



**MECKLENBURG COUNTY**  
**Area Mental Health, Developmental Disabilities and**  
**Substance Abuse Services**  
**July 05, 2011**

***PROVIDER HOT SHEET***

⇒ **InfoShare** – The next Mecklenburg County AMH Provider InfoShare is scheduled for **Wednesday, July 6, 2011, 9:00 – 11:00** in the Fellowship Hall at Covenant Presbyterian Church, 1000 E. Morehead Street in Charlotte. The program begins promptly at 9:00 AM and doors close at 9:15 AM. All contract and MOA providers are required to attend. Attached is the agenda for InfoShare. Please print and bring with you if you want a copy; copies of the agenda will not be handed out at InfoShare.

⇒ The LME will administer the Provider Cultural Competence Survey 2011 at InfoShare on July 6th, 2011. The survey is required as a means of complying with Title VI of the Civil Rights Act of 1964. Data from the survey will increase our capacity to serve non-English speaking consumers. Providers with the capacity to work with LEP consumers will be given to MeckLINK for appropriate referrals. **Each provider should review and complete the survey from the link below and bring it to InfoShare or review the survey at the link below and have your agency representative complete it at InfoShare.** The survey will be collected or issued upon check-in. Provider response will be recorded. Thank you for your cooperation in serving all consumers.

<http://charmeck.org/mecklenburg/county/AreaMentalHealth/ForProviders/Provider%20Library2/Provider%20Cultural%20Competence%20Survey%202011.pdf>

⇒ **Quarterly Reminder**

**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.
- **Each CABHA shall provide all consumers with a phone number to contact a live person 24/7/365 for use when crises occur. First response may be telephonic, but face to face intervention shall be attempted prior to referral or if necessary, in conjunction with other crisis responders. (New requirement as of April 6, 2011 from NC Division of Mental Health)**

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

**Recommendations to providers:**

- Keep the LME informed with up to date contact information.
- Check the LME's website under Provider Services for your agency's web pages. These web pages are designed for consumers so it is extremely important for all information to be accurate.

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- Implement the 15 minute time limit for calls to be returned and include that time in all phone messages.
  - Tell callers what to do if they do not receive a response within 15 minutes. This is an important element that needs to be added to most provider messages – even those who succeeded in the mock calls.
    - Some agencies recommend calling 911 or give the Mecklenburg Mobile Crisis Team number as a back-up if a consumer receives no response to their crisis call.
    - CFAC does not recommend referring to 911 as a back-up. It is an inappropriate and expensive resource for someone in a crisis that can better be addressed by a mental health professional.
    - Using the Mobile Crisis Team as a back-up responder is acceptable as long as this is not a substitute for an agency's implementation of its own first responder system.
  - Identify the agency or say "crisis line" when answering the crisis line. Most providers answered the crisis line with "hello".
  - Periodically do an internal check of your own system after hours to make sure it is working. This should include: is easy to understand the message – is it loud enough, clear enough, are phone numbers clearly announced and repeated a second time.
- ⇒ **Balanced Scorecard Data** will again be collected on an Excel spreadsheet in Provider Connect. Data is required from agencies that provided Community Support Team, ACT, Psychosocial Rehab and Targeted Case Management to IPRS consumers from January - June 2011. 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 7/5/2011. Providers are to complete the spreadsheet and upload it to Provider Connect no later than the due date on the form, July 15, 2011. **If you did not provide the above services from January - June 2011, 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 [jeremy.pollard@MecklenburgCountyNC.gov](mailto:jeremy.pollard@MecklenburgCountyNC.gov), 704-614-0546.
- ⇒ **Quarterly Incident Report Due By Email on July 11th, 2011. Please Note: These reports are longer be accepted by fax.** The QM11 Form can be found on the DMH website at this address: <http://www.ncdhhs.gov/mhddsas/statpublications/manualsforms/index.htm#incident>. Scroll to *Incident Response and Improvement System* and select the QM11. All Category A and B providers are required to submit this form. When completed, email the report to Nancy Cody at [nancy.cody@mecklenburgcountync.gov](mailto:nancy.cody@mecklenburgcountync.gov). You will receive an email confirmation of receipt. If reports are faxed they will be returned. This could result in a late submission, which may result in lower scores on provider monitoring tools. Thank you.
- ⇒ **MeckCARES CFT Case Consultation Sessions:**  
Case Consultation is cross organizational group supervision structured as a forum for peer mentoring and support and clinical oversight. It provides a mechanism for the provision of technical assistance to support enhanced service providers who facilitate Child and Family Teams (CFTs) for MeckCARES enrollees. Case Consultation is intended to foster the implementation of System of Care principles and to support fidelity to the Wraparound Process. Sessions are held on the Thursday preceding the 2nd Friday of the month between 9AM-12PM. For more information on the next meeting or if you would like to be included on the email distribution list, please contact the MeckCARES Administrative Assistant (Francesca Morgan) at 704-432-4592 or via email at [Francesca.Morgan@MecklenburgCountyNC.gov](mailto:Francesca.Morgan@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](mailto:Jill.Dineen-Scott@MecklenburgCountyNC.gov). Click [here](#) to subscribe to the weekly Hot Sheet releases.

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**CLINICAL CORNER**

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⇒ The LME will collect the Disaster Response Survey for Provider Agencies at InfoShare on July 6<sup>th</sup>, 2011. This survey will assist in assessing Mecklenburg County's ability to respond to the community's needs in disaster scenarios.

**We ask that each provider review and complete the attached survey below and bring it to InfoShare. Alternatively, please review the attached survey below and have your agency representative complete it at InfoShare.**

Provider response will be recorded and analyzed, with further information presented in a future Hot Sheet. Thank you for your assistance in this crucial clinical area!

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**PROVIDER COUNCIL REMINDERS AND UPDATES**

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⇒ **Provider Council Sub-Committees** – Four 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](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, July 20, 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@pcpartnerships.org](mailto:Tim.Holland@pcpartnerships.org)

> The next scheduled meeting is **Wednesday, July 20, 2011 at 1:30 PM** in the Carlton Watkins Center Multipurpose room.

○ **Provider Outreach Sub-Committee** – The general purpose 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](mailto:MLittle@fpsc corp.com)
- ◆ > The next meeting will be on **Wednesday, July 20, 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 b.com](mailto:Angela.Bunting@connectionsbw b.com)
- ◆ Sonyia Richardson (Co-Chair), Another Level Counseling & Consultation, 704-548-5298 [srichardson@anotherlevelservices.com](mailto:srichardson@anotherlevelservices.com)

> The next meeting will be on **Wednesday, July 20, 2011 at 10:30 AM** in the Carlton Watkins Center Multipurpose room.

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**EDUCATION AND TRAINING OPPORTUNITIES**

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⇒ **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.

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- 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](mailto: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](http://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.

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**WEB RESOURCES**

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- ⇒ [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](#)



**MECKLENBURG COUNTY**  
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**July 6, 2011**  
**Mecklenburg County Provider InfoShare Meeting**  
 Covenant Presbyterian Church

Welcome and thank you for attending the Mecklenburg County Area MH/DD/SA Services Provider InfoShare Meeting. InfoShare is a collaborative effort between the LME, the Providers' Council (PC) and the Consumer and Family Advisory Committee (CFAC). The purpose is to promote Best Practices, to offer opportunities for networking and to provide current, relevant and useful information to providers to support the provision of services to consumers of Mecklenburg Area MH/DD/SAS.

<b>Time/Place</b>	<b>Topics</b>	<b>Presenters</b>
9:00	Welcome and LME Updates	Carlos Hernandez, Interim Area Director
9:15	Mecklenburg County Human Services Financial Services Department	Gail Murchison, Director Human Services Financial Services Department
9:30	First Responder Survey Provider Performance Report	Sandy DuPuy, Chair - Consumer and Family Advisory Committee
9:45	Provider Council Announcements	Dammeon Chisholm, President – Provider Council
10:00	Disaster Planning and Response	Dr. Elizabeth Peterson-Vita, Ph.D., Clinical Director
10:15	Cultural Competence/ LEP survey	Carlos Martinez, Consumer Advocate
10:30	LME Medical Director Update	Dr. Octavio Salazar, MD, MBA, DFAPA, Medical Director
10:45 – 11:30	Behavioral Health Integration Program	Taylor Zublena, MSN, RN Program Manager, Community Care Partners of Greater Mecklenburg (CCPGM)

- **Use the cards provided at each table to submit any questions that you might have. The LME will publish a list of all questions asked and provide the answers in the Hot Sheet.**
- Plan now to attend the next Provider InfoShare Meeting to be held on Wednesday, October 5, 2011, from 9:00 – 11:00, Fellowship Hall, Covenant Presbyterian Church, 1000 E. Morehead St. in Charlotte.



## Disaster Response Survey for Provider Agencies: July 2011

Please note that the Provider contracts include the proviso that if designated by the LME, *Providers shall deploy behavioral health disaster responders to deliver behavioral health disaster services to survivors and other responders within the counties served by the LME.*

We must stand ready to respond if and when such events occur. In order to be prepared, please complete the following:

Agency Name:

Primary Clinical Contact Person:

Clinical Contact Telephone:

Clinical Contact Email:

What is your status with the LME?  Contract  MOA Only

Does your Agency have CABHA status:  Yes  No  Pending

Which consumer populations do you serve (please check all that apply):

Child Mental Health

Child IDD

Child/Adolescent SA

Adult Mental Health

Adult IDD

Adult SA

Please note any unique populations served: \_\_\_\_\_

Please note capacity to serve non-English speakers: \_\_\_\_\_

Please list number of fully licensed clinical staff: \_\_\_\_\_

Please provide number of licensed staff in each category:

- \_\_\_\_\_ Physicians
- \_\_\_\_\_ Psychologists
- \_\_\_\_\_ Psychological Associates
- \_\_\_\_\_ Nurses
- \_\_\_\_\_ Social Workers
- \_\_\_\_\_ Professional Counselors
- \_\_\_\_\_ Marriage/Family Therapists
- \_\_\_\_\_ Chemical Addiction Specialists
- \_\_\_\_\_ Other (please describe)

How many of your licensed staff have received training/certification in Critical Incident Stress Debriefing? \_\_\_\_\_

How many of your licensed staff have received Red Cross training in Mental Health Disaster Response? \_\_\_\_\_

How many of your licensed staff have received training in Psychological First Aid? \_\_\_\_\_

How many of your staff have participated in on-scene disaster response? \_\_\_\_\_

Please indicate if you and your staff are interested in training in the above modalities, and if so, what kind?

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Thank you for your assistance in completing this survey!!



# MeckCARES

## Case Consultation 2010-2011 Calendar

Sessions are on the Thursday preceding the 2<sup>nd</sup> Friday of the month

9AM-12PM at Alexander Youth Network 6220 Thermal Rd., MPR Charlotte NC 28211

<u>Dates</u>	<u>Time</u>	<u>Locations</u>
<b>December 9<sup>th</sup></b>	9AM-12PM	Alexander Youth Network
<b>January 13<sup>th</sup></b>	9AM-12PM	Alexander Youth Network
<b>February 10<sup>th</sup></b>	9AM-12PM	Alexander Youth Network
<b>March 10<sup>th</sup></b>	9AM-12PM	Alexander Youth Network
<b>April 7<sup>th</sup></b>	9AM-12PM	Alexander Youth Network
<b>May 12<sup>th</sup></b>	9AM-12PM	Alexander Youth Network
<b>June 9<sup>th</sup></b>	9AM-12PM	Alexander Youth Network
<b>July 7<sup>th</sup></b>	9AM-12PM	Alexander Youth Network
<b>August 11<sup>th</sup></b>	9AM-12PM	Alexander Youth Network
<b>Sept 8<sup>th</sup></b>	9AM-12PM	Alexander Youth Network
<b>October 13<sup>th</sup></b>	9AM-12PM	Alexander Youth Network
<b>November 10<sup>th</sup></b>	9AM-12PM	Alexander Youth Network

If you have any questions, please contact the MeckCARES Administrative Assistant at (704) 432-4592.



## **MeckCARES Case Consultation Fact Sheet**

### **WHAT**

Case Consultation is a cross-organizational group supervision structured as a forum for peer mentoring and support, clinical oversight, and provides a mechanism for the provision of technical assistance to support enhanced service providers who facilitate Child and Family Teams (CFTs) for MeckCARES enrollees. Case Consultation is intended to foster the implementation of System of Care principles and to support fidelity to the Wraparound Process.

### **WHO**

Case Consultations are intended to support enhanced serviced providers with youth enrolled into MeckCARES.

### **WHERE & WHEN**

Sessions are on the Thursday preceding the 2nd Friday of the month between 9AM-12PM at various community locations. For more information on the next meeting or if you would like to be included on the email distribution list, please contact the MeckCARES Administrative Assistant (Francesca Morgan) at 704-432-4592 or via email at [Francesca.Morgan@mecklenburgcountync.gov](mailto:Francesca.Morgan@mecklenburgcountync.gov)

### **PROCESS FOR CASE CONSULTATION**

No appointment is necessary for a case to be seen. The MeckCARES Case Coordinator need only attend the forum and provide their case information. At the beginning of the meeting, the group is polled to see how many cases will be presented.

Case Coordinators need to provide the following information about their case: Current PCP, DSM Diagnosis, Medications, and Child & Family Team member roster (name and title).

After case information and challenges are shared, the group and the facilitators work to address the challenges and develop an action plan. The Case Coordinator will receive a completed Group Case Consultation form that provides a list of recommendations, complete with contacts and action steps for carrying them out.

### **Top 10 Reasons To Attend**

1. Help with identifying community resources
2. Fresh perspective on challenges experienced with a case from an interdisciplinary team of professionals and family partners
3. Peer mentoring and support
4. New ideas and strategies for implementing system of care philosophy into real practice
5. Creative strategies for development of individualized care plans
6. Camaraderie and networking with other agencies
7. Assistance with identifying underlying needs
8. Assistance with the identification of critical team members who should be a part of the Child & Family Team
9. Help with discovering and fostering the inclusion of natural supports for Child & Family Teams
10. Professional growth and development which could lead to facilitating your own community case consultation