MECKLENBURG COUNTY
Area Mental Health, Developmental Disabilities and Substance Abuse Services
June 27, 2011

PROVIDER HOT SHEET

⇒ **InfoShare** – The next Mecklenburg County AMH Provider InfoShare is scheduled for **Wednesday, July 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.

⇒ The LME will administer the Provider Cultural Competence Survey 2011 at InfoShare on July 6th, 2011. The survey is required as a means of complying with Title VI of the Civil Rights Act of 1964. Data from the survey will increase our capacity to serve non-English speaking consumers. Providers with the capacity to work with LEP consumers will be given to MeckLINK for appropriate referrals. **Each provider should review and complete the survey from the link below and bring it to InfoShare or review the survey at the link below and have your agency representative complete it at InfoShare.** The survey will be collected or issued upon check-in. Provider response will be recorded. Thank you for your cooperation in serving all consumers.
http://charmeck.org/mecklenburg/county/AreaMentalHealth/ForProviders/Provider%20Library2/Provider%20Cultural%20Competence%20Survey%202011.pdf

⇒ **Balanced Scorecard Data** will again be collected on an Excel spreadsheet in Provider Connect. Data is required from agencies that provided Community Support Team, ACT, Psychosocial Rehab and Targeted Case Management to IPRS consumers from January - June 2011. The spreadsheet contains the reporting form with instructions. The spreadsheets will be available in the eCura Provider Connect download folder in a subfolder titled "Balanced Scorecard Data" on or about 7/5/2011. Providers are to complete the spreadsheet and upload it to Provider Connect no later than the due date on the form, July 15, 2011. **If you did not provide the above services from January - June 2011, there is no spreadsheet for your agency and no report is required for this reporting period.**

- Questions regarding Balanced Scorecard Data should be directed to Evelyn Cross; evelyn.cross@mecklenburgcountync.gov, 704-432-3058.
- Questions regarding Provider Connect should be directed to Jeremy Pollard jeremy.pollard@MecklenburgCountyNC.gov, 704-614-0546.

⇒ **Attention Providers who use the LME's eCura Provider Connect and PRWeb:**
The LME will be taking eCura Provider Connect and PRWeb off-line for maintenance for about an hour on Thursday, June 30th, from 6pm until 7pm. Please do not access the system during that time. If you have any problems after the maintenance to the system, please send an email directly to Kai.Workman@mecklenburgcountync.gov for assistance with this event.

⇒ **Attention Contract Providers:** Please review the updated Guidelines for Supporting Documentation. These guidelines apply to contract providers with expenditure based reimbursement in their contract. The guidelines are effective 7/1/2011 for July 2011 expenditures.

⇒ **Quarterly Incident Report Due By Email on July 11th, 2011. Please Note: These reports are 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 are faxed they will be returned. This could result in a late submission, which may result in lower scores on provider monitoring tools. Thank you.

⇒ **MeckCARES CFT Case Consultation Sessions:**
Case Consultation is cross organizational group supervision structured as a forum for peer mentoring and support, clinical oversight, and provides a mechanism for the provision of technical assistance to support enhanced service providers who facilitate Child and Family Teams (CFTs) for MeckCARES enrollees. Case Consultation is intended to foster the implementation of System of Care principles and to support fidelity to the Wraparound Process. Sessions are held on the Thursday preceding the 2nd Friday of the month between 9AM-12PM. For more information on the next meeting or if you would like to be included on the email distribution list, please contact the MeckCARES Administrative Assistant (Francesca Morgan) at 704-432-4592 or via email at Francesca.Morgan@MecklenburgCountyNC.gov.

⇒ The STR and UM Management Procedures have been update and are available for review.

⇒ **FY12 Operations Manual -** The Operations Manual for 2011-2012 is now posted on the AMH website at the following link:
http://charmeck.org/mecklenburg/county/AreaMentalHealth/ForProviders/Pages/ProviderDocuments.aspx.
This manual is a binding part of Agreements and Contracts between the Mecklenburg LME and providers of Medicaid and State Funded services. The intent of this manual is to provide the references and sources providers need to meet the requirements of Memorandums of Agreement and Contracts between Mecklenburg LME and provider agencies. Providers are strongly encouraged to share this resource with their staff to ensure that they are aware of the information that it contains.

⇒ 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

⇒ The LME will collect the Disaster Response Survey for Provider Agencies at InfoShare on July 6th, 2011. This survey will assist in assessing Mecklenburg County's ability to respond to the community's needs in disaster scenarios.

We ask that each provider review and complete the attached survey below and bring it to InfoShare. Alternatively, please review the attached survey below and have your agency representative complete it at InfoShare.

Provider response will be recorded and analyzed, with further information presented in a future Hot Sheet. Thank you for your assistance in this crucial clinical area!

PROVIDER COUNCIL REMINDERS AND UPDATES

⇒ **2011 Mental Health/IDD/SA Rally Planning Meeting –** every other Thursday 12:00-1:00pm at 5700 Executive Center Drive, 2nd floor Conference Room (#206). We invite provider agencies from the various disability groups to come and join our planning meeting as we prepare for our fall 2011 Rally. Our next meeting is Thursday, June 30th. For more info please contact either Tim Holland (704-319-7609) or Ellis Fields (704) 365-3454.

⇒ **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, July 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, July 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, Mlittle@fpscorp.com
  - > The next meeting will be on **Wednesday, July 20, 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 Angela.Bunting@connectionsbwb.com
  - Sonyia Richardson (Co-Chair), Another Level Counseling & Consultation, 704-548-5298 srichardson@anotherlevelservices.com
  - > The next meeting will be on **Wednesday, July 20, 2011 at 10:30 AM** in the Carlton Watkins Center Multipurpose room.

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://charmeck.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 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 to include QPR (Question, Persuade, and Refer) suicide prevention training. Please visit website http://mhacentralcarolinas.org or call 704-365-3454 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**

Disaster Response Survey for Provider Agencies: July 2011

Please note that the Provider contracts include the proviso that if designated by the LME, *Providers shall deploy behavioral health disaster responders to deliver behavioral health disaster services to survivors and other responders within the counties served by the LME*.

We must stand ready to respond if and when such events occur. In order to be prepared, please complete the following:

Agency Name:

Primary Clinical Contact Person:

Clinical Contact Telephone:

Clinical Contact Email:

What is your status with the LME? _____Contract _____MOA Only

Does your Agency have CABHA status: _____Yes _____No _____Pending

Which consumer populations do you serve (please check all that apply):

_____Child Mental Health

_____Child IDD

____ _Child/Adolescent SA

_____Adult Mental Health

_____Adult IDD

_____Adult SA

Please note any unique populations served:____________________

Please note capacity to serve non-English speakers:______________

Please list number of fully licensed clinical staff:___________________

Please provide number of <u>licensed</u> staff in each category:

________Physicians

________Psychologists

________Psychological Associates

_______ Nurses

_______ Social Workers

_______Professional Counselors

_______Marriage/Family Therapists

_______Chemical Addiction Specialists

_______Other (please describe)

How many of your licensed staff have received training/certification in Critical Incident Stress Debriefing? _____________

How many of your licensed staff have received Red Cross training in Mental Health Disaster Response?_____

How many of your licensed staff have received training in Psychological First Aid?_______________

How many of your staff have participated in on-scene disaster response?___________________

Please indicate if you and your staff are interested in training in the above modalities, and if so, what kind?

____

Thank you for your assistance in completing this survey!!

Mecklenburg County Area Mental Health (AMH)
SUPPORTING DOCUMENTATION GUIDELINES FOR EXPENDITURE BASED CONTRACTS

AMH contract providers are required to submit supporting documentation for expenses with their Requests for Reimbursement (RFR). Contract providers must maintain complete and detailed documentation in their files. AMH reserves the right to periodically request additional documentation on a random basis. Each expenditure based item in the contract should have a separate cost center so that expenses can be clearly tracked.

All expenses claimed on the RFR should be for eligible expenses as defined in the budget submitted by the contract provider, approved by Area Mental Health management, and paid by the contract provider during the period covered in the reimbursement request. Expenses must be necessary, reasonable, and be allowable under the contract/grant agreement. Invoices that support expenditures on the RFR should be highlighted and grouped together by categories or expense type consistent with the approved budget. AMH will only reimburse the contract provider for actual net costs—the price paid minus any refunds, rebates, or other items of value received by the contract provider that have the effect of reducing the cost actually incurred. AMH will not reimburse the contract provider for past due costs, late fees, or finance charges.

Supporting documentation for expenditures incurred in connection with a grant will be reimbursed in accordance with the grant requirements, which could be more restrictive than the AMH guidelines.

A copy of the detailed general ledger showing paid expenditures for all items invoiced should be provided. In addition, the following table identifies the types of additional documentation required to support expenditures submitted by contract providers:

Expense Type	Documentation	Special Considerations
Salaries, Wages and Fringes	Payroll detail registers by each position for which reimbursement is being requested, signed by authorized official or designee	If only a percentage of the employee's time is spent on qualifying tasks (as indicated in the approved contract budget) only that percentage of salaries/wages is eligible for reimbursement. If an employee's time is split between separate funding programs, only the percentage of time devoted to the AMH supported program should be charged in the RFR. If a funded position becomes vacant, contract provider must submit revised budget before claiming salary expenses for a different position. Only AMH approved positions may be expensed to the AMH contract. In addition to payroll records, contract providers must maintain (in local file) time sheets that document time worked for any salaries/wages charged to the contract. Exempt employees who

		are paid a set salary, regardless of hours worked, can sign a statement indicating that they fulfilled their job obligations, rather than document actual number of hours worked on a daily basis.
Professional Services (legal, accounting, consulting, etc.)	Paid vendor invoices or receipts	Contractor must provide AMH a copy of the third-party contract on file between the subcontractor and the vendor upon request.
Travel Expenses	Paid receipts for meal, lodging, conference registration, etc. signed by authorized official or designee	Administrative travel expenses only for positions funded in the contract.
Telephone & Utilities	Monthly invoices/statements including summary pages with detailed expenses.	Statements of charges are acceptable only if the vendor issues no other form of billings. If billed in this manner, reimbursement should be requested only for current charges.
Postage greater than $100	Paid vendor invoices or receipts	Receipts are not necessary for postage under $100
Printing	Paid vendor invoices or receipts	
Repairs and Maintenance	Paid vendor invoices or receipts	
Advertising	Paid vendor invoices or receipts	
Lease of Real Property	Copy of lease agreement should be submitted with first invoice	
Lease of Equipment	Copy of lease agreement should be submitted with first invoice	
Indirect Costs	AMH approved Indirect Cost Plan/Cost Allocation Plan must be on file with AMH	Reimbursement will not exceed amount in AMH approved budget. Once indirect cost plan is reviewed by AMH, no additional supporting documentation is required with the RFR.
Consumer / Client Benefit Payments	Paid receipts	
Events/luncheons	Paid invoices or receipts and meeting roster/list	
Other	Paid receipts	As defined in approved budget

In the event there is not an invoice or receipt, alternative proof of payment may be in the form of a check register or credit card statement.

MeckCARES

Case Consultation 2010-2011 Calendar

Sessions are on the Thursday preceding the 2nd Friday of the month

9AM-12PM at Alexander Youth Network 6220 Thermal Rd., ***MPR*** Charlotte NC 28211

Dates	***Time***	***Locations***
December 9th	9AM-12PM	Alexander Youth Network
January 13th	9AM-12PM	Alexander Youth Network
February 10th	9AM-12PM	Alexander Youth Network
March 10th	9AM-12PM	Alexander Youth Network
April 7th	9AM-12PM	Alexander Youth Network
May 12th	9AM-12PM	Alexander Youth Network
June 9th	9AM-12PM	Alexander Youth Network
July 7th	9AM-12PM	Alexander Youth Network
August 11th	9AM-12PM	Alexander Youth Network
Sept 8th	9AM-12PM	Alexander Youth Network
October 13th	9AM-12PM	Alexander Youth Network
November 10th	9AM-12PM	Alexander Youth Network

If you have any questions, please contact the MeckCARES Administrative Assistant at (704) 432-4592.

MeckCARES Case Consultation
Fact Sheet

WHAT
Case Consultation is a cross-organizational group supervision structured as a forum for peer mentoring and support, clinical oversight, and provides a mechanism for the provision of technical assistance to support enhanced service providers who facilitate Child and Family Teams (CFTs) for MeckCARES enrollees. Case Consultation is intended to foster the implementation of System of Care principles and to support fidelity to the Wraparound Process.

WHO
Case Consultations are intended to support enhanced serviced providers with youth enrolled into MeckCARES.

WHERE & WHEN
Sessions are on the Thursday preceding the 2nd Friday of the month between 9AM-12PM at various community locations. For more information on the next meeting or if you would like to be included on the email distribution list, please contact the MeckCARES Administrative Assistant (Francesca Morgan) at 704-432-4592 or via email at Francesca.Morgan@mecklenburgcountync.gov

PROCESS FOR CASE CONSULTATION
No appointment is necessary for a case to be seen. The MeckCARES Case Coordinator need only attend the forum and provide their case information. At the beginning of the meeting, the group is polled to see how many cases will be presented.

Case Coordinators need to provide the following information about their case: Current PCP, DSM Diagnosis, Medications, and Child & Family Team member roster (name and title).

After case information and challenges are shared, the group and the facilitators work to address the challenges and develop an action plan. The Case Coordinator will receive a completed Group Case Consultation form that provides a list of recommendations, complete with contacts and action steps for carrying them out.

Top 10 Reasons To Attend
1. **Help with identifying community resources**
2. **Fresh perspective on challenges experienced with a case from an interdisciplinary team of professionals and family partners**
3. **Peer mentoring and support**
4. **New ideas and strategies for implementing system of care philosophy into real practice**
5. **Creative strategies for development of individualized care plans**
6. **Camaraderie and networking with other agencies**
7. **Assistance with identifying underlying needs**
8. **Assistance with the identification of critical team members who should be a part of the Child & Family Team**
9. **Help with discovering and fostering the inclusion of natural supports for Child & Family Teams**
10. **Professional growth and development which could lead to facilitating your own community case consultation**

Revised 6/14/11 ofm