** - North Carolina Division of Medical Assistance has issued an updated Clinical coverage policy for [Intellectual and Developmental Disabilities Targeted Case Management](http://www.ncdhhs.gov/dma/mp/8N.pdf) effective June 1, 2011. The policy is located at the following link <http://www.ncdhhs.gov/dma/mp/8N.pdf>.
- ⇒ **DHHS Records Retention and Disposition Schedule for Grants.** The DHHS Controller's Office updates and distributes to the Department's subrecipients and certain other entities semi-annually the items described on the attached Memorandum.
- ⇒ **FY 2012 IPRS Services Benefit Plan** - The benefit plans are now available at <http://charmeck.org/mecklenburg/county/AreaMentalHealth/ForProviders/Pages/ProviderDocuments.aspx>.
- ⇒ **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.

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
 - ◆ Tim R. Holland (Co-chair) Person Centered Partnerships, 704-319-7609, Tim.Holland@pcpartnerships.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@fpsc corp.com
 - ◆ > The next meeting will be on **Wednesday, Jun 15, 2011 at 12 PM** in the Carlton Watkins Center Multipurpose room.

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- **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@anotherlevels.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://charmeck.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>

 - ⇒ **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.

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⇒ **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](#)



North Carolina Department of Health and Human Services
Office of the Controller

Beverly Eaves Perdue, Governor
Lanier M. Cansler, Secretary

Laketha M. Miller, Controller
(919) 733-0169

MAILING ADDRESS:
2019 Mail Service Center
Raleigh, NC 27699-2019

LOCATION:
1050 Umstead Drive
Raleigh, NC

May 20, 2011

MEMORANDUM #2011-14

TO: County Managers
County Finance Officers
Local Department of Social Services Directors
Local Management Entity, Area Authority and County Program Directors
LME and Area Program Finance Officers
Local Health Department Directors
District Health Department Directors
District Health Department Finance Officers
Councils of Government Executive Directors
Councils of Government Finance Officers

FROM: Laketha M. Miller *Laketha M. Miller*

SUBJECT: DHHS Records Retention and Disposition Schedule for Grants

Semiannually, the North Carolina Department of Health and Human Services Controller's Office issues the DHHS Records Retention and Disposition Schedule for Grants, which provides **by funding source and State fiscal year** the earliest date that records for the funding source may be destroyed. This retention schedule is governed by Federal regulations found at 7 CFR 3016.42, 7 CFR 3019.53, 45 CFR 74.53 and 45 CFR 92.42 and State regulations found at 09 NCAC 03M .0703 (4). All financial and programmatic records, supporting documents, statistical records, and all other records pertinent to a Federal award must be retained in accordance with this schedule. All State and local government agencies, nongovernmental entities and their subrecipients, including applicable vendors, that administer programs funded by Federal sources passed through the North Carolina Department of Health and Human Services and its divisions and offices ("DHHS") are expected to maintain compliance with both the DHHS Records Retention and Disposition Schedule for Grants and any agency-specific programmatic record retention requirements.

The DHHS Records Retention and Disposition Schedule for Grants has been updated through March 31, 2011, and supersedes previously approved applicable schedules. Grant records with a purge date (i.e. any date appearing in column three of the schedule) more than two years prior to the Schedule's posting date have been removed. Additionally, the updated Schedule includes adjustments to purge dates for Temporary Assistance for Needy Families (TANF) grants. The records retention period for the TANF program, also known as the Work First program, changed

from five years to a retention period of ten years. The Work First program automatically provides Medical Assistance benefits to recipients of Work First. Recipients of Work First benefits are tied to eligibility for the DHHS/Division of Medical Assistance programs, which require a ten year retention period. As a result, the Work First program should adhere to the more restrictive retention period. All financial and programmatic records as well as all supporting documentation for the Work First program must be retained for a period of ten years.

The Memorandum, Background and updated Schedule for records retention are available on the DHHS Office of the Controller's website and can be accessed at the following Internet address: <http://www.ncdhhs.gov/control/>. At this web address, page down and select the 7th bullet under "Letters/reports/forms for ALL Agencies".

Please notify all employees and all contractors who are or will be involved in the records retention and disposition process that the updated Memorandum and Schedule have been posted along with the related Background pages.

Please ensure that all users of this information go to our web page to print this Memorandum, the Background and the Schedule.

If you have questions relating to the above, please contact either Don McLamb at (919) 855-3743 or by e-mail at Don.McLamb@dhhs.nc.gov, or Leigh Ann Kerr at (919) 855-3738 or by e-mail at LeighAnn.Kerr@dhhs.nc.gov. Thank you in advance for your continued cooperation and assistance.

LMM/lck/dmcl

cc:	Secretary Lanier M. Cansler	Division Records Officers
	Executive Committee	DHHS Controller's Office Section Chiefs
	Division/Office Directors	Becky McGee-Lankford, Dept. of Cultural Resources
	Division Budget Officers	James Burke, Local Government Commission

Filename: "Records-Retention-Memorandum-March-2011.doc"



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/>

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]

MPC Mecklenburg Provider Council

TRAINING REGISTRATION FORM

Training Title:

Cognitive Behavioral Therapy Training

June 6, 13, & 14 2011

Complete the information below and fax this form to Lisa Davis at (704) 596-0507.

Please type or print

AGENCY INFORMATION

Agency's Name: _____

Agency's Contact Person: _____

Contact Person Phone: _____ **Email:** _____

-Participant (s) attending

Name (please print)	Email Address (Required)	Phone Number

*If there are more than 12 participants from your agency, please use another registration form.

SESSION & ATTENDEE INFORMATION

(Limit 50 per session. See the training flyer for times and locations)

	Number purchasing	Total Cost
Training Fee \$135		
CEU's \$10.00		
TOTAL FEE		

PAYMENT INFORMATION

You will receive an online link for payment via Paypal at www.genesisproject1.org

Training is limited to 50 persons per session. All required Handouts are sent to participants prior to the training date and participants are responsible for bringing to the session. The training fee is nonrefundable and cannot be applied to a future training. Register early, space is limited. Participants who arrive more than 15 minutes late will NOT be admitted to the training session. Full attendance and active participation is expected in order to receive training certificate (I.e. No partial credit will be given.) Disruptive participants will be asked to leave the class. The Provider Network does not keep certificate copies so all participants will need to make all necessary copies and storage arrangements as copies of lost certificates will NOT be available in the future. Please note that these sessions will be videotaped and all participants will be asked to sign a consent form.

Should you have any questions, please contact Lisa Davis or Sharday Black at (704) 596-0505

MPC
Mecklenburg Provider Council

Presents



Motivational Interviewing

June 23, 2011 8:30-4:30pm

June 25, 2011 8:30-4:30pm

MINT Certified Trainer Tony Beatty



Tony Beatty is a certified MINT trainer. He is a Program Administrator with Mecklenburg County Area Mental Health. He has served over 20 years as a substance abuse counselor.

Location: Charlotte, NC

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

***Total training hours:** 12 hours

Cost: \$75 per person

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

TRAINING REGISTRATION FORM

MPC Mecklenburg Provider Council

Training Title: **Motivational Interviewing Training**

Date: **June 23, & 25, 2011**

Complete the information below and fax this form to Lisa Davis at (704) 596-0507.
Please type or print clearly

AGENCY INFORMATION

Agency's Name: _____

Agency's Contact Person: _____

Contact Person Phone: _____ Email: _____

-Participant (s) attending

Name (please print)	Email Address (REQUIRED)	Phone Number

*If there are more than 12 participants from your agency, please use another registration form.

SESSION & ATTENDEE INFORMATION

(Limit 30 per session. See the training flyer for times and locations)

	Number purchasing	Total Cost
Training Fee \$75.00		
TOTAL FEE		

PAYMENT INFORMATION

You will receive an online link for payment via Paypal at www.genesisproject1.org

Training is limited to 30 persons per session. All required Handouts are sent to participants prior to the training date and participants are responsible for bringing to the session. The training fee is nonrefundable and cannot be applied to a future training. Register early, space is limited. Participants who arrive more than 15 minutes late will NOT be admitted to the training session. Full attendance and active participation is expected in order to receive training certificate (I.e. No partial credit will be given.) Disruptive participants will be asked to leave the class. The Provider Network does not keep certificate copies so all participants will need to make all necessary copies and storage arrangements as copies of lost certificates will NOT be available in the future. Please note that these sessions will be videotaped and all participants will be asked to sign a consent form.

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