



MECKLENBURG COUNTY
Area Mental Health, Developmental Disabilities and
Substance Abuse Services
May 2, 2011

PROVIDER HOT SHEET

⇒ **2011 LME Consumer Satisfaction Survey**

In the past, the LME has asked providers to administer a Consumer Satisfaction Survey on the State's behalf. To date, the State has not scheduled a survey for this fiscal year. An annual survey is required for accreditation and by Mecklenburg County. Therefore, the LME has taken the initiative to develop a basic and brief survey (16 questions) that includes key customer satisfaction concepts established by Mecklenburg County (ethics, communication, quality, timeliness, and courtesy and respect), basic concerns from the previous surveys (making complaints, choice of providers, discussion of progress and goals) in addition to some bottom line "hotel" type concepts (cleanliness, location, keeping appointments). The demographic information at the top of the survey has been expanded to provide more data items for evaluating and improving consumer satisfaction (education, age, culture, etc.). The LME expects that this survey will be further developed in the next year to include recovery and self-determination concepts.

The survey will be conducted May 15 – June 10, 2011.

The survey should be administered to all consumers served during the survey period.

The LME will mail surveys (English and Spanish version) and instructions to all providers on the current LME provider list. The number of surveys sent will be determined by reports from eCura, the LME data management system. The survey packets will include:

- For Providers in eCura:
 - Survey Instructions.
 - A survey in English for each consumer authorized to receive services during the survey period.
 - A list of consumers authorized to receive services with their consumer ID numbers.
 - A survey in Spanish to be copied as needed.
- For Providers who only bill Medicaid directly:
 - Survey Instructions.
 - A survey in English to be copied as needed for each consumer receiving services during the survey period.
 - A survey in Spanish to be copied as needed.

The surveys will also be on the LME Public webpage in the Provider Resource Library under the Quality Improvement Category for download if needed.

Questions regarding the survey should be addressed to **Evelyn Cross: 704-432-3058** or **Evelyn.Cross@Mecklenburgcountync.gov**.

⇒ 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.

Mecklenburg Area MH/DD/SA Services
PROVIDER HOT SHEET
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ON THE MOVE

⇒ **Monarch NC-** Jeff Carter is the Team Leader for ACTT services covering Mecklenburg County and he can be reached at 704-242-4408. Sheriee Smith is the Team Leader for Intensive In Home Services covering Mecklenburg County and she can be reached at 980-395-4229. You can make referrals for these services by calling our screening/referral line at 1-866-272-7826.

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, May 18, 2011 at 9 AM** at MeckPromise, 1041 Hawthorne Lane, Charlotte, NC 28205.

○ **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, May 18, 2011 at 1:30 PM** at MeckPromise, 1041 Hawthorne Lane, Charlotte, NC 28205.

○ **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, MLittle@fpscorp.com
> The next meeting will be on **Wednesday, May 18, 2011 at 12 PM** at MeckPromise, 1041 Hawthorne Lane, Charlotte, NC 28205.

○ **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@anotherlevelservices.com
> The next meeting will be on **Wednesday, May 18, 2011 at 10:30 AM** at MeckPromise, 1041 Hawthorne Lane, Charlotte, NC 28205.

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 Area MH/DD/SA Services
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- ⇒ **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 the main number at 980-321-4021 or John Cunningham at 980-321-4025 or via email 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://charmeck.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.

WEB RESOURCES

- ⇒ [NC Division of MH/DD/SAS](#)
 - ⇒ [NC Division of MH/DD/SAS Provider Endorsement Information](#)
 - ⇒ [NC Division of MH/DD/SAS Implementation Updates](#)
 - ⇒ [Mecklenburg AMH](#)
 - ⇒ [AMH Best Practices Committees and Schedule](#)
 - ⇒ [AMH Hot Sheet Archive](#)
 - ⇒ [AMH Provider Document Library](#)
- The LME has modified the Resource Library to hopefully make it easier to find documents. The documents have been collapsed into three categories: Policies, Forms and Manuals/Guidelines. Under each category, the documents are listed alphabetically.

POLICY NUMBER	NAME	DATE	TYPE
UM and Authorization			
UM-08	Medical Necessity Exception	2/23/11	Updated
UM-22, now LME-17	Out of State Placement	3/21/11	Updated
Finance			
FS-06	Claims Recoupment for Medicaid Eligibility	3/21/11	Updated
FS-11	Recoupment for CAP Waiver Supplies	1/19/11	Updated
FS-15	Contractor Access to Provider Connect	3/21/11	New
Information Management			
IM-31	Adoption Records	4/18/11	New

RESILIENCE

Giveaways

Music!
Dancing
Family Picnic Lunch



Sat. May 7th
10a.m. - 4p.m.
Pearl St. Park
1200 Baxter St.
Charlotte, N.C. 28204
(parking available at front of park)
(RAIN DATE MAY 14th)

bring your blankets for the lawn

www.ijnor.com

MeckCARES Resilience Fest

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

In Partnership with:

- A Caring Home
- Agape Services
- Alexander Youth Network
- Another Level Counseling & Consultation
- A Silver Lining Clinical Services
- ATA Martial Arts
- BACS Place
- Bethlehem Center of Charlotte
- Blackmon Lawn Care Services
- Bread of Life Youth and Family Services
- Carolina Family Comprehensive Services Inc.
- City of Charlotte Neighborhood & Business Services
- Connection BWB, Inc.

- Echelon Care
- EnterPro STC Services
- Family First Community Services
- Family Innovations
- Family Preservation Services of NC
- Genesis Project 1
- Greater Metrolina Mental Health Services
- Guilford County Community Connections
- Laser Quest
- Miracle House
- My Peacekeeper
- NAMI (National Alliance on Mental illness)

- NC Mentor
- New Hope Carolinas
- New Leaf Adolescent Care
- New Place
- Primary Care Solutions
- Resourceful Solutions II
- Starlight Roller Rink
- Steps for Success
- The Child Fatality Prevention Team
- The Mental Health Association of Central Carolinas
- The Right Choice MWM
- Thompson Child and Family Focus
- True Behavioral Healthcare
- Youth Villages

This family event brought to you by:

MeckCARES, ParentVOICE,

The Junior League of Charlotte

Teen Health Connection

RSVP TODAY!!

Lunch will be served from:
11-1pm



Contact Jill Scott
@ 704.336.3793
jill.scott@mecklenburgcountync.gov

Director
704-432-0695

Clinical Supervisor
704-432-5539

Resource Development Coordinators
704-432-0698
704-432-4567

Enrollment Coordinator/
Administrative Support
704-432-4592

Training Coordinator
704-432-0986

Public Information Specialist
704-336-3793

MeckLINK
704-336-6404

ParentVOICE
704-336-7128

Dear Vendors,

Thank you so much for your participation in the upcoming May 7th Resilience Festival 2011!

- 8:30am to 9:30am: Volunteer/ Vendor Set-Up and Sign-In. The sign-out sheet is located at the registration table at the Kenilworth entrance to the park. All vendors should be finished setting up by 9:30am to ensure everyone is prepared when families begin to arrive
- 10am to 4pm: May 7th Resilience Festival 2011
- 4pm to 5:30pm: Volunteer/Vendor Break Down and Sign-Out. The sign-out sheet is located at the registration table at the Kenilworth entrance to the park. Please make an effort to be finished by 5:30pm
- Please Note: There will be a designated Vendor Loading/ Unloading area in the parking area accessible via Kenilworth Avenue. To avoid congesting the loading/unloading area please unload your items, park your vehicle, and then continue setting up. This will allow others to unload their items. Please follow the same protocol during the event breakdown
- Please Note: Tablecloths are not provided, so if you would like one for your table please bring one. In addition, there will be no power plug available the day of the event, so please consider these in your preparation
- The RAIN DATE for the Event is MAY 14th, same place, same time

In addition, due to the limited number of tables and chairs that are available, we are requesting you to bring your own table and chairs if you are able. **We are currently in need of 15 more tables.** If you have any you could bring for use during the event please call Francesca and let her know at 704-432-4592 or email Francesca.Morgan@MecklenburgCountyNC.gov.

Park and Recreation of Mecklenburg County ask that we leave the park in a better condition than we found it. Please throw away all trash in the trashcans and dumpsters, and be sure to leave the area you used pristine. We thank you in advance for your cooperation, and we hope this is a safe and happy event.

Thank you,

MeckCARES, Mecklenburg County System of Care



MeckCARES

Our community; coming together for families

REGISTRATION FEE

\$75.00 Registration (Registration includes buffet lunch and conference materials). The conference is supported through grant support from Ortho-McNeil-Janssen Pharmaceuticals, Inc and the North Carolina Mental Health Association Collaborative.

CONTACT INFORMATION

Kate Patton - 704.512.6091 or
kate.patton@carolinashealthcare.org

Kelly Blasky - 704.512.6529 or
kelly.blasky@carolinashealthcare.org

CANCELLATION POLICY

Participants that are registered for a class and cancel up to 48 hours prior to the program will receive a 70% refund. If you cancel more than two (2) weeks in advance of the course, there is a \$25.00 cancellation fee. No refunds will be given for individuals who cancel less than 48 hours prior to the program. Cancellations **MUST** be in writing (fax, mail, or email). Participants who have not paid for a program and do not cancel will be billed for their registration. Substitutes are welcome (please notify us of substitutes prior to the program). 100% of the registration fee will be credited if you transfer your registration to another program within six (6) months. Refunds will not be given on programs you transfer to.

ADA STATEMENT

Individuals requiring reasonable accommodations under the Americans with Disabilities Act (ADA) for a disability, in order to participate fully in this continuing education activity, please contact Kate Patton at 704.512.6091 or at kate.patton@carolinashealthcare.org.

INCLEMENT WEATHER

Charlotte AHEC follows the Charlotte-Mecklenburg School System's cancellation schedule. Participants may call Charlotte AHEC's main number during inclement weather at 704.512.6523 for a recorded message to verify program status.

RETURN SERVICE REQUESTED

Charlotte Area Health Education Center (AHEC)
Post Office Box 32861
Charlotte, NC 28232-2861

Coming Full Circle: The Recovery Continuum



Wednesday, May 18, 2011 | 9:30 am – 4:00 pm
Friendship Missionary Baptist Church
3400 Beatties Ford Road, Charlotte, NC 28216

Presented By:
North Carolina Mental Health Association Collaborative
Educational Sponsor:
Charlotte Area Health Education Center (AHEC)

DESCRIPTION

The North Carolina Mental Health Association Collaborative and Charlotte AHEC will host the **Annual North Carolina Mental Health Association Collaborative Conference** on Wednesday, May 18, 2011 at Friendship Missionary Baptist Church - Conference Center located in Charlotte, North Carolina. The conference entitled, **Coming Full Circle: The Recovery Continuum**, is a state-wide conference with guest speaker Mariel Hemingway, in addition to other highly-qualified, well-known speakers. This conference will bring together mental health experts, including the medical and recovery mental health professionals, community members, consumers, and vendors to promote the educational experience of current and relevant mental health information.

TARGET AUDIENCE

Mental health experts, community members, consumers, Case managers, social workers, psychologists, licensed professional counselors, physicians, nurses, health and human service practitioners, and other health care professionals, law enforcement personnel, community activists, clergy, faith based organizations, and families.

OBJECTIVES

- Provide education regarding reducing stigma related to mental illness and improving understanding about mental health recovery.
- Provide education regarding the philosophy of the Body Mind Spirit Movement and how it relates to mental health wellness and recovery, how it may be incorporated into daily living, the obstacles and challenges one may experience while living toward a balanced life, and how to find encouragement and motivation to continue.
- Encourage all consumers, providers, and individuals to make public policy and advocacy priority one by developing the beginnings of a statewide plan.
- Janssen will be onsite with four MINDSTORM units, a virtual simulation of a schizophrenic episode, to educate and bring awareness to mental health professionals (by appointment only; not intended for mental health consumers).

CREDIT INFORMATION

0.4 CEUs representing 4.0 Contact Hours
4.0 Contact Hours NBCC
4.0 Contact Hours NC Psychologists

CEU Statement: Charlotte AHEC has approved this conference for Continuing Education Units (CEUs). No partial credit will be awarded.

MH Credit: Charlotte AHEC is recognized by the National Board for Certified Counselors to offer continuing education hours for National Certified Counselors and abides by the NBCC Continuing Education Guidelines (provider # 5096). Charlotte AHEC is an approved provider by the North Carolina Psychology Board and designates Category A contact hours for NC Psychologists.

AGENDA

9:30 – 10:30 am	Registration/Exhibit Hall
10:30 – 11:15 am	The Good News is the Bad News is Wrong: How to Harness the Underdog Edge for Advocacy Success by Amy Showalter with The Showalter Group Inc., Cincinnati, OH
11:15 – 11:30 am	My Hope & Recovery by Robert Livingston, Consumer Presenter, Mecklenburg's Promise, Charlotte, NC
11:30 – 12:15 pm	Buffet Lunch/Networking/Exhibit Hall
12:15 – 12:45 pm	Celebrating Recovery within North Carolina – Mental Health Association Annual Awards Ceremony by Andy Hagler (MHA of Forsyth County), Kimberly Hickerson (Tar River MHA), and Renee Gray (Cleveland County MHA)
12:45 – 1:45 pm	Choices in Recovery: Achieving Wellness by Lee Stephan, MA, LCSW, Director of Services for Adults with serious Mental Illness for Community Health Network, Indianapolis, IN
1:45 – 2:00 pm	Break/Exhibit Hall
2:00 – 3:15 pm	Maintaining Balance: Finding an Oasis in a Frenetic World by Mariel Hemingway
3:15 – 3:45 pm	The Statewide Recovery Movement in Behavioral Healthcare by Steve Jordan, M.A., Director, NC Division of MH/SA/DD, Raleigh, NC
3:45 – 4:00 pm	Moving On (Final Thoughts/Wrap up/Door Prizes) by Amy Showalter with The Showalter Group

REGISTRATION

Coming Full Circle: The Recovery Continuum
Event # 32319

Friendship Missionary Baptist Church
3400 Beatties Ford Road
Charlotte, NC 28216

Wednesday, May 18, 2011

Last Name First Name MI

Institution Last four Digits SSN

Address

City State Zip

Email

Work Phone Number Home Phone Number

Fax

REGISTRATION FEES

\$75.00 Registration (registration includes buffet lunch)
The conference is supported through grant support from Ortho-McNeil-Janssen Pharmaceuticals, Inc and the North Carolina Mental Health Association Collaborative

Fax to: 704.512.6560 or 704.512.6568

Mail to: Charlotte AHEC – Registrar
P.O. Box 32861
Charlotte, NC 28232-2861

Register on-line at: www.charlotteahec.org

For questions about this program, call Kate Patton at 704.512.6091

MPC
Mecklenburg Provider Council



Presents

Person Centered Thinking Training

**Thursday, May 26th and
Friday, May 27th, 2011**

8:30-4pm

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: \$80 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

TRAINING REGISTRATION FORM

Training Title: **Person Centered Thinking Training**

Date: **May 26 & 27, 2011**

Complete the information below and fax this form to Lisa Davis at (704) 596-0507.
Please type or print clearly

AGENCY INFORMATION

Agency's Name: _____

Agency's Contact Person: _____

Contact Person Phone: _____ Email: _____

-Participant (s) attending

Name (please print)	Email Address (REQUIRED)	Phone Number

*If there are more than 12 participants from your agency, please use another registration form.

SESSION & ATTENDEE INFORMATION

(Limit 30 per session. See the training flyer for times and locations)

	Number purchasing	Total Cost
Training Fee \$80.00		
TOTAL FEE		

PAYMENT INFORMATION

You will receive an online link for payment via Paypal at www.genesisproject1.org

Training is limited to 30 persons per session. All required Handouts are sent to participants prior to the training date and participants are responsible for bringing to the session. The training fee is nonrefundable and cannot be applied to a future training. Register early, space is limited. Participants who arrive more than 15 minutes late will NOT be admitted to the training session. Full attendance and active participation is expected in order to receive training certificate (I.e. No partial credit will be given.) Disruptive participants will be asked to leave the class. The Provider Network does not keep certificate copies so all participants will need to make all necessary copies and storage arrangements as copies of lost certificates will NOT be available in the future. Please note that these sessions will be videotaped and all participants will be asked to sign a consent form.

Should you have any questions, please contact Lisa Davis or Sharday Black at (704) 596-0505