



MECKLENBURG COUNTY
Area Mental Health, Developmental Disabilities and
Substance Abuse Services
April 4, 2011

PROVIDER HOT SHEET

- ⇒ **InfoShare** – The next Mecklenburg County AMH Provider InfoShare is scheduled for Wednesday, April 6, 2011, 9:00 – 11:00 in the Fellowship Hall at Covenant Presbyterian Church, 1000 E. Morehead Street in Charlotte. The program begins promptly at 9:00 AM and doors close at 9:15 AM. All contract and MOA providers are required to attend. Due to additional activities at Covenant Presbyterian, there are specific areas to park. Please see the attached [map](#).
- ⇒ **Homeless Assessment Survey:** All direct service providers who are involved in regular interactions with homeless individuals and families are strongly encouraged to completed the homeless assessment survey (see link below). Data collection will close on Wednesday, April 6th at 5:00 p.m.

Who should complete the survey:

Staff members and volunteers of provider agencies that work “on the ground” with homeless families, including program directors, team leaders, and case managers.

In 2009, President Obama signed the Homeless Emergency Assistance and Rapid Transition to Housing (HEARTH) Act. The HEARTH Act reauthorizes the McKinney-Vento Homeless Assistance Act and requires evaluation of homeless assistance systems on several key outcomes, including reducing the number of people who become homeless, reducing the length of time people spend homeless, and reducing the number of people who experience repeat homelessness.

In order to prepare our system to meet and measure these outcomes, the Homeless Services Network and the Charlotte-Mecklenburg Coalition for Housing are participating in a HEARTH Implementation Clinic sponsored by the National Alliance to End Homelessness. In preparation for the Clinic, NAEH has asked that we survey those most involved in our homeless services community about their experiences and opinions of our homeless services system. In addition, the Housing Coalition has added survey questions to gain additional feedback to inform its work of ending and preventing homelessness in the Greater Charlotte area. Please take the time *as soon as possible* to complete the following electronic survey:

<http://www.surveymonkey.com/s/JYLQT9C>

If you should have questions about this survey, please contact Dr. Lori Thomas, chair of the Research and Evaluation Committee of the Charlotte-Mecklenburg Coalition for Housing at LoriThomas@unc.edu or 704-687-7037.

Thank you for your participation!

- ⇒ The Fair Labor Standards Act (FLSA) sets the provisions for recordkeeping, hours worked, minimum wage, overtime pay and child labor requirements under which youth under the age of 18 may be employed.

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Representatives from the US Department of Labor Wage Hour Division, Charlotte, NC Area Office will attend the April 6th Info Share to present and discuss how the Fair Labor Standards Act (FLSA) applies to community based services, residential care facilities, including group homes. The Act applies whether the agency is public or private or is operated for profit or not-for-profit.

⇒ **FOR CABHAs:** Mecklenburg Area Mental Health is co-hosting a meeting with Community Care Partners of Greater Mecklenburg (the local Community Care of NC affiliate) for local CABHAs on Monday, April 18, 2010 from 10:00 AM to 12:30 PM. The event will be held in the Multipurpose Room in the Carlton Watkins Center, 3500 Ellington Street, Charlotte, NC. The special guest speaker will be Dr. Michael Lancaster, Behavioral Health Program Director of Community Care of North Carolina. The agenda includes:

- "Introduction to Community Care Partners of Greater Mecklenburg "
- "Care Coordination and Behavioral Health Integration of Carolina Access II Medicaid Recipients"
- "CCNC Behavioral Health Initiative by Dr. Lancaster

Additional time will be available for questions and answers and networking. Seating is limited to 75 participants. Reservations may be made by contacting Patricia Herring at 704-336-3035.

⇒ **Elements of a Functional First Responder System**

The Mecklenburg County Consumer and Family Advisory Committee (CFAC) and LME consider the following elements to constitute a Functional First Responder System (FFRS):

- The provider has a 911 prompt for medical crisis on their voicemail system.
- The provider has a prompt that provides a phone or pager number for assistance with "urgent" or "crisis" needs that cannot wait until the next business day (this number should connect to a person and not another telephone number or voicemail.)
- If crisis number contacts a pager, the message explains briefly what the caller will hear and how to respond.
- If the caller does not reach a live person, the voicemail message gives the caller a wait time of no more than 15 minutes to expect a return call.
- If the caller does not reach a live person, the call is returned within 15 minutes.

All providers of enhanced Medicaid services that are required to serve as First Responders should ensure that these elements are included in your First Responder System. The LME and representatives from CFAC will periodically test providers through Mock Calls to ensure compliance with these requirements.

⇒ **Quarterly Incident Report Due By Email on April 11th, 2011. Please Note: These reports will no longer be accepted by fax.** The QM11 Form can be found on the DMH website at this address: <http://www.ncdhhs.gov/mhddsas/statspublications/manualsforms/index.htm#incident>. Scroll to *Incident Response and Improvement System* and select the QM11. All Category A and B providers are required to submit this form. When completed, email the report to Nancy Cody at nancy.cody@mecklenburgcountync.gov. You will receive an email confirmation of receipt. If reports re faxed they will be returned. This could result in a late submission, which may result in lower scores on provider monitoring tools. Thank you.

The revised *Incident Response and Reporting Manual* includes several updates and changes. Please review it prior to your next incident submission. It can be found on the Division website at the following address:

<http://www.ncdhhs.gov/mhddsas/statspublications/manualsforms/incidentmanual2-25-11.pdf>.

This manual explains the incident reporting process, expected provider response, incident categories, etc. It is not the *IRIS Technical Manual*, which describes how to use the web-based reporting system.

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- ⇒ Your single point of contact for all suggestions, input, feedback, questions and concerns regarding the Hot Sheet should be directed to Jill Scott, AMH Information/Education Coordinator at Jill.Dineen-Scott@MecklenburgCountyNC.gov.

CLINICAL CORNER

- ⇒ For several weeks, we have been highlighting information about the A+Kids program, a DMA registry to monitor the prescription of antipsychotic medication for off-label indications in children. The program “goes live” effective April 12.

Providers should register themselves in advance, beginning April 4, so that they are prepared to log in consumer prescriptions as they occur on or after April 12.

Please go to <http://documentforsafety.org/> to begin the provider registry process, and to read more about this innovative program.

ON THE MOVE

- ⇒ Laurie Nappier, MSW, P-LCSW is the Assistant Team Lead for Easter Seal UCP’s Assertive Community Treatment Team (ACTT) in Mecklenburg County. Laurie can be reached at Laurie.Nappier@nc.eastersealsucp.com or via cell phone at 704-928-6732. Jane Pearson, RN is the Mecklenburg ACTT Nurse and can be reached at Jane.Pearson@nc.eastersealsucp.com or via cell phone at 704-928-5425. Paulette Hartfield remains the ACTT Team Lead and can be reached at Paulette.Hartfield@nc.easterseals.com or via cell phone at 704-902-5890.

PROVIDER COUNCIL REMINDERS AND UPDATES

- ⇒ **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, 704-596-0505
 - ◆ Angela R. Simmons (Co-Chair), The Right Choice MWM, 704-537-3650 x1105, angela@trcmwm.com.
 - > The next scheduled meeting is **Wednesday, April 20, 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
 - ◆ Tim R. Holland (Co-chair) Person Centered Partnerships, 704-319-7609, Tim.Holland@pcpartnerships.org
 - > The next scheduled meeting is **Wednesday, April 20, 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.
 - ◆ Miranda Little (Co-Chair), Family Preservation Services, Inc., 704-344-0491, MIittle@fpsc corp.com
 - > The next meeting will be on **Wednesday, April 20, 2011 at 12 PM** in the Carlton Watkins Center Multipurpose room.

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- **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
Angela.Bunting@connectionsbw.com
 - ◆ Sonyia Richardson (Co-Chair), Another Level Counseling & Consultation, 704-548-5298
srichardson@anotherlevels.com
> The next meeting will be on **Wednesday, April 27, 2011 at 10:30 AM BWB Connections, 8430 University Executive Park Drive Suite 655, Charlotte, NC 28262**

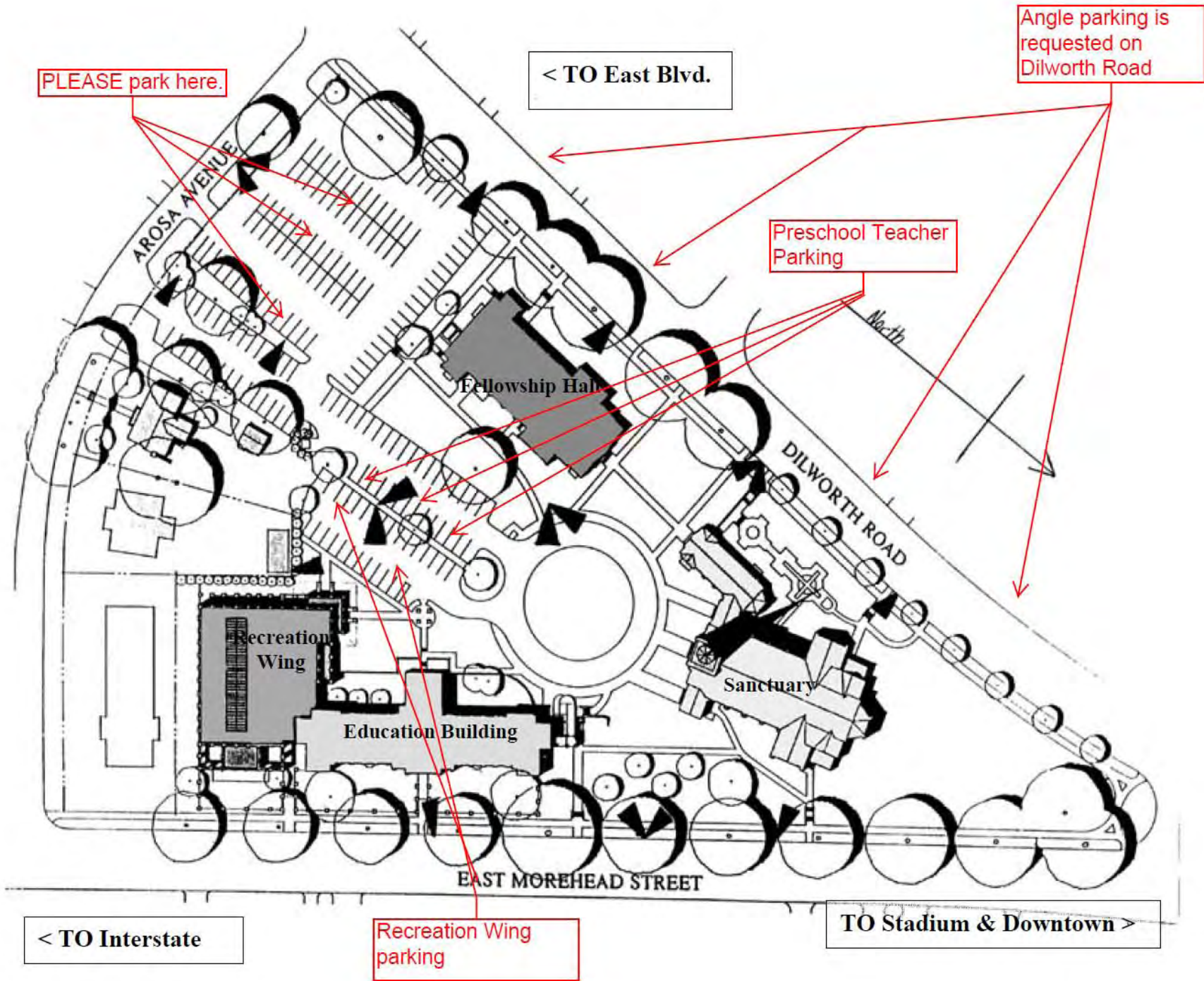
EDUCATION AND TRAINING OPPORTUNITIES

- ⇒ **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.
- 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 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.
- ⇒ **Mental Health Association** offers various training opportunities in collaboration with Charlotte AHEC. Please visit website <http://www.charlotteahec.org/> for more information.

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WEB RESOURCES

- ⇒ [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](#)



PLEASE park here.

< TO East Blvd.

Angle parking is requested on Dilworth Road

Preschool Teacher Parking

Fellowship Hall

Recreation Wing

Education Building

Sanctuary

AROSA AVENUE

DILWORTH ROAD

EAST MOREHEAD STREET

< TO Interstate

Recreation Wing parking

TO Stadium & Downtown >

MPC
Mecklenburg Provider Council

Presents

Motivational Interviewing

**April 26, 2011 6pm-9pm
April 28, 2011 6pm-9pm
April 30, 2011 8:30-4:30pm**

MINT Certified Trainer Tony Beatty



Tony Beatty is a certified MINT trainer. He is a Program Administrator with Mecklenburg County Area Mental Health. He has served over 20 years as a substance abuse counselor.

Location: TBA (Charlotte, NC)

REGISTRATION: Register online: www.genesisproject1.org (Registration fees will be payable via Paypal)

***Total training hours:** 12 hours

Cost: \$75 per person

For more information on this Person Centered Thinking Training, please contact, Lisa Davis, Training Director at Genesis Project 1, Inc. (704.596.0505)[ldavis@genesisproject1.org]



MPC
Mecklenburg Provider Council



Presents

Person Centered Thinking Training

**Tuesday, April 26th and
Wednesday, April 27th, 2011**

Trainer

Amy Mock



Amy Mock is a certified Person Centered Thinking and a certified Systems of Care trainer. She currently works with Alexander Youth Network as the YFS Liaison. She is a Licensed Professional Counselor and has been working with youth and their families for over 15 years utilizing cognitive behavioral and trauma informed therapies.

--LOCATION: TBA (Charlotte, NC)

REGISTRATION: Register online: www.genesisproject1.org (Registration fees will be payable via Paypal). Other methods of payment are a certified check or money order.

***Total training hours: 12 hours**

Cost: \$75 per person

For more information on this Person Centered Thinking Training, please contact, Lisa Davis, Training Director at Genesis Project 1, Inc. (704.596.0505)[ldavis@genesisproject1.org]



Open House

Mecklenburg's PROMISE has served as a consumer-operated, community wide resource committed to enhancing mental health recovery and self-determination in Mecklenburg County for five years.

Please join us for an afternoon of celebration in *appreciation* of our Mecklenburg County community of friends, family, peers and providers!

Date: April 7, 2011
Time: 3:00pm-6:00pm
Location: 1041 Hawthorne Lane, Charlotte, NC, 28205

Feel free to stop in for a moment or stay for the entire event. Food will be provided and special viewings of the Self Advocates of Mecklenburg (SAM) self-determination video will be aired every 30 minutes.

The Mecklenburg's PROMISE team would like to thank Psychotherapeutic Services, Inc (PSI) for your support, courage and compassion.



MeckCARES Resilience Fest

Join Us to Celebrate National Children's Mental Health Awareness Week!

Family Picnic Lunch!

Saturday, May 7th

10 a.m.- 4 p.m.

**Pearl Street Park
1200 Baxter Street
Charlotte, NC**

(parking available at the front of the park)

**Music!
Giveaways!**

Dancing!

*"What Resilience Means" poetry submissions
from Charlotte Mecklenburg
Schools students!*

Games!

Resources!

Free Family Fun!

RSVP today

to reserve your family's patch of grass:

*Contact Jill Scott
at (704) 336-3793 or email
Jill.Scott@
MecklenburgCountyNC.gov*



This family event
brought to you by:

MeckCARES
ParentVOICE
The Junior League of
Charlotte
Teen Health Connection

In partnership with:

Primary Care Solutions
Family Preservation
Services of NC
Miracle House
A Caring Home
My Peacekeepers
Genesis Project 1

Charlotte, Get Your Move On!



FRIDAY, APRIL 8, 2011 • 7:30 PM
ELEVATION at BLAKENEY
8835 Blakeney Professional Drive
Charlotte, NC

**FREE
ADMISSION**

Don't miss this live community performance by InnerACTIONS with a special presentation featuring local youth dancers. InnerACTIONS uses a unique blend of film and live performance to deliver positive messages and thought provoking ideas about the pressures our youth face today.

Featuring a message of "prevention thru inspiration," InnerACTIONS is an educational outreach project whose purpose is to use performance mediums to positively impact youth in the prevention of risk behaviors.

Presented by Teen Health Connection, "Charlotte, Get Your Move On!" is a youth-focused initiative dedicated to improving the overall health and quality of life for Charlotte adolescents by empowering them to make positive behavioral decisions.



For more information visit: TeenHealthConnection.org