



**MECKLENBURG COUNTY**  
**Area Mental Health, Developmental Disabilities and**  
**Substance Abuse Services**  
January 16, 2012

***PROVIDER HOT SHEET***

- ⇒ **Plans for Achieving Self Support (PASS)** – PASS represents a huge untapped resource that puts money directly in the hands of people who need resources to find and keep employment through earned wages or business ownership. PASS funding is consumer-controlled money to go get a job, earn a college degree to enhance employability, to acquire specialized skills, to buy job development and coaching services and to cover transit costs. [PASS information](#).
- ⇒ **The LME, in partnership with Mecklenburg's PROMISE**, is offering monthly, comprehensive 2-day training on creating person-centered plans (PCPs) for adult mental health consumers that integrate Recovery Model principles, a person-centered approach, effective and proactive crisis planning, and demonstration of medical necessity. The training is mandatory for the staff of Mecklenburg County's adult mental health IPRS providers who create PCPs, and is strongly encouraged for adult mental health MOA providers, in preparation for working within a Waiver environment. The trainings, delivered by Mecklenburg's PROMISE Training Team and LME UM staff, will be held at The Watkins Center, free of charge. The sessions for 2/28-3/1 and 3/20-3/22 are now filled, and additional dates will be added in the future. We will announce additional dates in the Hot Sheet as they become available. Registration questions may be directed to the LME Training Department at [amhtrain@mecklenburgcountync.gov](mailto:amhtrain@mecklenburgcountync.gov). For questions regarding course content/curriculum, please call John Cunningham at Mecklenburg's PROMISE, 980.321.4025.
- ⇒ **Brain Injury Association of North Carolina Family Conference 2012-** Interventions for individuals with Traumatic Brain Injury (TBI) require specialized skills and a good working knowledge of community resources that can assist consumers and families alike. In addition, we may anticipate seeing an increasing number of consumers who are recent veterans, with a history of TBI. Excellent information on this topic will be presented at the February 24 conference, "Building Community from the Inside Out: 2012", sponsored by the Brain Injury Association of NC and the Division of MH/DD/SAS. [BIANC Topics & Registration](#)
- ⇒ Your single point of contact for all suggestions, input, feedback, questions and concerns regarding the Hot Sheet should be directed to Dennis Knasel, LME Director of Network Development and Provider Relations at [Dennis.Knasel@MecklenburgCountyNC.gov](mailto:Dennis.Knasel@MecklenburgCountyNC.gov). [Subscribe](#) to the weekly Hot Sheet releases

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**NETWORK DEVELOPMENT AND PROVIDER RELATIONS**

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- ⇒ **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.)

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- 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.
- **Each CABHA shall adhere to all requirements as outlined in Implementation Update #86 which require the following:**
  - ***Consistent with 10A NCAC 22P .0302(e), CABHAs shall perform "first responder" crisis response 24 hours a day, 7 days a week, 365 days a year to all consumers accessing CABHA services, as follows: CABHAs shall serve as first responder when any consumer who has been assessed by the CABHA and is receiving services from the CABHA undergoes a crisis. For purposes of first responder requirements, crisis is defined as: a high level of mental or emotional distress, or an episode, which without immediate intervention will foreseeably result in the person's condition worsening, environmental instability or could result in harm to self or others.***
  - ***All CABHAs shall be accessible 24/7/365 to respond directly to consumers and to collaborate with and provide guidance to other crisis responders regarding coordination of treatment for CABHA consumers in crisis. The first responder shall use the crisis plan developed with the consumer to coordinate and communicate with all other crisis responders (in accordance with HIPAA and 42 CFR Part 2) to ensure that the crisis plan is implemented.***
  - ***All CABHAs shall have written policies and procedures in place that will be made available to all consumers, and shall include contact information for the consumer to first contact the CABHA rather than other crisis responders, such as hospital emergency departments and mobile crisis management teams. Each CABHA shall provide all consumers with a phone number to contact a live person 24/7/365 for use when crises occur. First response may be telephonic, but face to face intervention shall be attempted prior to referral or if necessary, in conjunction with other crisis responders. If a CABHA refers the consumer to an emergency facility or other crisis responder, the CABHA shall communicate with the crisis responder in order to facilitate coordination of care.***

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. **(These expectations are not only for clinical home providers who have service sites within Mecklenburg County, but also apply to out of county clinical home providers who have a current Memorandum of Agreement or contract with Mecklenburg LME.)** The LME and representatives from CFAC will periodically test providers through Mock Calls to ensure compliance with these requirements.

**Recommendations to providers:**

- Keep the LME informed with up to date contact information.
- Check the LME's website under Provider Services for your agency's web pages. These web pages for designed for consumers so it is extremely important for all information to be accurate.
- Implement the 15 minute time limit for calls to be returned and include that time in all phone messages.
- Tell callers what to do if they do not receive a response within 15 minutes. This is an important element that needs to be added to almost all provider's messages – even those who succeeded in the mock calls.
  - Some agencies recommend calling 911 or give the Mecklenburg Mobile Crisis Team number as a back-up if a consumer receives no response to their crisis call.
  - CFAC does not recommend referring to 911 as a back-up. 911 is for true health related emergencies. It is an inappropriate and expensive resource for someone in a crisis that can better be addressed by a mental health professional.

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- Using the Mobile Crisis Team as a back-up responder is acceptable as long as this is not a substitute for an agency's implementation of its own first responder system.
- Identify the agency or say "crisis line" when answering the crisis line. Most providers answered the crisis line with "hello".
- Periodically do an internal check of your own system after hours to make sure it is working. This should include if it is easy to understand the message – is it loud enough, clear enough, are phone numbers clearly announced and repeated a second time.

⇒ **The below APSM 45-1 rule serves as a reminder for providers that maintain consumer funds in a residential placement.**

**10A NCAC 27F .0105 CLIENT'S PERSONAL FUNDS**

- a. This Rule applies to any 24-hour facility which typically provides residential services to individual clients for more than 30 days.
- b. Each competent adult client and each minor above the age of 16 shall be assisted and encouraged to maintain or invest his money in a personal fund account other than at the facility. This shall include, but need not be limited to, investment of funds in interest-bearing accounts.
- c. If funds are managed for a client by a facility employee, management of the funds shall occur in accordance with policy and procedures that:
  - 1) assure to the client the right to deposit and withdraw money;
  - 2) regulate the receipt and distribution of funds in a personal fund account;
  - 3) provide for the receipt of deposits made by friends, relatives or others;
  - 4) provide for the keeping of adequate financial records on all transactions affecting funds on deposit in personal fund account;
  - 5) assure that a client's personal funds will be kept separate from any operating funds of the facility;
  - 6) provide for the deduction from a personal fund account payment for treatment or habilitation services when authorized by the client or legally responsible person upon or subsequent to admission of the client;
  - 7) provide for the issuance of receipts to persons depositing or withdrawing funds; and
  - 8) provide the client with a quarterly accounting of his personal fund account.

Authorization by the client or legally responsible person is required before a deduction can be made from a personal fund account for any amount owed or alleged to be owed for damages done or alleged to have been done by the client:

- 1) to the facility;
- 2) an employee of the facility;
- 3) to a visitor of the facility; or
- 4) to another client of the facility.

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**PROVIDER COUNCIL REMINDERS AND UPDATES**

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⇒ **Beginning this month (January 2012)** the Training and Development and QA/QI Subcommittees have merged and we now have one QTM (Quality Training Management) meeting from 9:00am-11:00am on the 3<sup>rd</sup> Wednesday of each month. Each meeting will include a best/emerging practice topic and speaker, followed by discussions on agency implementation, training, and quality management, and state updates. The meeting will be held at Carl Watkins in the Multipurpose room.

Be on the lookout for opportunities to participate in task oriented subcommittees/workgroups related to provider needs (Nominations Committee, Provider Outreach) as well as workgroups that mirror the functional aspects of the upcoming Waiver including:

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- Consumer Affairs
- Network Development
- Utilization Management
- Innovations
- Quality Management

- ⇒ **Provider Council Sub-Committees** – Two standing subcommittees have been formed by the Provider Council. If you are interested or want more information, please contact the committee chairs. The two committees are:
- **Quality Training Management Committee (QTM)** – The purpose of the meetings is to promote best practices collaborative growth in the areas of training and quality management, and understanding and support with regard to state and local processes.
    - ◆ Lisa Davis ,Genesis Project 1, 704-596-0505 [ldavis@genesisproject1.org](mailto:ldavis@genesisproject1.org)
    - ◆ Angela Bunting, BWB Connections, 704-596-5553 [Angela.Bunting@connectionsbw.com](mailto:Angela.Bunting@connectionsbw.com)
    - ◆ Sonyia Richardson , Another Level Counseling & Consultation, 704-548-5298 [srichardson@anotherlevelservices.com](mailto:srichardson@anotherlevelservices.com)
- ⇒ > **The next scheduled meeting is Wednesday, January 18, 2012 at 9 AM in the Carlton Watkins Center Multipurpose room.**
- **Provider Outreach Sub-Committee** – The general purpose 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.
    - ◆ Shari Wright (Co-Chair) Connections BWB, Inc. 704-596-5553, [shari.wright@connectionsbw.com](mailto:shari.wright@connectionsbw.com)
    - ◆ Dellyne Samuel (Co-Chair), Total Care & Concern, [dellyne@totalcareandconcern.org](mailto:dellyne@totalcareandconcern.org)
- ⇒ > **The next meeting will be on Wednesday, January 18, 2012 at 12:00 PM in the Carlton Watkins Center Multipurpose room. The Provider Outreach Sub-Committee will be moving to a quarterly meeting schedule after January 18<sup>th</sup> meeting.**

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## EDUCATION AND TRAINING OPORTUNITIES

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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. [Register](#) Today!**
- 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
- ⇒ **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](mailto:jcunningham@meckpromise.com) to request a current calendar.
- ⇒ **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.

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

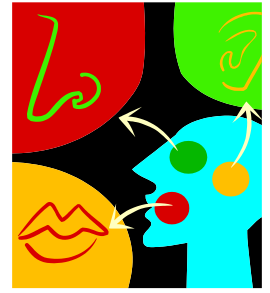
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**WEB RESOURCES**

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- ⇒ [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](#)
- ⇒ [1915 \(b\)\(c\) Waiver Updates from Division Medical Assistance](#)
- ⇒ [Comparison: NC Innovations and CAP-MR/DD Waivers](#)
- ⇒ [LME-MCO Appeal Process \(per federal CFR 438.400\)](#)
- ⇒ [AMH Provider Document Library](#)

MPC  
Mecklenburg Provider Council



*presents*

# ***Cognitive Behavioral Therapy Training***

**January 19<sup>th</sup>, 20<sup>th</sup>, & 25<sup>th</sup>, 2012  
9am-5pm**

**--LOCATION: Genesis Project 1 Inc  
5104 Reagan Drive Charlotte, NC 28206 Ste. 5**

**REGISTRATION: Register online: [www.genesisproject1.org](http://www.genesisproject1.org) (Registration fees will be payable via Paypal)**

**\*Total training hours: 24 hours including class time and additional reading and assignments.**

**\*\*Cost: 135.00**

**\*\*Plus \$10 fee for CEU's.**



*Dr. Susan Furr is a licensed psychologist who received her PhD from the University of North Carolina at Chapel Hill. She has worked as a school counseling, a psychologist at a university counseling center, and currently is a Professor in the Department of Counseling at the University of North Carolina at Charlotte. She has published on topics such as college student suicide, grief and loss counseling, career counseling, and development of counseling students. A major focus of her training has been in the area of cognitive therapy.*

**For more information on this Cognitive Behavioral Therapy Training, please contact, Lisa Davis, Training Director at Genesis Project 1, Inc. (704.596.0505)[[ldavis@genesisproject1.org](mailto:ldavis@genesisproject1.org)]**





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## ***Motivational Interviewing***

**Thursday, February 2<sup>th</sup>, 2012 &  
Friday February 3<sup>rd</sup>, 2012 8:30am-4:30pm**

### **Tony Beatty**



**Tony Beatty is a member of MINT. He is a Program Administrator with Mecklenburg County Area Mental Health. He has served over 29 years as a substance abuse counselor.**

**Location: Genesis Project 1 Inc, 5104 Reagan Drive Charlotte, NC 28206  
Ste. 5**

**REGISTRATION: Register online: [www.genesisproject1.org](http://www.genesisproject1.org) (Registration fees will be payable via Paypal)**

**\*Total training hours: 12 hours**

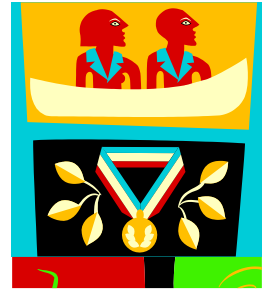
**\*\*Cost: \$75 per person**

**For more information on this Motivational Interviewing Training, please contact Lisa Davis, Training Director at Genesis Project 1, Inc. (704.596.0505)[[ldavis@genesisproject1.org](mailto:ldavis@genesisproject1.org)]**





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# ***CBT Supervision & Leadership Training***

**February 16<sup>th</sup> & 17<sup>th</sup>, 2012  
9am-5pm**

**--LOCATION:** Genesis Project 1 Inc, 5104 Reagan Drive Charlotte, NC 28206  
Ste. 5

**REGISTRATION:** Register online: [www.genesisproject1.org](http://www.genesisproject1.org) (Registration fees will be payable via PayPal)

**\*Total training hours: 12**

**\*\*Cost: \$100.00**

**\*\*Plus: \$10 fee for CEU's.**

**\*\*Recording device needed. Examples are a cell phone, a tape recorder, Ipad/Ipod, etc.**



*Dr. Susan Furr is a licensed psychologist who received her PhD from the University of North Carolina at Chapel Hill. She has worked as a school counselor, a psychologist at a university counseling center, and currently is a Professor in the Department of Counseling at the University of North Carolina at Charlotte. She has published on topics such as college student suicide, grief and loss counseling, career counseling, and development of counseling students. A major focus of her training has been in the area of cognitive therapy.*

For more information on this Cognitive Behavioral Therapy Supervision Training, please contact, Lisa Davis, Training Director at Genesis Project 1, Inc. (704.596.0505)[[ldavis@genesisproject1.org](mailto:ldavis@genesisproject1.org)]

