



MECKLENBURG COUNTY
Area Mental Health, Developmental Disabilities and
Substance Abuse Services
July 25, 2011

PROVIDER HOT SHEET

⇒ **Continuum of Crisis Services**

Mecklenburg LME is gathering input about our continuum of crisis services. This input will help us update our Crisis Services Plan and guide decisions about future funding. We will hold a series of community-wide meetings that will be facilitated by Zohreh Yamin of Piurek and Associates. Zohreh has extensive experience providing management consulting services to governmental entities and has been successful in increasing capacity for rehabilitative and recovery oriented services, including peer and family support services as well as an array of other crisis services.

These meetings will be open to consumers, families, providers, and other stakeholders. **Space is limited so we ask that you register by email to Barbara.Cross@MecklenburgCountyNC.gov or by phone at 704-336-7462 by July 29.** Please plan to attend one of these sessions:

- August 1, 2 pm or 5:30 pm - Carlton Watkins Center 3500 Ellington Street, Charlotte, NC.
- August 2, 10 am or 2 pm - Carlton Watkins Center 3500 Ellington Street, Charlotte, NC.

For those unable to attend in person, an on line survey will be made available to collect your input. Details about the survey will follow.

⇒ **Protection of identifiable health information:**

When confidential consumer information is transmitted, both the sender and the recipient are responsible for protecting the information. Please note that current best practice is to consider regular email inadequate protection for individually identifiable consumer information. The LME's Policy IM 28, "Security or Privacy Breach of Protected Health Information" describes our process for responding to these events.

When LME staff receives email that includes confidential consumer information in an attachment or in the body of the email, they remind the sender that this represents a potential HIPAA violation. These events are also reported to the LME Privacy Officer –Jan Sisk. The Privacy Officer will communicate with the Privacy Officer of the sending agency. If warranted, further assessment and actions may be taken, as described in the policy and in the HIPAA privacy rules. You can find the P&P: IM 28 here: <http://bit.ly/puu8yo> or the AMH website under Provider Documents.

⇒ **Flexible Funding for Adults**

Flex funds are available for individuals registered with the LME who are at risk of admission to or discharging from a State Hospital who may be in need of emergency financial assistance to access housing or to avoid the loss of housing. Assistance may also be provided for security deposits, utilities, medications, or food allowances pending Food Stamp approval. All requests for funding must address needs of the individual as identified in the Person Centered Plan. The **LME-34 At Risk Adults Flex Funds Policy** and **Flex Funds Request Form** and are posted online at:

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

For further information or questions, please contact Paige Walther, LPC at 704-336-3022.

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⇒ **LME/CABHA Quality Improvement Director's Meeting**

Since August of 2010 the NC Council of Community Programs has assisted in arranging quarterly network meetings for CABHA QI Directors and CABHA Training Coordinators. The purpose of the meetings is to share information, identify common issues, and suggest strategies for improving quality services and provider training throughout the system. The format of the meetings has included a morning meeting of CABHA Training Coordinators and a joint meeting in the afternoon with CABHA QI Directors and the LME QI Forum.

All CABHA Training Coordinators and QI Directors are invited to participate in the next network meetings scheduled for **August 24, 2011**. The Training Coordinator Network meeting will begin at 9:00am and end at 12:00pm. The LME/CABHA QI Directors meeting will begin at 1:00pm and conclude at 3:30 pm. Both meetings are at the Royal Conference Center, 3508 Hillsborough Street, Raleigh. Lunch is on your own. Please go to www.theroyalbanquet.com for driving directions.

For planning purposes, please RSVP via email for these meetings:

To attend the Training Coordinators Network please email Michael Owen: Michael@nc-council.org.

To attend the LME/CABHA QI Forum meeting please email Mary Hooper: Mary@nc-council.org.

⇒ **Translating Consumer Information into Spanish**

Providers often experience difficulty in finding appropriate Spanish-language materials for consumers. Reliance on software or online programs to translate is not recommended, as the information translated can be grammatically incorrect and may not present the information in a readable and/or culturally-appropriate manner. Moreover, material that is translated literally often loses the meaning of the message and could even be offensive or insulting to the reader. Please review the state's recommendations and standards when translating materials from English to Spanish (see link below).

<http://lsntap.org/sites/all/files/DEVSPAN-web.pdf>

⇒ The Department of Justice has released [a new technical assistance document](#) describing public entities' obligations and individuals' rights under the integration mandate of Title II of the Americans with Disabilities Act (ADA) and the 1999 landmark Supreme Court decision, *Olmstead v. L.C.*

Additionally, in commemorating the 12th anniversary of the *Olmstead* decision, the department launched a new section of its ADA website, www.ada.gov/olmstead, providing information and resources about the decision and its enforcement.

The department also expanded its existing ADA.gov E-mail subscription service to include *Olmstead* enforcement. To monitor developments, a subscription link is provided at www.ada.gov/olmstead.

⇒ 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. Click [here](#) to subscribe to the weekly Hot Sheet releases.

CLINICAL CORNER

⇒ Fetal Alcohol Syndrome and Fetal Alcohol Effects are serious conditions that affect children's cognitive and social-emotional development, and continue to affect them over their lifetime. Please see the last page of this Hot Sheet for the description of a free, full-day presentation on this key issue by topic expert Dr. Larry Burd.

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CONSUMER AND FAMILY ADVISORY COMMITTEE UPDATE

⇒ **CFAC SEEKS NEW MEMBERS**

A CFAC member must be a resident of Mecklenburg County, be a consumer or family member of a consumer who receives or received services and must not be an employee of a provider, an advocacy agency or the LME. Members serve one to three year terms. Please click [here](#) for the application and see brochure attached. Please encourage persons you serve to consider coming to a regular meeting to observe.

⇒ **VISIT A CFAC MEETING**

CFAC meets monthly on the third Thursday from 5:30 - 7:30 pm at the Sam Billings Center on Billingsley Road. Meetings are open to anyone. There is a public comment time at the beginning of each meeting when anyone may express interests or concerns to CFAC.

ON THE MOVE

⇒ **Mobile Crisis Team** – Effective August 1, 2011, Heather Douglas will be assuming the role of Director. Ms. Douglas can be reached at 704-566-3410, x4 or by email at hdouglas@santegroup.org.

PROVIDER COUNCIL REMINDERS AND UPDATES

⇒ **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, 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, August 17, 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@pccpartnerships.org

> The next scheduled meeting is **Wednesday, August 17, 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@fpscorp.com
- ◆ > The next meeting will be on **Wednesday, August 17, 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@anotherlevels.com

> The next meeting will be on **Wednesday, August 17, 2011 at 10:30 AM** 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://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.
- ⇒ **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](#)
- ⇒ **1915 (b)(c) Waiver Updates from Division Medical Assistance**
- [Comparison: NC Innovations and CAP-MR/DD Waivers](#)
 - [LME-MCO Appeal Process](#) (per federal CFR 438.400)

ABOUT CFAC

The Mecklenburg Consumer and Family Advisory Committee's (CFAC) mission is to be a powerful advocate for persons receiving mental health, substance abuse and/or developmental disability services through Mecklenburg Area Mental Health, Developmental Disabilities and Substance Abuse Services (AMH).

Mecklenburg AMH supports CFAC as a respected partner in creating a system of services that are centered on consumers' goals, concerns and needs. CFAC invites consumer and family involvement at every level.



CAN I COME TO A CFAC MEETING?

CFAC meetings are open to anyone. Comments regarding concerns are welcome during public comment time.

CFAC meets monthly on the third Thursday, 5:30-7:30 pm,
Area Mental Health
429 Billingsley Road, Charlotte

Questions about Services?

Call MeckLink, 704-336-6404,
24 hours a day/7 days a week.

Help with a Crisis?

Refer to your crisis plan or
Call Mobile Crisis Team, 704 566-3410

Concerns/Complaints with Services?

Call Nancy Cody, 704 336-6027

More Information or Applications?

Contact Dennis Knasel, CFAC Liaison
704-336-4441, dennis.knasel@
MecklenburgCountyNC.gov

Website:

<http://mentalhealth.charmeck.org>



CONSUMER AND FAMILY ADVISORY COMMITTEE

WHAT IS CFAC?

The Consumer and Family Advisory Committee (CFAC) is established by NC law as an advisory committee to Mecklenburg Area Mental Health, Developmental Disabilities and Substance Abuse Services (AMH).

AMH contracts with providers and manages services provided in Mecklenburg County to persons who have substance abuse problems, developmental disabilities and mental illness.



WHAT DOES CFAC DO?

CFAC serves as the voice for consumers and family members to ensure that the consumer and family perspective is heard.

CFAC members have input into policies, procedures, and the management of service delivery so that persons are best able to meet their goals for recovery and independence.

CFAC advocates for improvements in access and service quality, delivery, and gaps and for persons to have more opportunities to be directly involved in how those improvements impact consumer and families.



WHAT ABOUT MEMBERSHIP?

- Persons or their family members who live in Mecklenburg County who receive(d) services or their family members may apply.
- CFAC elects members to 1-3 year terms each June.
- Membership is balanced among the three disability areas.
- Members receive a \$25 stipend for each meeting attended and can receive help with child care and for transportation for meetings.

MeckCARES 4th Annual Stomp Out the Stigma Family Fun Day!

**Starlight Skating Rink
8830 E. Harris Blvd.
Charlotte, NC 28227**



**Wednesday,
August 17, 2011
5:00 p.m. – 8:00 p.m.**



Come and support this fun, rocking and rolling event and help kick off the new school year! The MeckCARES 4th Annual Stomp Out the Stigma Family Fun Day celebrates the strengths of youth and families overcoming the everyday challenges of mental health issues.



**Entry Fee: Donation of
school supplies for
MeckCARES families**



MeckCARES is the System of Care partnership among local child-serving agencies, families and the community. Its purpose is to improve the lives of youth ages 10 - 21 with emotional challenges, and their families. MeckCARES adopts a unified approach across provider organizations. By enrolling in MeckCARES, families participate as equal partners in the planning, delivery, and evaluation of services.

**For more information, please contact
Charmaine Carter at 704-432-0698**

FUN!

Support!

Resources!

FETAL ALCOHOL SPECTRUM DISORDERS: EARLY ACTION IMPROVES OUTCOMES

By Larry Burd, Ph.D.
Director, North Dakota Fetal Alcohol Syndrome Center

Alcohol use in pregnancy is the leading preventable cause of lifelong physical, cognitive, and behavioral problems. Fetal Alcohol Spectrum Disorders (FASD) is the umbrella term used to describe the range of effects that can occur due to maternal alcohol use.

This free one-day training will give participants a comprehensive overview of FASD. Including an understanding of the criteria used in diagnosing Fetal Alcohol Syndrome (FAS), the importance of early diagnosis and interventions, as well as community prevention efforts.

This information is ideal for physicians, nurses, social workers, therapists, allied health providers, and all professionals who work with children and women of childbearing age.

Dr. Larry Burd is a Professor in the Department of Pediatrics at the University Of North Dakota School Of Medicine. He is the co-principal investigator for the Four-State Fetal Alcohol TIC Consortium and The Early Program (screening for autism in young children). Dr. Burd is also the Associate Director of the Child Evaluation and Treatment Program (CETP), and director of the North Dakota Fetal Alcohol Syndrome Center and FAS clinic.

Friday, July 29th, 2011

9:00 AM - 4:00 PM

Cherokee Cultural Arts Center
200 Ravens Drive
Cherokee, NC 28719

**Lunch will be provided and
the training is FREE!**

A detailed agenda will be emailed to participants prior to the workshop.



**Registration Deadline:
Monday, July 25, 2011**

To Register, Please Contact:

Tina Saunooke, Zero To Three Program
(828) 554-6213

tinas aun@nc-cherokee.com

Or

Amy Hendricks, NC Fetal Alcohol
Prevention Program,

(828)213-0035

amy.hendricks@msj.org

Sponsored by:



The Cherokee Court Team
for Maltreated Infants