

**Mecklenburg County Local Management Entity
Consumer and Family Advisory Committee
Minutes
April 19, 2012**

Members Present: Sandy DuPuy, Steve M, Chelsi S, Debbie P, Kathy A, Peggy Q.,

Members Excused: Ron R.

Members Not Present: Dorothy D. Barbara J. Gloria T.

Guest: Suzanne Thompson, Gina Robins, Leona Baldwin, Caroline Murray, Beverly Reid, Laura Berryhill, Miriam Townsend

AMH Staff: Dennis Knasel, Gwen Drayton

AGENDA	AGENDA ITEM	ACTION
Welcome & Introductions	<ul style="list-style-type: none"> • Sandy D., Chairperson, called the meeting to order at 5:30. • Roundtable introduction of CFAC members and LME support staff • In recognition of Volunteer Week CFAC committee received a phone call from Carlos Hernandez, Interim Director of AMH, thanking them for all their hard work and dedication. • Dennis Knasel, Director of Provider Operations distributed certificates of appreciation to each member. • Visitors introduced themselves. 	
Agenda	<ul style="list-style-type: none"> • A motion was made and seconded to approve the agenda as presented. 	Agenda approved.
Public Comment	None	
Approve Minutes	<ul style="list-style-type: none"> • Motion made and seconded to approve March 15th 2012 meeting minutes. 	Minutes Approved.

EDUCATION		
Waiver Communication Plan- <i>Andy Fair,</i> Business Support Services Public Information	<u>Waiver Communication Plan</u> <ul style="list-style-type: none"> • Andy distributed the Waiver Preliminary Enrollee Education Document List for discussion. This document contains items that are required for enrollee communication in the waiver environment. • Andy Fair and the committee reviewed the document line by line and discussed which documents will be revised with input from CFAC. • The mandatory communication documents need to be active by the end of the fiscal year. 	Sandy D. will email the link to the most recent Mecklenburg County Consumer's Handbook to the CFAC members.
CFAC BUSINESS		
Membership – <i>Chelsi S.</i>	<u>Membership</u> <ul style="list-style-type: none"> • CFAC has two applicants for membership. These two candidates addressed the committee with their interest of being a CFAC member. • QUORUM – Motions were made by Chelsi S. and seconded on both candidates' nominations for membership. 	Membership approved for Beverly C. and Laura B.

<p>Provider Performance Report Update- <i>Sandy D.</i></p>	<p><u>PPR Report</u></p> <ul style="list-style-type: none"> • Sandy briefed the visitors and new members on the creation and function of the PPR (Star Rating System). The next round of reviews of state funded providers will begin shortly. 	
<p>First Responder Survey <i>Sandy D.</i></p>	<p><u>First Responder Survey Follow-Up</u></p> <ul style="list-style-type: none"> • Sandy explained to guests and new members the process of the First Responder mock calls. <ul style="list-style-type: none"> ○ Sandy will make follow-up calls on Tuesday, April 24th. ○ The Medical Director of DMH has asked Suzanne and her staff to encourage the other 22 CFAC committees to take on the First Responder project using Mecklenburg County CFAC standards. 	
<p>Policy Review <i>Sandy D.</i></p>	<p><u>Policy Review</u></p> <ul style="list-style-type: none"> • Sandy will save the policy review for Complaint Management for next month and will invite Nancy Cody to come to that meeting. • The Consumer Choice and Human Rights Policies had no changes. • Consumer Choice policy was written by the CFAC committee. 	<p>Sandy sent CFAC members the link to the policies</p>
<p>LME Director Search <i>Steve M.</i></p>	<p><u>LME Director Search</u></p> <ul style="list-style-type: none"> • Sandy D. and Steve M. are representing CFAC on the LME Director’s search committee. • Representatives from the Provider Council Executive Board are also part of the interview committee. • The Myers Group was contracted by the county to assist with the search. The search was narrowed down to seven candidates. The first meeting was Tuesday. After the initial discussions the candidates were narrowed down to six. • The Myers Group came up with a list of 44 possible interview questions. The interview team is to choose 7 questions from the list that they feel will be appropriate for the LME Director’s position and suggest other questions. These questions are due on Friday, April 20th. • After that process is complete, Skype interviews will be scheduled with the six candidates. 	
<p>APSE Conference <i>Sandy D.</i></p>	<p><u>APSE Conference</u></p> <ul style="list-style-type: none"> • Ron was not able to attend the CFAC meeting due to his attending the conference. • He is involved in the Business Leadership Network and Supportive Employment Initiative in North Carolina. • APSE is in the process of getting legislation introduced in 2013 to endorse employment first as state philosophy about persons with disabilities and addictions. 	

CHAIR'S REPORT		
<p>PCEB</p> <p>Quality Management Committee</p> <p>IMT Meeting</p> <p><i>Sandy D.</i></p>	<p><u>Provider Council Executive Board Report</u></p> <ul style="list-style-type: none"> • Sandy D. briefed the new members and guests on the purpose of the Providers Council Executive Board. The CFAC chair is invited to be a non-voting member of that committee. • The main discussion at the Board's meeting was regarding the PPR and the waiver. <p><u>Quarterly Complaint Report</u></p> <ul style="list-style-type: none"> • Sandy D. will send the Annual Quality Improvement Plan Report that was presented at the QM meeting. This report contains reports regarding quality issues. <p><u>IMT Meeting</u></p> <ul style="list-style-type: none"> • This is a once a month conference call with DMA, DMH and LME staff to monitor progress toward waiver implementation. • DMA and DMH came to Charlotte on April 4th and met with the LME staff instead of making the call. 	<p>Sandy will send the Quality Improvement Report to each member to discuss next month.</p>
LME UPDATE		
<p><i>Sandy D. Dennis K.</i></p>	<p><u>Waiver Update</u></p> <ul style="list-style-type: none"> • A decision has been made regarding the new IT system. A contract has been signed between Mecklenburg County AMH and Alpha MC. The founders of Alpha MC are the same individuals that created PBH's IT system. Full day kick off meeting is scheduled for Thursday, April 26th, 2012 • The LME has received from DMA the final statewide standardized Agency Enrollment Application and the final Independent Practitioners Application. The LME will need to "clean" these documents to remove all references to PBH. • There is a final hospital contract that the Attorney General's Office released that is being reviewed by the AMH attorney. • The Innovation Director's position has been filled. • Interviews have been completed for the Provider Network Director's position. The LME is in the hiring process of the top candidate. • An interview for the Utilization Management Director is in process. • Two more key management positions are now posted. • The Chief Finance Officer's announcement has been finalized. Posting coming soon. • The original projection was to hire an additional 106 positions. The BMH consultant's report has a projection that 204 positions will be needed to handle all aspects of waiver operations. • The County Manager's Office has approved \$8.4 million in the budget that includes the 204 	

	<p>positions.</p> <ul style="list-style-type: none"> • Sandy D and Dennis Knasel gave an update of what the waiver means for Mecklenburg County and how it functions. 	
DIVISION UPDATE		
<i>Suzanne Thompson</i>	<p><u>State Waiver Update</u></p> <ul style="list-style-type: none"> • Western Highlands went live in January and is running smoothly • ECBH is about two weeks into the waiver and did not spend entire startup money. One lesson learned for ECBH was that the key positions needs to be filled much further out than 60 days. • Smokey Mountain is on target for July 1st • Sandhills is still scheduled for July 1st with few issues • PBH is having some ups and down adding the additional counties. <p><u>Adult Care Homes Updates</u></p> <ul style="list-style-type: none"> • Suzanne had no new updates, but has an appointment scheduled next week for a two hour update regarding Adult Care Homes. This information will be mailed to Sandy D. • A Federal lawsuit against the State of North Carolina for inappropriately housing mental health consumers in Adult Care Homes in ongoing. The State, providers and the LME Medical Directors have been evaluating all consumers that have been residing in Adult Care Homes that have a mental health diagnosis to determine if they are appropriately placed. <p><u>CABHA Monitoring</u></p> <ul style="list-style-type: none"> • CABHA providers did well on the First Responder mock calls survey. • Providers are interested to know if CABHA will exist under the waiver. Dennis explained what is written in the DMA contract. <p><u>Training Money</u></p> <ul style="list-style-type: none"> • Sandy D. asked Dennis to clarify what funds are available for conference and training for CFAC members. Dennis stated that funds are available from state funds. • Sandy D. suggested CFAC members visit Support Works website for information on support and education groups in the area. Sandy saw that the website was still using the term “mentally retarded” on its website. She suggested to website owners that the more appropriate term in intellectual or developmental disability. The appreciated the information and changed the terminology on the website. 	
ANNOUNCEMENTS	<ul style="list-style-type: none"> • Mental Health Association and The Coalition Town Hall Meeting is on 4/30, 6:30-8:30pm, Hope Haven Charlotte • American Association on Intellectual and Developmental Disabilities, 06/18-21, Charlotte, http://www.aamr.org • NAMI NC Annual Conference, 10/19-20, Raleigh 	

NEXT MEETING	May 17 th , 2012
FUTURE AGENDAS	Website Review; Plan of Correction Policy; Service Definitions; Quarterly-Clinical/Medical Directors Reports & BOCC Report
ADJOURNMENT	7:27

Sandy DuPuy, Chair of Consumer & Family Advisory Committee

Date