



**MECKLENBURG COUNTY**  
**Area Mental Health, Developmental Disabilities and**  
**Substance Abuse Services**  
**October 10, 2011**

***PROVIDER HOT SHEET***

- ⇒ **Jim Jarrard, Deputy Director NC Division of MH/DD/SAS**, presented “Issues in Transition to Life under the 1915 b/c Waiver for Providers of MH, I/DD and SA Services” at the October 5, 2011 Provider InfoShare. His presentation can be found on the AMH website: [Waiver Presentation](#)

Following the presentation, Mr. Jarrard sent the LME the following message: “I want to clarify and correct something I said at the InfoShare this morning, regarding CABHA and the MCO. Contrary to what I suggested, the MCO will be honoring the CABHA as a CABHA, and will not be disregarding a provider's CABHA status in the purchasing of services from the CABHA. Of course, an MCO may choose to purchase only individual services from CABHAs, but CABHA-only services (TCM, CST, IIH, DT) must still be provided by CABHAs and only CABHAs.”

**Plan now to attend the next Provider InfoShare Meeting to be held on Wednesday, January 4, 2012, from 9:00 – 11:00, Fellowship Hall, Covenant Presbyterian Church, 1000 E. Morehead St. in Charlotte.**

- ⇒ **Between October 25 and November 18, 2011** the NC Division of Mental Health, Developmental Disabilities and Substance Abuse Services (DMH/DD/SAS) and the Division of Medical Assistance (DMA) will conduct Medicaid audits of Psychiatric Residential Treatment Facilities (PRTF) directly enrolled with North Carolina Medicaid.

The list of PRTFs to be audited, including the specific date and address of each scheduled audit, is posted on the [DMH/DD/SAS web site](#): The Medicaid Audit tool, Staff Ratio tool and the Staff Qualifications checklist will also be posted. Approximately one week prior to each audit, providers will receive a list of records to be reviewed. Audit tools are subject to revisions. Any changes made will be posted to this web site.

- ⇒ **System of Care Awards** - It's that time of year...we're gearing up for a very special System of Care (SOC) Awards event on November 3, 2011 at 6:00 PM at the McGlohon Theatre.

This annual event is a special way to acknowledge and honor community partners, agencies, providers and families for successfully implementing the System of Care principles into their daily work and lives. Nominate someone today-it easy! Just complete the attached SOC Awards Nomination Form and send it in to the contact listed.

**And don't forget to RSVP to attend the SOC Awards in November!**

- ⇒ **The Behavioral Health Section of NCHIMA** will be having a Mid Year Conference for health information/medical records staff on November 4, 2011 at Pathways LME. Additional information can be found at : [Event details](#)

**Mecklenburg Area MH/DD/SA Services**  
**PROVIDER HOT SHEET**  
**October 10, 2011**

- ⇒ Your single point of contact for all suggestions, input, feedback, questions and concerns regarding the Hot Sheet should be directed to Dennis Knasel, LME Director of Network Development and Provider Relations at [Dennis.Knasel@MecklenburgCountyNC.gov](mailto:Dennis.Knasel@MecklenburgCountyNC.gov). [Subscribe](#) to the weekly Hot Sheet releases.

## MECKLENBURG CONSUMER AND FAMILY ADVISORY COMMITTEE UPDATES

- ⇒ **Star Rating Review:** Mecklenburg CFAC Chair, Sandy DuPuy, convened the joint Provider Council, CFAC, LME review team for the Star Rating / Provider Performance Report on October 3rd. The committee set future meetings for 10/31, 11/14 and 11/28 to review feedback received from providers, CFAC and the LME. Chosen by the Provider Council Executive Board to participate are Kelly Husn (Bayada Nurses), IDD providers; Tim Holland, (Person Centered Partnership) mental health providers; Kim Anthony-Byng (Anuvia), substance abuse providers; and Angela Bunting (Connections BWB), child and adolescent providers. CFAC members Sandy DuPuy, Steve McCallum and Gloria Tiller represent substance abuse, IDD and mental health consumers respectively. LME representatives are Dennis Knasel, Director of Network Development and Provider Relations; Angie Jackson, Provider Relations Manager, and Dana Frakes, Service Analyst. Several members participated in the development of the original standards. The goal is to make appropriate revisions by the end of the year so the second cycle of ratings can begin in January.
- ⇒ **CFAC Retreat Priority Setting:** CFAC members participated in a day long retreat with LME leadership staff to become educated about changes anticipated under the 1915 b/c waiver. The goal was to identify areas where CFAC could contribute to waiver planning. DMH representatives Dr Stuart Berde and Mark O'Donnell presented the Division's perspective on waiver implementation. CFAC identified issues important to consumers and families and prioritized its own goals to assist the LME in planning for the wavier. The priority goal was the importance of communicating change to consumers and families and educating them about impacts to their services or supports. CFAC believes this would require a strong collaboration among providers, community partners, the LME and CFAC. At future meetings, CFAC will strategize about meeting this goal.

## 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**
    - ◆ Lisa Davis Co-Chair), Genesis Project, 704-596-0505 [ldavis@genesisproject1.org](mailto:ldavis@genesisproject1.org)
    - ◆ Jessie Dancy Co-Chair), First Choice, 704-535-4342 ext 102 [Firstchoiceincjd@gmail.com](mailto:Firstchoiceincjd@gmail.com)  
> The next scheduled meeting is **Wednesday, October 19, 2011 at 9 AM** 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@connectionsbwb.com](mailto:Angela.Bunting@connectionsbwb.com)
    - ◆ Sonyia Richardson (Co-Chair), Another Level Counseling & Consultation, 704-548-5298  
[srichardson@anotherlevelservices.com](mailto:srichardson@anotherlevelservices.com)

**Mecklenburg Area MH/DD/SA Services**  
**PROVIDER HOT SHEET**  
**October 10, 2011**

- ♦ > The next meeting will be on **Wednesday, October 19, 2011 at 10:30 AM** 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](mailto:MLittle@fpscorp.com)
  - ♦ Dellyne Samuel (Co-Chair), Total Care & Concern, [dellyne@totalcareandconcern.org](mailto:dellyne@totalcareandconcern.org)
  - ♦ > The next meeting will be on **Wednesday, October 19, 2011 at 12:00 PM** 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, October 19, 2011 at 1:30 PM** in the Carlton Watkins Center Multipurpose room.

---

**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. [Register](#) Today!
  - 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
- ⇒ **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.
- ⇒ **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.

Mecklenburg Area MH/DD/SA Services  
**PROVIDER HOT SHEET**  
October 10, 2011

---

---

**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](#)
- ⇒ 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)
- ⇒ [AMH Provider Document Library](#)

At every Quarterly Provider InfoShare there are “Question and Update” cards at each table. This card is to communicate questions to the LME and/or to update contact information for you or your agency.

Questions written and submitted on a “Question and Update Card” will be responded to in the weekly hotsheet.

The following questions were received at the October 05, 2011 InfoShare:

Question	Response
<p>1. Will there be independent, individual outpatient therapists who are not part of CABHA in the MCO Waiver Network?</p>	<p>Yes. In addition to “Agency-Based Providers”, the waiver provider enrollment process will include an enrollment application specific to “Licensed Practitioners and Professional Practice Groups”.</p> <p>Licensed Practitioners in the areas of Psychiatry, Psychology, and Social Work, who provide Outpatient services such as psychiatric care, assessment and outpatient therapy can seek enrollment in the Waiver Provider Network. Once the Waiver is implemented, consumers will be offered a choice of independent practitioners or CABHAs when calling MeckLink and requesting evaluation or outpatient treatment services.</p>
<p>2. For providers who receive IPRS funding, how does the waiver process affect payment processes for these services? Will the process change?</p>	<p>The waiver process will not affect the payment process for IPRS funded services.</p>

# Work Incentives Information Summit

November 16-17, 2011

The McKimmon Conference and Training  
Center

1101 Gorman Street, Raleigh, NC 27606

**Attention all** Case Managers, Job Coaches, Casework Techs,  
Transition Counselor's, Job link staff, ESC counselors, Voc Rehab  
counselors and others

If you are a service provider or someone you know receives Social Security benefits and would like to work but isn't sure how to get started, this Work Incentives Information Summit is the place to be! Generally, service providers should not advise Social Security Administration (SSA) beneficiaries on how their particular benefits will be impacted by employment income. However, acquiring some knowledge about this subject may assist in making appropriate referrals and help to dispel myths about how work will affect SSA and other benefits. You can play a critical role in making a positive difference in a SSA beneficiary's decision to explore employment opportunities.

On **November 16-17, 2011**, the Medicaid Infrastructure Grant, through the NC Division of Vocational Rehabilitation, will sponsor a Work Incentives Information Summit at the McKimmon Conference and Training Center in Raleigh, NC that will answer questions such as:

- ✦ **How can an individual work and keep health care benefits?**
- ✦ **How can working affect their benefits?**
- ✦ **Where can beneficiaries receive employment services and/or support (s)?**
- ✦ **What is the Medicaid buy-in?**

**Registration is free; snacks and lunch will be provided each day.** Space is limited so please confirm your attendance by emailing name, title, and organization to **Jamalh Greene** [jamalh.greene@dhhs.nc.gov](mailto:jamalh.greene@dhhs.nc.gov). Please direct questions to **LaShona Johnson** [lashona.r.johnson@dhhs.nc.gov](mailto:lashona.r.johnson@dhhs.nc.gov) or **Jamalh Greene** [jamalh.greene@dhhs.nc.gov](mailto:jamalh.greene@dhhs.nc.gov).

Please **contact the Holiday Inn Express** to make reservations. Guests can call **919-854-0001** or **1-800-HOLIDAY**. Request **group code MIG** or **group title MIG Summit**. For your convenience, reservations can also be made with the link below.

<http://www.hiexpress.com/hotels/us/en/raleigh/rdugs/hoteldetail?groupCode=MIG>

Please ask for a sign language interpreter or materials in alternate formats **no later than November 1, 2011, either by phone (919) 855-3588** or email **LaShona Johnson** [lashona.r.johnson@dhhs.nc.gov](mailto:lashona.r.johnson@dhhs.nc.gov) or **Jamalh Greene** [jamalh.greene@dhhs.nc.gov](mailto:jamalh.greene@dhhs.nc.gov).



*3rd Annual System of Care*

# **S.O.C. AWARDS**

**Thursday, November 3rd**  
**6 p.m. - 9 p.m.**

McGlohon Theatre - Spirit Square  
345 N. College Street  
Charlotte, NC 28202

*To RSVP: Contact Jill Scott at (704) 336-3793 or [Jill.Dineen-Scott@MecklenburgCountyNC.gov](mailto:Jill.Dineen-Scott@MecklenburgCountyNC.gov) by October 28, 2011.*





## **MECKLENBURG COUNTY'S 3<sup>RD</sup> ANNUAL SYSTEM OF CARE AWARDS**

MeckCARES is hosting the 3<sup>rd</sup> Annual System of Care (SOC) Awards on November 3, 2011 from 6:00-9:00 pm at the McGlohon Theater in Spirit Square. We would like to recognize and award *individuals and teams* that have consistently incorporated and demonstrated the System of Care principles and practices in their work and in their lives. The four types of nominations include:

**Community Partners  
Family Partners  
Youth Partners  
Direct Care Workers**

The 10 different nomination categories are based on the System of Care Principles:

Family-Driven  
Youth-Guided  
Natural Supports  
Individualized  
Persistence  
Culturally and Linguistically Competent  
Strengths Based  
Collaboration  
Child and Family Team Based  
Outcome Based and Data Driven  
Community Based

Nomination Criteria:

1. Which principles has the nominee demonstrated in the last year?
2. How does this nominee apply the principle(s)? (please provide examples)
3. How did the nominee's deeds impact consumers, agencies, or other SOC partners in the last year? (please include any supporting information and materials including press, photos, testimonials, etc)

**All nominations must be received by MeckCARES by October 21, 2011 at 5 PM** to be considered for this year's awards.

Please keep the responses brief (100 words or less) and be mindful that decisions will be based on demonstration of the above mentioned criteria.

There are many ways to submit your nominations:

- Mail: 429 Billingsley Road, 2<sup>nd</sup> Floor, Charlotte NC 28211 ATTN: Jill Scott
- Fax: (704) 336-4383
- MeckCARES website: [meckcares.charmeck.org](http://meckcares.charmeck.org)
- Email: [jill.dineen-scott@mecklenburgcountync.gov](mailto:jill.dineen-scott@mecklenburgcountync.gov)

Questions? Please visit: [meckcares.charmeck.org](http://meckcares.charmeck.org).

# MECKLENBURG COUNTY'S 3<sup>RD</sup> ANNUAL SYSTEM OF CARE AWARDS DESCRIPTION OF SOC PRINCIPLES



## **Family Driven and Youth Guided**

Family and youth perspectives are intentionally elicited and prioritized during the Wraparound process. Planning is grounded in family members' perspectives and the Team strives to provide options and choices such that One Child One Plan reflects family values and preferences.

## **Child and Family Team Based**

The Child and Family Team consists of individuals agreed upon by the family and committed to them through informal, formal, and community support and service relationships.

## **Natural Supports**

Teams at all levels of the system actively seek out and encourage the full participation of members drawn from professional, interpersonal, and community networks. The formal service system alone cannot possibly meet the complex and changing needs of youth and families.

## **Collaboration**

System of Care is a collaborative process undertaken by teams of people who have a strong commitment to the community's well being. Team members at all levels of the system work cooperatively and share responsibility for developing, organizing, monitoring, and evaluating a comprehensive network of community-based services and supports to meet the multiple and changing needs of youth and families. The Community Collaborative includes representatives from a diverse array of formal and informal service and support providers (Child Welfare, Juvenile Justice, Schools, Mental Health, Public Health, Faith Community, Recreation, Nonprofit Organizations, Civic Clubs, etc).

## **Community Based**

Services and supports take place in the most inclusive, most responsive, most accessible, and least restrictive settings possible and safely promote youth and family integration into home, school, and community life.

## **Culturally and Linguistically Competent**

All processes within a System of Care demonstrate respect for and build on the values, preferences, beliefs, culture, and identity of the community and each individual youth and family.

### **Nominations must be submitted by Friday, October 21, 2011**

- Mail: 429 Billingsley Road, 2<sup>nd</sup> Floor, Charlotte, NC 28211 ATTN: Jill Scott
- Fax: (704) 336-4383
- MeckCARES website: [meckcares.charmeck.org](http://meckcares.charmeck.org)
- Email: [Jill.Dineen-Scott@mecklenburgcountync.gov](mailto:Jill.Dineen-Scott@mecklenburgcountync.gov)



## **MECKLENBURG COUNTY'S 3<sup>RD</sup> ANNUAL SYSTEM OF CARE AWARDS DESCRIPTION OF SOC PRINCIPLES**

### **Individualized**

All processes are tailored to the community and the individual being served. At the community level, plans are based on the unique assets, resources, and culture of Mecklenburg County. At the individual level, each Child and Family Team develops and implements a plan including a customized set of strategies, supports, and services.

### **Strength-Based**

All processes identify, build on and enhance the capabilities, knowledge, skills, and assets of the community, team members, and individual youth and families.

### **Persistence**

Despite challenges, teams at all levels persist in working toward the goals identified through participatory planning processes. Strategies to meet the needs identified in One Child One Plan can be changed or revised to be successfully achieved. Families are not 'dropped' from services, plans are modified.

### **Outcome Based and Data Driven**

Goals and strategies are tied to observable (specific) or measurable indicators of success, progress is monitored in terms of these indicators. Plans are revised accordingly.

### **Nominations must be submitted by Friday, October 21, 2011**

- Mail: 429 Billingsley Road, 2<sup>nd</sup> Floor, Charlotte, NC 28211 ATTN: Jill Scott
- Fax: (704) 336-4383
- MeckCARES website: [meckcares.charmeck.org](http://meckcares.charmeck.org)
- Email: [Jill.Dineen-Scott@mecklenburgcountync.gov](mailto:Jill.Dineen-Scott@mecklenburgcountync.gov)

**MECKLENBURG COUNTY'S  
3<sup>RD</sup> ANNUAL SYSTEM OF CARE AWARDS  
OFFICIAL NOMINATION FORM**



Name of Nominee:

Date of Nomination:

Contact # of Nominee:

Job Title/Agency:

Name & Relationship of Person Nominating:

Supervisor of the Nominee:

Contact # of Supervisor:

(All nominations will be confirmed with supervisor for verification of traits identified)

**Type of Nomination (check one):**

Community Partner     Family Partner     Youth Partner     Direct Care Worker

**Category of Nomination (check one):**

Child & Family Team Based     Natural Supports     Collaboration  
 Family Driven/Youth Guided     Community Based     Strength Based  
 Outcome Based & Data Driven     Individualized     Persistence  
 Culturally/Linguistically Competent

**Reasons this partner should be nominated (100 words or less):**

**Nominations must be submitted by Friday, October 21, 2011**

- Mail: 429 Billingsley Road, 2<sup>nd</sup> Floor, Charlotte, NC 28211 ATTN: Jill Scott
- Fax: (704) 336-4383
- MeckCARES website: [meckcares.charmeck.org](http://meckcares.charmeck.org)
- Email: [Jill.Dineen-Scott@Mecklenburgcountync.gov](mailto:Jill.Dineen-Scott@Mecklenburgcountync.gov)