

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

**Minutes
April 21, 2011**

Members Present: Ron Reeve, Dorothy D., Steve M., Ken G., Sandy D., Jim W., Barbara J., Peggy Q., Pat O., Kathy A.

Members Excused: Gloria T., Chelsi S., Joanne H.

Members Not Excused: Rina F.

Guests: O. B. Thompson, Mike Weaver (NAMI), Joseph Benjamin, W. Neil Hohmann, Suzanne Thompson

AMH Staff: Dennis Knasel, Dr. Salazar, Dr. Peterson-Vita

AGENDA	AGENDA ITEM	ACTION
Welcome & Introduction	<ul style="list-style-type: none"> ▪ The chair called the meeting to order. 	
Agenda	<ul style="list-style-type: none"> ▪ There was a motion given and a second motion received to approve the agenda. Motion approved. 	<ul style="list-style-type: none"> ▪ Agenda Approved.
Public Comment	<ul style="list-style-type: none"> ▪ Neil Hohmann attended to observe the committee. He is the parent of a 34-year old autistic child. ▪ Joseph Benjamin is a mental health and substance abuse consumer. He is attending to observe the committee and wants to become more involved. ▪ Mike Weaver is representing NAMI. He is one of 12 mental health consumers in his family. NAMI has been a partner of the Crisis Intervention Training, since its inception. ▪ Barbara J. mentioned her daughter's job coach agency (InReach) is going through a restructuring in their Supportive Employment unit and was not notified that her daughter's job coach had resigned until she contacted the agency. 	
Approve Minutes		<ul style="list-style-type: none"> ▪ Deferred.
EDUCATION		
Role and Responsibilities of the Medical Director <i>Dr. Salazar</i>	<ul style="list-style-type: none"> ▪ Dr. Salazar has work in both child and adult psychiatry and has worked in many areas of behavioral health and substance abuse. ▪ Dr. Salazar has been the LME Medical Director for almost 3 ½ years. ▪ He works closely with Dr. Peterson-Vita overseeing admissions, difficult cases, and provides supervision to staff. ▪ His role includes: the chair of the Quality Management Committee, participates on the Risk Management Committee, works with Utilization Management regarding referrals and authorizations, works with Provider Relations to discuss concerns with providers that 	

	<p>may need to be issued a corrective action plan, and works with QI regarding complaints.</p> <ul style="list-style-type: none"> ▪ Dr. Salazar and Dr. Peterson-Vita meet with providers and provide feedback regarding cases of concern. ▪ Another area of responsibility is to supervise, train, and oversee intensive care managers that follow the high cost high risk clients and research the cases of concern. ▪ Also, provides training on best practices and case presentation to Screening, Triage, and Referral staff. ▪ The quality of care is continuously improving. ▪ There are 46 certified CABHA agencies within the Mecklenburg area. 	
<p>Role and Responsibilities of the Clinical Director <i>Dr. Peterson-Vita</i></p>	<ul style="list-style-type: none"> ▪ Dr. Peterson-Vita is a clinical psychologist. ▪ Dr. Peterson-Vita has been with the LME for 13 years. ▪ Dr. Salazar focuses on the medical aspects, whereas Dr. Peterson-Vita focuses on psychotherapeutic and psychological testing and assessment in neuroscience. ▪ Dr. Peterson-Vita provides supervision to master’s level psychologists on staff; does consultations regarding psychological evaluations; has experience in forensic work, participates in a number best practice committees, Recovery Solutions, Operation Recovery for Veterans; and, is the mental health representative for disaster plans. ▪ In charge of the best practices to integrate physical health with behavioral health. In addition to best practices, also looking at practices parameters which are clinician focused. 	
CFAC BUSINESS		
<p>CMS Transition Fair Discussion <i>Ron Reeve</i></p>	<ul style="list-style-type: none"> ▪ CMS holds one transition fair per year for all exceptional children. ▪ The transition plan is how to transition from school to adult services. ▪ Ron Reeve mentioned there is a need for additional transition planning. ▪ There was feedback regarding the location not being physically accessible. 	
<p>Regional CFAC Discussion <i>Ron Reeve</i></p>	<ul style="list-style-type: none"> ▪ Some feedback given: the discussion was very informative, a good networking opportunity, and good conversations. ▪ Ron Reeve discussed local CFACs weighing in on topics. There needs to be more discussion of alternatives, when concerns are presented. 	
<p>Provider Performance Report Review <i>Steve M.</i></p>	<ul style="list-style-type: none"> ▪ SAIL had problems with their star rating and filed a reconsideration review. The review panel (3 member subcommittee of CFAC) met with the provider. The provider explained why they disagreed with the rating given them, specific to three items on the Provider Performance Report. The panel requested additional information from LME staff: to verify attendance records for best practice committee, and to document consistency of performance ratings with similar providers. ▪ There is a push among the Provider Council’s Executive Board to revise the star rating 	<ul style="list-style-type: none"> ▪ CFAC agreed with panel’s decision on star rating.

	<p>criteria “for fairness”.</p> <ul style="list-style-type: none"> ▪ There was a motion given and a motion received to agree with the panel’s decision to uphold the original star rating for SAIL. ▪ Dennis Knasel will respond to SAIL regarding the final decision. CFAC will provide the verbiage to Dennis. 	
<p>CFAC Participation in Provider Events Policy <i>Steve M.</i></p>	<ul style="list-style-type: none"> ▪ The committee agreed to support multi-agency events and events ran by the Provider Council. ▪ A decision was made to develop a policy regarding supporting provider and community events. ▪ Sandy D. and Steve M. will meet to develop a policy. 	<ul style="list-style-type: none"> ▪ Volunteers will develop a draft policy.
<p>LME Consumer Satisfaction Survey <i>Dorothy D.</i></p>	<ul style="list-style-type: none"> ▪ Dorothy D. received feedback the survey is disliked. ▪ A decision was made by the LME to distribute the survey. The results are needed for the County’s Balanced Scorecard. ▪ CFAC supports the LME distributing the current survey. ▪ The LME will develop a team to revise the survey for future distribution. 	
<p>First Responder Survey/Consumer Survey <i>Ron Reeve</i></p>	<ul style="list-style-type: none"> ▪ Sandy D. distributed the First Responder survey results. ▪ The clinical home providers has a responsibility to be available to the consumers they serve 24/7, 365 days a year. ▪ The criteria of the First Responder system are: the First Responder must offer a 911 prompt, the provider must have a prompt on how to respond to a crisis, and must return a call within a reasonable amount of time. ▪ A total of 62 providers were contacted. <ul style="list-style-type: none"> ▪ 37 providers responded appropriately; 13 of the 62 providers were missing one element. <ul style="list-style-type: none"> ○ 27 of 46 CABHAs were successful ○ 4 of 8 TCM providers were successful ○ All 3 SAIOP providers were successful ○ 2 SACOT providers were successful ○ 1 Multisystemic Therapy provider was successful ▪ 26 providers did not respond at all ▪ The PRS service analysts will provide technical assistance to the providers that are missing an element. For those who failed, a plan of correction will be issued. ▪ The following recommendations were made: keep LME informed with up-to-date contact information, check the LMEs website for current contact information, implement 15 minutes turnaround time to return calls and include in message system, tell persons what to do if they do not receive a call back within 15 minutes, and check own system 	

	from time to time for compliance.	
Membership <i>Ron Reeve</i>	<ul style="list-style-type: none"> ▪ Elections will be held in June. ▪ Please submit nominations to Chelsi S. ▪ There are four members coming to the end of their term. ▪ No new applications have been submitted. 	
LME UPDATE		
Medicaid Waiver Status <i>Dennis Knasel</i>	<ul style="list-style-type: none"> ▪ None. 	
LME Status & Decision <i>Dennis Knasel</i>	<ul style="list-style-type: none"> ▪ The County has developed a consolidated Health and Human Services Financial Division. The consolidation affects all financial staff person within AMH, DSS, Community Support Services, and the Health Department. All positions were reviewed and some are being eliminated. Staff persons in the positions being eliminated were notified on Monday. There are vacant positions persons can apply for. ▪ The consolidation will officially take effect on July 22, 2011. ▪ Currently, Provider Relations does billing compliance reviews along with program monitoring review. The billing compliance component will be transferred to the new consolidated financial services division. ▪ The contract management function will also be transferred to the consolidated financial services division and PRS will not be developing contracts beyond FY'12. ▪ An initial plan to bid services out, based on a recommendation in the Mosley report, was given to Michelle Lancaster. The County will be contracting with a consultant to develop and manage the contract bidding process over the next 12 months. 	
Budget Direction & Process <i>Dennis Knasel</i>	<ul style="list-style-type: none"> ▪ None. 	
ANNOUNCEMENTS	<ul style="list-style-type: none"> ▪ ESUPC Community Connections at Freedom Park on Saturday May 14, 2011 ▪ MHA Coming Full Circle-The Recovery Continuum on Wednesday May 18, 2011 ▪ NCASPSE Conference at Atlantic Beach on May 27-28, 2011 	
NEXT MEETING	May 19, 2011	
FUTURE AGENDAS	Best Practices Update (Quarterly), LME Business Plan, SCFAC Plans and Objectives	
ADJOURNMENT	7:30 pm	

Ron Reeve, Chair of Consumer & Family Advisory Committee

Date