



**MECKLENBURG COUNTY**  
**Area Mental Health, Developmental Disabilities and**  
**Substance Abuse Services**  
**March 14, 2011**

***PROVIDER HOT SHEET***

- ⇒ Mecklenburg County Internal Audit has issued a new anti-fraud policy. This policy is established to provide increased protection to the assets and financial interests of Mecklenburg County; to provide a coordinated approach to the identification, investigation and resolution of fraudulent activities; and to increase the overall awareness of employees' responsibility to report fraud and reasonably suspected fraudulent activity to the appropriate County parties. **Mecklenburg County expects the same honesty and integrity from its consultants, temporary staff, vendors and anyone having business with Mecklenburg County.** Click [here](#) to review full policy.
- ⇒ **IRIS (Incident Response Improvement System):** Please remember that timely incident submission is an important element of your FEM score. This includes the timeliness of your initial submission, in addition to LME requests for additional information. On the **first page** of the incident report, you are required to include an email address. IRIS recognizes that address as the provider's IRIS email address. Please use the address of someone who is able to respond promptly, taking vacations and other situations into account. Providers might want to consider creating an email account that can be monitored by multiple staff. Remember: Providers typically have one business day to respond to requests for additional information, unless more time is needed for investigation. In those instances, please make arrangements directly with the Risk Manager. Questions related to IRIS should be directed to Linda Margerum at 704-336-7187 or Nancy Cody at 704-336-6027.
- ⇒ **IRIS Technical Issue:** When updating an incident report in IRIS, you must save each page changed; go to the Incident Submission tab and add brief information in the text box explaining what has been added or changed; and then click the **SUBMIT** button. If you click only the SAVE button, the LME will not receive your update. This may result in a late response.

**New IRIS Practice Site address:** <https://irisuat.dhhs.state.nc.us/> (This is not LIVE IRIS)

**The revised Incident Response and Reporting Manual** is now available on the Division website at the following address: <http://www.ncdhhs.gov/mhddsas/statspublications/manualsforms/incidentmanual2-25-11.pdf>

- ⇒ **When working with Children/Adolescents (less than 21 years of age for Medicaid, less than 18 for State funded services)** who need enhanced services and who are actively involved with the Department of Juvenile Justice and Delinquency Prevention or the adult criminal court system, **the person responsible for the PCP must complete the following requirements and attest to them on the PCP:**
- Meet with the Child and Family Team, OR
  - Scheduled a Child and Family Team meeting, OR
  - Assign a TASC Care Manager, AND
  - Confer with the clinical staff at the LME to conduct care coordination.

**Mecklenburg Area MH/DD/SA Services**  
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Dr. Aalece Pugh-Lilly, Clinical Supervisor of MeckLINK, is the LME contact for care coordination and can be reached at 704-432-3340.

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### **CONSUMER AND FAMILY ADVISORY COMMITTEE UPDATES**

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⇒ CFAC will not have its normal meeting on the 17th of March, but will instead attend the CMS Transition Fair at East Meck High School that night. CFAC looks forward to seeing many of the provider agencies who will also be attending the Transition Fair.

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### **ON THE MOVE**

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- ⇒ Wesley E Mason III is the new CEO for The Village.
- ⇒ Footprints Carolina Inc. has recently merged with True Behavioral Health Care. TBH is a CABHA certified agency that is "Truly Committed to Serving the Unique Behavioral Health Recovery Needs of Children, Families, and Adults." The Mecklenburg County office will remain at the same location of 5700 Executive Center Drive Suite, and the phone number remains the same at 704-566-3460. Dammeon L. Chisholm will continue to serve in the capacity as the Team Lead for the Mecklenburg County Catchment Area. His email address is now [dchisholm@trueskids.com](mailto:dchisholm@trueskids.com).
- ⇒ RoShaun Adams is the new Director of Clinical Services for Nevins Inc.
- ⇒ Effective March 1, 2011, Residential & Support Services, Inc. changed their name to **InReach** and the new web address is [www.inreachnc.org](http://www.inreachnc.org).

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### **PROVIDER COUNCIL REMINDERS AND UPDATES**

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- ⇒ The Provider Council Executive Board would like to extend a warm welcome to its newest members: Shanda Knox at Enter Pro, and Kimberly Crump at Carolina Family Comprehensive Services.
- ⇒ **Provider Council Sub-Committees** – Three 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, March 16, 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, March 16, 2011 at 1:30 PM** in the Carlton Watkins Center Multipurpose room.
  - **Provider Outreach Sub-Committee** – The general purpose of which 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.

## Mecklenburg Area MH/DD/SA Services

### PROVIDER HOT SHEET

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- ♦ Miranda Little (Co-Chair), Family Preservation Services, Inc., 704-344-0491, [MLittle@fpscorp.com](mailto:MLittle@fpscorp.com)
  - > The next meeting will be on **Wednesday, March 16, 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, 704-595-5553
  - ♦ Sonyia Richardson (Co-Chair), Another Level Counseling & Consultation, 704-548-5298
    - > The next meeting will be on **Wednesday, March 16, 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://charmec.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 704-625-6236 or email John Cunningham 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://charmec.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 in collaboration with Charlotte AHEC. Please visit website <http://www.charlotteahec.org/> for more information. Click [here](#) to review the Substance Abuse Continuing Education Series.

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**WEB RESOURCES**

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- ⇒ [NC Division of MH/DD/SAS](#)
- ⇒ [NC Division of MH/DD/SAS Implementation Updates](#)
- ⇒ [Mecklenburg AMH](#)
- ⇒ [AMH Best Practices Committees and Schedule](#)
- ⇒ [AMH Hot Sheet Archive](#)
- ⇒ [AMH Provider Document Library](#)

# COME JOIN US & HAVE YOUR SAY!!!

*You are invited to a*

## **Town Hall Meeting**

on

**Mental Health, Developmental Disability, and Substance Abuse Services  
Sponsored by The Coalition**

The Coalition, 40 organizations advocating together to meet the needs of North Carolinians living with the developmental disabilities, the disease of addiction, & mental illness, will host a series of town hall meetings on MH, DD, & SA services across the state. These listening sessions will:

- Provide a briefing on the current budget outlook
- Offer an opportunity to share your opinions about MHDDSA services and supports; in person, in writing, or online
- Update you on how to make a difference on these issues through advocacy

**TIME:** All meetings are from **6:30 to 8:30 PM**. Doors will open at 6:00 PM and the program begins at 6:30.

### **DATES & LOCATIONS:**

#### **March 17 – Charlotte**

Myers Park United Methodist  
Church  
1501 Queens Road, Charlotte

#### **March 17 – Raleigh**

NC Advocates for Justice  
Building  
1312 Annapolis Drive, Raleigh

#### **March 24 - Fayetteville**

Southern Regional AHEC  
1601 Owen Drive

#### **March 31 –**

#### **Greenville/Winterville**

Pitt Community College  
Leslie Building - Room 143  
1986 Pitt Tech Road Winterville

#### **March 31 - Wilmington**

Hampton Inn  
2320 South 17<sup>th</sup> Street,  
Wilmington

#### **April 7 – Winston-Salem**

Forsyth Community College,  
Main Campus  
Ardmore Hall Auditorium  
2100 Silas Creek Parkway

#### **April 7 - Asheville**

Mountain Area Heath Education  
Center (MAHEC)  
501 Biltmore Ave



**ANTI-FRAUD POLICY**

**PURPOSE**

This policy is established to provide increased protection to the assets and financial interests of Mecklenburg County; to provide a coordinated approach to the identification, investigation and resolution of fraudulent activities; and to increase the overall awareness of employees' responsibility to report fraud and reasonably suspected fraudulent activity to the appropriate County parties.

**RESPONSIBILITIES**

Mecklenburg County (the "County") has a zero tolerance regarding fraud and expects everyone to play a role to help prevent fraud, waste and abuse. All County employees are responsible for safeguarding County resources and ensuring that they are used only for authorized purposes, in accordance with applicable laws and County policies. Mecklenburg County expects the same honesty and integrity from its consultants, temporary staff, vendors and anyone having business with Mecklenburg County.

All levels of County management are accountable for setting the appropriate tone of intolerance for fraudulent acts by displaying the proper attitude toward complying with laws, regulations and County policies. Management is responsible for identifying and assessing the level of the risks and exposures to fraudulent activity inherent in his or her area of responsibility. Management will support and cooperate with Internal Audit, other involved departments and law enforcement agencies in the detection, reporting and investigation of fraudulent activity. Additionally, management shall establish and maintain proper internal controls, which will provide for the security and accountability of the resources within his or her department.

**AUTHORIZATION**

The Mecklenburg Board of County Commissioners governs and authorizes the County to employ the proper use of finances and other resources in a manner that ensures accountability, good internal controls and effective risk management. The County may involve the state or local police in any investigation where there is evidence of potential criminal activity. The County may seek financial reimbursement for any financial losses incurred through such criminal activity.

**SCOPE**

This policy applies to any situation of fraud or suspected fraud involving County employees, vendors, contractors, consultants, outside agencies and/or any other parties with a business relationship with the

County. Any investigative activity conducted will be done without regard to the suspected wrongdoer's title/position, past performance or length of service to the County.

### **GENERAL DEFINITIONS AND EXAMPLES**

For purposes of this policy, fraud includes any willful or deliberate act committed with the intention of obtaining an unauthorized benefit, such as money or property, by misrepresentation, deception or other unethical means. Fraud and financial impropriety may include, but are not limited to, the following actions:

- embezzlement or other financial irregularities
- forgery, alteration or falsification of documents, such as checks, time sheets, travel expense reports, contractor agreements, purchase orders, other financial documents or electronic files
- misappropriation, misuse, theft, removal or destruction of County resources, such as funds, supplies, inventory, furniture, fixtures, equipment or any other asset
- improprieties in the handling or reporting of money or financial transactions
- misuse of County facilities, such as telephones, computers and e-mail system
- false claims by employees, vendors or others associated with the County
- receiving or offering bribes, rebates or kickbacks
- personal use of County property in commercial business activities
- accepting or seeking anything of material value from contractors, vendors or persons providing or seeking to provide services/materials to the County, except as permitted by law and County policy
- undisclosed conflict of interest
- deliberate misrepresentation of facts
- any similar or related irregularity

### **FRAUD INDICATORS**

The following, though non-exclusive, may indicate fraudulent financial activities:

- excessive number of missing or voided documents
- altered documents
- questionable handwriting or approval
- documents not numerically controlled
- duplicate payments
- unusual billing addresses or arrangements
- vendor's billing address the same as an employee's address
- unauthorized use of duplicate or photocopied invoices

## **REPORTING FRAUD**

Employees and other individuals associated with the County who become aware of or have a reasonable basis for believing that fraud, defalcation, misappropriation or other fraud, waste or abuse has occurred shall promptly report the suspected activity to their supervisor or their department director. Alternatively, the employee can contact Internal Audit either directly or anonymously using the Report Line via the County's main intranet page under "Ethics Matter".

Individuals shall not attempt to personally conduct an investigation or interview individuals suspected of being involved in the suspected fraudulent activity. Great care must be taken in dealing with suspected fraudulent activities to avoid any incorrect accusations, alerting suspected individuals that an investigation is under way, violating a person's right to due process or making statements that could lead to claims of false accusations or other civil rights violations.

## **NON-FRAUD REPORTING**

Identification or allegations from employees of personal improprieties or irregularities, whether moral, ethical or behavioral, should be resolved by department management and/or the Human Resources Department. The employee should contact the Human Resources Director or Internal Audit if he or she has any questions of whether an action constitutes fraud.

## **CONFIDENTIALITY**

Mecklenburg County will at all times maintain the confidentiality of all concerns, associated reports, working papers and other documents within the limitations of law, County policy and the legitimate needs of an investigation. The results of investigations conducted by Internal Audit will not be disclosed or discussed with anyone other than those persons that have a legitimate need to know in order to perform their duties and responsibilities and as allowed by law. This is important in order to avoid damaging the reputations of persons suspected but subsequently found innocent of wrongful conduct and to protect the County from potential civil liability.

## **INVESTIGATION**

The Department of Internal Audit is the primary County department responsible for conducting investigations of fraud and suspected fraudulent activity reported to it or that it has identified that may represent risk of significant loss of assets or reputation to the County. Internal Audit will work according to the County's investigation protocol, which includes the County's general legal counsel, Human Resources and Information Security. Internal Audit and/or General Counsel may also work with police and other law enforcement agencies as circumstances may require.

In the event that Internal Audit determines an investigation of suspected fraudulent activity is warranted, the Department will conduct the procedural steps as outlined in the County's investigation protocol.



- Promptly notify the County Manager and the investigation team.
- The Human Resources Director will determine if any immediate disciplinary personnel actions should be taken.
- If federal funds are involved, determine the required federal reporting in cooperation with the grantee department and County's general legal counsel.
- If illegal activity is indicated, general legal counsel will notify the Charlotte City Police to coordinate an investigation.
- If illegal activity appears to have occurred, the findings will be reported to the appropriate agency for review, which will be coordinated with the County's general legal counsel.

In the course of investigation, Internal Audit will have free and unrestricted access to all County data, employees and premises; and the authority to examine, copy, and/or remove all or any portion of the contents of files, desks, cabinets, and other storage facilities on the premises without prior knowledge or consent of any individual who may use or have custody of any such items or facilities when it is within the scope of their investigation. Employees are expected to fully cooperate in authorized investigative inquiries.

### **INVESTIGATION REPORTING**

Internal Audit will communicate the results of any investigation to responsible management, the County Manager, the Board of County Commissioners and the Audit Review Committee. Internal Audit will also make recommendations for improvement to the systems of internal control, as needed. The determination to prosecute or turn matters over to appropriate law enforcement and/or regulatory agencies for independent investigation will be made by the County's general legal counsel and executive management.

### **DISCIPLINARY ACTION**

The County will take appropriate disciplinary and legal action against any individual or entity who commits fraud against the County, which may include but is not limited to, discharge from employment and/or criminal prosecution under appropriate State and federal laws. An employee found to have obstructed the investigation of a concern or complaint of fraudulent activities will also be subject to disciplinary action. If after investigating a complaint of fraud the County determines that an employee's complaint is frivolous or that the employee has intentionally provided false information regarding the complaint, the employee will be subject to disciplinary action.

### **EMPLOYEE PROTECTION**

Mecklenburg County will not retaliate, nor will it tolerate retaliation, against those who in good faith report suspected ethics violations or who participate in an investigation of suspected ethics violations. Employees who believe they are being retaliated against for reporting their concerns are encouraged to discuss the matter with their manager or supervisor. If they wish to pursue the matter formally, they should consult with Human Resources. They may file a complaint under the applicable grievance or complaint resolution procedures.

## **DETECTING FRAUD AND CORRUPTION**

The County has established internal controls, policies and procedures in an effort to deter, prevent and detect fraud. All new full-time employees are subject to background investigations, including a criminal background check. All temporary, part-time and seasonal employees may be subject to a criminal background check based on position and possible duration or employment. The County may also verify all applicants' employment history, education and personal references prior to making an offer of employment.

All vendors, contractors and suppliers must be active, in good standing and authorized to transact business in Mecklenburg County. Vendors, contractors, and suppliers may be subject to screening. When necessary, contractual agreements with the County may contain a provision prohibiting fraudulent acts and will include information about reporting fraud.

Each County employee will be required to attend an anti-fraud awareness training session each fiscal year. Records will be maintained in the Human Resources Department indicating that the employee has successfully completed the training. New employees will receive this policy as part of their training at orientation.

Director  
704-432-0695

Assistant Director  
704-336-4757

Clinical Supervisor  
704-432-5539

Resource Development Coordinators  
704-432-0698 or 704-432-4576

Administrative Support  
704-432-4592

School Nurse  
704-355-4088  
(enter ID #4988)

ParentVOICE  
704-336-7128

Training Coordinator  
704-432-0986

Public Information Specialist  
704-336-3793

MeckLINK  
704-336-6404

## Open Invitation to all Mental Health Agencies: Theme: “Resilience is…….”

On May 7, 2011 Mecklenburg County will recognize National Children’s Mental Health Awareness Day. MeckCARES, in partnership with Teen Health Connection, The Junior League of Charlotte, ParentVOICE and others, will host a community event.

This is the 5<sup>th</sup> year that MeckCARES and community partners will host an awareness event, to provide mental health related education, information and resources to the community. Each year we have a large representation from families who are living with a child that has mental health challenges. We expect this year’s event to draw over 1,500 people to Pearl St Park.

We would like to invite your agency to participate in this event. For your convenience, we have identified several ways that you can be involved in this event. As you are aware, it takes financial and human resources to plan a successful event and that is why we are asking you for your help. Your participation will help make this event the best it can be for our entire community. Please review the list below and decide which level of involvement your agency is willing to commit to.

### **Full Partnership:**

You would participate with the planning committee under the leadership of youth and Parents. This level of participation offers a place to set up an informational station at the event to talk with families about the services you are providing in the community and to pass out your promotional information. You will also have the option to have your materials placed in our giveaway bags should you choose not to set up an information table. You would invite all the families that you work with to attend the event on May 7<sup>th</sup>. Your agency can form their own basketball team to compete with other teams at the event. Your agency’s name would be listed on all event materials that identify MeckCARES partners. This list would also be posted on the MeckCARES website. You would receive a System of Care Certificate for your partnership. This level of partnership requires a one-time fee of \$100.00 per agency

### **Supporter:**

You can participate with the planning committee under the leadership of Youth and Parents. You would invite all the families that you work with to attend the event on May 7<sup>th</sup>. Your agency would be listed on some event materials as a supporter. You would receive a System of Care certificate for your support. This level of support requires a one-time fee of \$50.00 per agency



## SUBSTANCE ABUSE CONTINUING EDUCATION SERIES

Through funding received from the ABC Board, professionals who provide services to those who reside within Mecklenburg County can now take the below workshops at a discounted rate. These workshop fees will be offset from \$115.00 to \$60.00, therefore making quality education workshops more affordable and accessible to the substance abuse / mental health professionals within Mecklenburg County.

**HIV/AIDS Update for Substance Abuse Professionals**

Monday, March 7, 2011 | Gordon M. Lipscomb, MA, MSW, LCSW

**Best Practice in Substance Abuse Treatment: An Overview for Addiction Treatment Professionals**

Thursday, April 7, 2011 | Paul Nagy, LPC, LCAS, CCS

**Understanding the 12 Core Functions of Substance Abuse Counseling**

Friday, May 13, 2011 | Yvonne M. Ward, LCAS, MS, CSI

**CBT for Substance Abuse: Motivation, Methods, Monitors and Modalities**

Monday, May 23, 2011 | John Curry, PhD

**All Workshop Fees:**

\$60.00 (Inside Mecklenburg County)

\$115.00 (Outside Mecklenburg County)



For more workshop details and to register, please visit [www.charlotteahec.org](http://www.charlotteahec.org)

