

**Mecklenburg County Local Management Entity
Consumer and Family Advisory Committee**

**Minutes
January 21, 2010**

Members Present: Ron Reeve, Steve M., Kathy A., William M., Dorothy D., Joanne H., Rina F., Chelsi S., Barbara J., Ken G., Sandy D.

Members Excused: Jim W., Pat O.

Members Unexcused: Lora C.

Guest: Pat Keul, Ruby Lloyd

AMH Staff: Barbara Cross, Dennis Knasel

| AGENDA | AGENDA ITEM | ACTION |
|------------------------|---|---|
| Welcome & Introduction | <ul style="list-style-type: none"> ▪ The chair called the meeting to order. ▪ Everyone introduced themselves. | <ul style="list-style-type: none"> ▪ For information only. |
| Agenda | <ul style="list-style-type: none"> ▪ The agenda was reviewed. ▪ There was a motion given and a 2nd received to accept the agenda. Motion approved. | <ul style="list-style-type: none"> ▪ Agenda Approved. |
| Quorum | <ul style="list-style-type: none"> ▪ A quorum was present. | |
| Public Comment | <ul style="list-style-type: none"> ▪ Ruby Lloyd attended to observe the committee meeting. She has custody of her grandson, who is in therapeutic care. | |
| Approve Minutes | <ul style="list-style-type: none"> ▪ The minutes were reviewed. ▪ A few minor changes were noted. ▪ There was a motion given and a 2nd motion received to accept the minutes with changes. Motion approved. | <ul style="list-style-type: none"> ▪ Minutes Approved. |

| EDUCATION | | |
|---|--|--|
| <p>Project Search Overview <i>Pat Keul</i></p> | <ul style="list-style-type: none"> ▪ Project Search is part of the Employment First initiative. ▪ The LME has funded a position at Residential Support Services to initiate the project. Pat Keul is filling this position. ▪ Project Search was initiated at Children’s Hospital in Cincinnati, Ohio. ▪ Pat Keul gave a brief overview of Project Search. ▪ The program was developed for individuals with severe or multiple disabilities. ▪ It is a school to work program with the goal of helping youth with disabilities make a successful transition from school to productive adult life. ▪ The classroom is located at an Employer’s site and includes a combination of classroom instruction, career exploration, and on the job training and support. ▪ The jobs selected are complex, systematic and trainable. ▪ Each student has three internships at different worksites. ▪ A brief film of Project Search was viewed. ▪ Pat Keul is currently in conversations with CPCC and CMS in becoming partners. ▪ There is a selection process to be accepted into the program. The student must have an interest in the job and show the williness and desire for the job. ▪ The program takes 12-15 students per year. The objective is to have enough students for a core class of business. ▪ Ron R. stated there are 14,000 students in the Exception Children’s program out of 130, 000 students enrolled at CMS. ▪ The projected start date for Project Search is Fall 2010. ▪ The County funding will be provided thru the end of the fiscal year, June 30, 2011. | |
| CFAC BUSINESS | | |
| <p>Membership Report <i>Ron Reeve</i></p> | <ul style="list-style-type: none"> ▪ There are two possible candidates, Peggy Quinn and Pearlie Campbell, who have submitted applications. ▪ Ruby Lloyd submitted an application and is present to observe the meeting. | |
| <p>Provider Performance Report Status <i>Sandy D.</i></p> | <ul style="list-style-type: none"> ▪ Ron R. stated there are approximately 200 providers to be reviewed and rated. ▪ Sandy D. stated the footnotes need to be added. ▪ Provider Relations Service Analysts wrote 30 definitions to be included. Sandy D. suggested tweaking to make easier for consumers and family members to understand. ▪ The last step is posting a blurb on the website explaining the report and why it was developed. ▪ Dennis K. stated staff are in the process of conducting desk reviews for the Child & Adolescent agencies that have already completed the Frequency and Extent of Monitoring (FEM) and the Provider Monitoring Tool (PMT). | |

| | | |
|---|---|--|
| | <ul style="list-style-type: none"> ▪ The ranking is a three part process: <ul style="list-style-type: none"> ○ Frequency and Extent of Monitoring (FEM) - identifies a confidence level of the providers' ability to provide quality services in the context of the State service definitions and determines the frequency of monitoring. The provider receives a rating of low, moderate, or high. ○ Provider Monitoring Tool (PMT) – a more in depth look at all aspects of the provider's business. ○ Provider Performance Report – a combination of FEM and PMT, in addition to raising the bar in terms of the best practice models and approaches and consumer and family engagement and involvement within the agency. ▪ The LME decided to post the FEM scores on the website. As the desk reviews are completed, the provider star rating will be released. ▪ The following actions are being taken against the providers, who are not in compliance with the First Responder requirement: <ul style="list-style-type: none"> ○ The LME will post the First Responder requirements on the AMH public website ○ The requirements will be placed in the Welcome New Provider letter ○ The LME will post the First Responder requirements in the Hot Sheet on a quarterly basis ○ The LME will continue to provide technical assistance onsite during the initial endorsement visits ○ The LME will conduct mock calls as part of the endorsement review ○ The LME will issue a plan of correction to 27 providers, who do not have an appropriate system in place by January 31st ○ The LME will provide technical assistance to four providers, who had a partial system in place and retest their system in 60 days ○ The LME will contact 14 providers, who had a system in place, to commend them | |
| <p>Consumer Handbook Discussion <i>Sandy D.</i></p> | <ul style="list-style-type: none"> ▪ Sandy D. reviewed other LME handbooks and decided to use a combination of the Durham Center and Piedmont formats. ▪ The Durham Center and Piedmont handbooks was distributed for review. ▪ It was stated all consumers who register with MeckLINK receive a copy of the handbook. ▪ Nancy Cody, LME Consumer Representative, also distributes the handbook when conducting orientations or trainings. ▪ Dennis K. mentioned several agencies also distribute the handbook, altho' they should have one that is specific to their agency. ▪ A subcommittee will meet to revise the Mecklenburg handbook. The volunteers are: Sandy D., Chelsi S., Barb J., Kathy A., and Joanne H. | <ul style="list-style-type: none"> ▪ Subcommittee will meet to redesign the handbook. |

| | | |
|---|---|--|
| <p>Local CFAC to SCFAC Survey Results <i>Steve M.</i></p> | <ul style="list-style-type: none"> ▪ Steve M. stated the State CFAC conducted a survey of the local CFACs. ▪ The following recommendations were noted: <ul style="list-style-type: none"> ○ Assign persons in the Division responsible for each 2007 Strategic Objectives to be part of their job responsibility ○ Need more affordable and supportive housing ○ Increase funding and use of Peer Support Services ○ Need more accessible transportation ○ Need more SA group homes for women and children ○ Lack of providers fluent in sign language ○ Need more work force development ○ Require quarterly reports on progress from both the Division and LME ○ Keep Wright School Level III/IV group home ○ Service array is not enough to meet needs ○ Fill gaps in services ▪ Ron R. stated Representative Earle agreed to attend the February CFAC meeting. | |
| LME UPDATE | | |
| <p>News from the Division <i>Dennis Knasel</i></p> | <ul style="list-style-type: none"> ▪ Ron R. stated the implementation of the Critical Access Behavioral Health Agency (CABHA) will eliminate the smaller, less comprehensive providers. ▪ Dennis K. stated the State has received 20 letters of attestation, in which two (CMC-Randolph and Thompson’s Child and Family Focus) are from Mecklenburg. The State is moving forward with scheduling desk reviews for these providers. ▪ The State has also received 230 letters of intent, in which 40 are from Mecklenburg. One hundred and fifty-three providers stated they would have the enhanced services in place by April 1st. ▪ If the Community Support (CS), Community Support Team (CST), and Intensive In-Home (IIH) providers do not meet the CABHA requirements by June 30th, they cannot provide these services as of July 1st. The State is not backing off the date. ▪ The LME will be asked to help prioritize the provider list for site visits. ▪ The Provided Services Organization (PSO) is being affected as a result of the CABHA requirement. The PSO will no longer continue to provide community support services to children & adolescents or to Adult MH and SA consumers. Those services will be divested to other community agencies who are positioning themselves to be certified as a CABHA. ▪ Department of Social Services (DSS) Youth and Family Services (YFS) previously chose the PSO to be the clinical home for kids in custody. Since DSS made this decision, it is now equally important that DSS-YFS make the decision of who will continue to provide those services. DSS-YFS has chosen Alexander Youth Network (AYN). ▪ Consumers will be transitioned to AYN by February 23rd and the PSO Child and Adolescent | |

| | | |
|--|---|---|
| | <p>staff have been notified as of February they will no longer be employed by the County.</p> <ul style="list-style-type: none"> ▪ The number of persons affected is 96 child consumers and 12 staff. ▪ CFAC was asked if they support the decision to move forward with the provider of choice – AYN and that the transition will be as seamless as possible with the consumers maintaining the service supports they are currently receiving. ▪ The LME wants to maintain the current co-location site to build the collaboration between AYN and YFS. AYN is currently endorsed at two sites however this new site would also need to be endorsed. The LME is asking the State for a waiver to expedite the endorsement process. ▪ The same conversation will take place with the PSO Adult CS staff. ▪ The PSO is now primarily a substance abuse provider. ▪ The question was asked what changes could have been done to make the system better. It was stated if the State had stayed on the philosophical track with the original Blueprint for Change State Plan and provided active support in terms of training, consultation, and development of new programs in a systematic and strategic way, we would not be where we are today. ▪ Implementation Update 66 states as of March 1st, the benefit plan for individuals receiving targeted case management has been reduced to a maximum of three hours per month per consumer. | <ul style="list-style-type: none"> ▪ CFAC agreed to support the LME in their divesture decisions and in expediting an CS endorsement for AYN to maintain co-location with YFS. |
| <p>Strategic Plan Status <i>Dennis Knasel</i></p> | | <ul style="list-style-type: none"> ▪ Deferred at this time. |
| <p>Budget Process & CFAC’s role <i>Dennis Knasel</i></p> | <ul style="list-style-type: none"> ▪ CFAC has been invited to participate in the LME budget process on February 8th. ▪ The services will be listed by continuum. ▪ Sandy D. suggested listing the number of consumers served. | |
| <p>Best Practices Quarterly Report <i>Dennis Knasel</i></p> | <p>DD BP Committee</p> <ul style="list-style-type: none"> ▪ Phase I - helping teachers and parents get more information about resources in the community and how to have conversations with their child on having a life once they graduate from school as oppose to going into a workshop or day program. ▪ Phase II - Project Search was developed, as a transition initiative. <p>MH Recovery BP Committee</p> <ul style="list-style-type: none"> ▪ Individualized Placement and Supportive initiative kicked-off, which is employment focused. ▪ This is a partnership between Goodwill, Mecklenburg’s Promise and Person-Centered Partnership. ▪ There are 12 individuals that have been accepted into the program. | |

| | | |
|-----------------------|--|--|
| | <p>SOC BP Committee</p> <ul style="list-style-type: none"> ▪ The committee continues to struggle with best practices for SA services. ▪ Issued an Request for Information (RFI) to provide services to Youth Treatment Court adolescents and only received one RFI. The LME has been working with this one provider. They are currently looking at the best practice model The Seven Challenges Program. This program has proven results with kids in Youth Treatment Court. <p>SA BP Committee</p> <ul style="list-style-type: none"> ▪ The committee is getting closer to agreeing that it is important to value outcomes, as well as how to make sure they are having the right impact across providers. ▪ The agencies that are actually involved on the committee are demonstrating a tighter collaboration with one another. ▪ Ken Greenburg stated the Provider Council Ethics subcommittee has dissolved. | |
| ANNOUNCEMENTS | LME Budget Review for CFAC and Provider Council, February 8 th , 2-3 pm | |
| NEXT MEETING | February 18, 2010 | |
| FUTURE AGENDAS | Best Practices Update (Quarterly), NC TOPPS, SA RFP Follow-up Reports | |
| ADJOURNMENT | 7:25 pm | |

 Ron Reeve, Chair of Consumer & Family Advisory Committee

 Date