



**MECKLENBURG COUNTY**  
**Area Mental Health, Developmental Disabilities and**  
**Substance Abuse Services**  
**August 1, 2011**

***PROVIDER HOT SHEET***

⇒ **North Carolina 2011 Perception of Care Survey**

The LME has received the Perception of Care Survey from the Division of Mental Health, Developmental Disabilities, and Substance Abuse Services. The Division has instructed that the survey be sent to all CABHAs for administration to all active Mental Health and Substance Abuse consumers who receive a service (including an admission) from August 1 – August 14, 2011. A separate survey is used to collect similar information from developmental disabilities consumers.

There are three different forms (in English and Spanish) that may be used to assess the consumer's opinion of services received.

- The Adult Form for age 18 and up
- The Youth Services Survey (YSS) form for age 12 through 17
- The Youth Services Survey for Families (YSS-F) for age 11 and under

The LME has mailed surveys and Instructions to all CABHAs who had paid claims in May and June 2011. The Instructions are also at the LME Public webpage in the Provider Resource Library under the Forms Category. The number of surveys was determined from paid claims data. **Please thoroughly read and follow the Instructions. Do not copy, fold, bend or staple surveys.**

The LME contact is **Evelyn Cross**: [evelyn.cross@mecklenburgcountync.gov](mailto:evelyn.cross@mecklenburgcountync.gov), **704-432-3058**.

**Completed surveys should be returned to the LME by August 19, 2011:**

**Mecklenburg County Local Management Entity**  
**Attn: Evelyn Cross**  
**429 Billingsley Road**  
**Charlotte, NC 28211-1098**

⇒ **LME/CABHA Quality Improvement Directors' 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](http://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](mailto:Michael@nc-council.org).

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

**Mecklenburg Area MH/DD/SA Services**  
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⇒ 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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⇒ *In the midst of the summer, here is some crucial information about the interaction of hot weather and psychotropic medications, as compiled and distributed by NAMI-NC. Please pass this along this to your staff, consumers, families, and caregivers.*

**Psychiatric Medications + Heat = Serious Risk**

People taking antipsychotic, antiparkinsonian, or tricyclic antidepressant medications should avoid overheating and prolonged sun exposure. For example, phenothiazine (Thorazine) and antiparkinsonian agents (such as: Cogentin) suppress sweating. Butyrophenones (such as: Haldol) block the ability to recognize thirst and Tricyclic antidepressants (such as: Imipramine) increase heat production. . Even newer medications such as Seroquel, Risperdal or Abilify can increase your risk of heat stroke. Dehydration is a serious consideration and consumers should make sure that they drink plenty of fluids. (People taking lithium should take time for a conversation with their doctor or nurse about a safe amount of fluid intake.)

These medications and well as diuretics, alcohol, cocaine, amphetamines and others, can prevent the body from maintaining a safe internal temperature. Furthermore, cardiovascular disease, diabetes, hyperthyroidism, and certain other conditions also increase risk. With an ever increasing aging population it is important to note that older people are at particularly high risk.

Attention Deficit medications such as Adderal and Ritalin can also prevent the body from maintaining a normal temperature. Children taking these medications should encouraged to drink lots of water during the day.

Overheating can be extremely dangerous, and can lead to coma and death. Family members and advocates can help by insisting on safe temperatures in treatment facilities and housing arrangements and by checking in with consumers who are without air conditioning.

Consumers and caregivers should be educated about the special vulnerability to heat that these drugs cause. Consumers should ask their doctor or pharmacist about their medication regimen, and should plan how to stay cool if the air conditioning fails. Realize that fans do not cool the body effectively when humidity is high.

Everyone knows that movie theaters are well air conditioned, but they can be expensive. Malls and libraries are good places to spend part of the hottest hours of the day. Fast food restaurants are almost always air conditioned. A cool bath or shower can be helpful. Heat can build up in the body over several hours, and persons on medications need to completely cool down as often as possible.

(NAMI NC would also like to remind family members and caregivers to assist persons with severe schizophrenia to dress appropriately for the weather. Schizophrenia can sometimes cause persons to not feel the heat or cold in the same way as persons without the illness.)

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**CONSUMER AND FAMILY ADVISORY COMMITTEE UPDATE**

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⇒ **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.

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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, 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](mailto:kwilson@arcnc.org)
- ◆ Tim R. Holland (Co-chair) Person Centered Partnerships, 704-319-7609, [Tim.Holland@pccpartnerships.org](mailto: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@fpsc corp.com](mailto:MLittle@fpsc corp.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, 704-596-5553 [Angela.Bunting@connections bwb.com](mailto:Angela.Bunting@connections bwb.com)
- ◆ Sonyia Richardson (Co-Chair), Another Level Counseling & Consultation, 704-548-5298 [srichardson@anotherlevel services.com](mailto:srichardson@anotherlevel services.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**

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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.
- 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](#)
- ⇒ **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)

**Mecklenburg Area MH/DD/SA Services**  
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⇒ **[AMH Provider Document Library](#)**

The following documents have been added to the Provider Resource Library:

Under Policies

- PO-06 Requesting a Plan of Correction 7.20.11
- LME-34 At Risk Adults Flex Funds Policy
- PO-11 SPC Inspection Policy

Under Manuals and Guides

- Electronic Data Sensitivity Guide July 2011 - *This guide is useful in describing different ways to protect consumer confidentiality.*
- QI Program Evaluation 09 and 10

Under Plans

- Consumer Satisfaction Survey Report FY 2011
- Customer (Stakeholder) Satisfaction Survey Report FY 2011



**STATE OF NORTH CAROLINA**

**DEPARTMENT OF JUVENILE JUSTICE AND DELINQUENCY PREVENTION**

**Beverly Eaves Perdue**

**Linda Wheeler Hayes**

**Governor**

**RUSTY SLATE**

**Secretary**

**CHIEF COURT COUNSELOR**

**DISTRICT 17B**

**PO Box 243**

**DOBSON, NORTH CAROLINA 27017**

**TELEPHONE (336) 386-8873**

July 19, 2011

Dear Community Leaders,

With this correspondence I would like to extend an invitation to you to participate in an upcoming conference sponsored by the Department of Juvenile Justice and Delinquency Prevention (DJJDP). The Department has received grant funds from both the Governor's Crime Commission (GCC) and MacArthur Foundation to develop this conference.

The **Governor's Crime Commission Grant** focuses on strengthening North Carolina's efforts to address the Core requirements of the JJDP Act; the deinstitutionalization of status offenders (DSO) and nonoffenders, separation of juvenile offenders from adult criminals in correctional settings, removal of juvenile offenders from adult jails, and addressing the disproportionate confinement of minority juveniles. We refer to this as the Compliance Grant.

The **MacArthur Grant** is focused mainly on the reduction of DMC, "disproportionate minority confinement", in secure detention facilities and "disproportionate minority contact" with the juvenile justice system. DMC occurs when the proportion of youth of color in a community is lower than the proportion of youth of color held in secure detention or involved in the local juvenile justice system, also referred to as "racial and ethnic disparities."

Your participation at this conference will allow you the opportunity to receive information from national, state and local presenters. You will have the opportunity to give input, which we hold to be of great value, in the shaping of new approaches for DJJDP.

As you know we here in District 17 seek every opportunity to build and maintain decision and program opportunities that address the individual needs of the specified juvenile and his /her family, while maintaining the safety of the community. This has always been the result of a collaborative community

*Physical Location: 114 West Atkins Street, Surry County Historic Courthouse, Suite 200 • Dobson, North Carolina 27017*

*STATE COURIER NO. 09-90-17*

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effort. Please know that we are very appreciative of your past, present and future support of these collaborative efforts.

Please honor us with your attendance at our conference. The conference will be held at the Marriot and Embassy Suites in Winston Salem. The dates are August 8-9, 2011. Your cost for the conference will be paid by the GCC, compliance grant. This will include conference registration and room cost. Travel to and from the event will be at your own expense. You will receive additional information about the conference upon your commitment to attend.

Please RSVP to Christina Chilton by August 2 2011. Christina can be reached by phone at 336-386-8873, email [Christina.chilton@djjdp.nc.gov](mailto:Christina.chilton@djjdp.nc.gov) or by regular mail P.O. Box 243 Dobson NC 27017.

We look forward to seeing you there.

Sincerely,

Russell L Slate II

Chief Court Counselor

MPC  
Mecklenburg Provider Council

*Presents*



## ***Motivational Interviewing***

**August 23, 2011 8:30-4:30pm**

**August 24, 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: Genesis Project 1 Inc, 5104 Reagan Drive Charlotte, NC 28206  
Ste. 5**

**REGISTRATION:** Register online: [www.genesisproject1.org](http://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](mailto:ldavis@genesisproject1.org)]**



