

CFAC Minutes for August 10, 2009-09

CFAC Attendees: Sandy, David, Len, Patrick, Sandra, Inez, Sammy, Ruth, Katie, Carol, Evelyn, Marvin

LME: Mike

Division: Novella

Guest: Patrick III

Unexcused: Danny

Excused: Millie, Terry

1. Introductions, Attendance

Evelyn brought the meeting to order. No introductions were made since it was acknowledged that everyone present knew each other. The CFAC members then reviewed excused and unexcused absences.

2. Comfort Agreement:

Evelyn reviewed the comfort agreement with those present.

3. Public Comments:

There were no public comments offered.

4. Minutes:

To the previous minutes for July the following changes were made: Add Marvin as an excused absence. Add Danny as an unexcused absence. Inez pointed out one misspelling in the July minutes and this correction was made. Inez made a motion to accept the July minutes with the outlined changes. Carol seconded the motion. The motion passes by consensus.

5. Gaps in Service:

Calls for gaps in service were made. None were provided.

6. Relational Agreement with corrections – signed

It was stated that further corrections were not needed. Mike stated that no changes have been made from the previous signed relational agreement. It was stated, however, that the CFAC needed to approve the relational agreement again (for the current year). David made a motion to approve the relational agreement. Sandra seconded this motion. The motion passed by consensus.

7. CFAC representation on ECBH QI committee:

Mike: The QIC meets 8 times a year in Greenville and New Bern (often via video conferencing). CFAC needs one more representative for this committee. David asked if video conferencing also included the Roanoke-Chowan office. Mike replied that it does. Mike also gave a breakdown on who is on the QI committee. With the assumption of management of the Albemarle LME there will be Albemarle representation on the QI committee. There are also three providers in this committee. The QIC is involved in

quality improvement activities and quality initiatives. Sandy offered to sit on this committee on a trial basis. Inez asked if it was possible to get QI minutes and have them distributed to all CFAC members. Inez also asked if the leadership meetings are open or closed. Mike responded that those minutes are not shared because it's an internal meeting. The next QIC meeting will be on September 15 from 10 am to 12 noon.

8. Committee Updates and discussion:

a. Status of CFAC logo and LEG log:

Sandra reminded the CFAC that CFAC logo was approved during the July meeting. She then passes out proposed logo colors for the group to review. Nothing was presented on the LEG logo. The opinion was offered that the CFAC logo should also be used on LEG literature and that the LEG's should be identified by county. Evelyn reminded the group that all addresses are on the current brochure. Mike replied that he can talk to IT about assigning one or more phone numbers to CFAC then forward inquiries and so forth to the appropriate LEG. Mike recommended taking addresses off the brochures. Alternatively, calls and inquiries could be screened and forwarded. Inez said that Beaufort and Pitt calls could be forwarded to her cell phone, Craven calls could be forwarded to Evelyn, and Roanoke-Chowan calls could also be forwarded in a like manner.

Sandra made a motion that a teal color be used in the CFAC logo. This was seconded by Len. The motion was approved by consensus. Inez stated that brochures could be readied at the same time that the LEG contact information was. Mike agreed to coordinate this and the brochure. He stated that he would leave his information with Rita and that it was up to the CFAC to communicate their wants to her.

b. Status of new member packet:

Katie: Progress is being made. The packet includes a guide for CFAC members written by the NC Council, the State Plan, the local business plan, 2008 accomplishments, information from the consumer empowerment team, definitions, open meeting laws, acronyms, information on the State CFAC, various advocacy websites, information on how CFACs can achieve statutory requirements, the relational agreement, and the CFAC by-laws. Len and Inez suggested that it also contain a business card, the CFAC brochure, a LEG brochure, and a roster of members and how to contact them. Ruth suggested giving just a little bit of information at a time so as not to overwhelm new members. Novella [asked](#) if this information [is](#) on the website [and if so](#) then new members can assess it and read as they can. Sandra added that not everyone has access to the Internet so hard copies should still be provided. Inez suggested updating the acronyms and Marvin said this is planned for the website.

c. Human Rights

Marvin reported on the Human Rights committee held on July 22. He said it was a good meeting. The last quarter more deaths than usual were reported including two suicides and three homicides. Two deaths were from unknown or other natural causes. He said that Nonie is doing an excellent job in getting reports completed and that she had continuously educated provider on the importance of reporting information. Nonie's job is changing and this may affect the reporting that is done to CFAC. Information was

scheduled to be put online on July 1 but this has been delayed due to a shortage in the budget. It may be done in January or later.

Sandy asked about the difference between level 3 and level 2 reporting. Level 3 involves a death whereas level 1 involves such things as minor cuts and scrapes. Providers only have to report level 2 and level 3 incidents.

Suspension criteria were discussed for consumers. Marvin stated that clients have rules to follow and that if they do not then there is the possibility of suspension. Examples of the causes of suspension may include use or possession of drugs. Mike clarified this statement by saying that suspensions are determined by the provider and not the LME. Providers do incident reports so the LME can 'weigh in on it' if needed. It's more of the LME role to look at trends and so forth that clue the LME in on a potential need to review the provider. Inez asked what rights the consumer has if a suspension takes place. Marvin replied that suspensions can come before the Human Rights Committee. Mike added that complaints are addressed by the providers first, if the provider cannot resolve it then it may go to the LME. Sandra asked about suspension from a group home. The provider is responsible for the appeal process first. When a complaint is filed the LME may or may not act on it. Mike added that consumers should refer to the consumer handbook put out by the Division. Patrick said that suspensions may a result of a larger problem that needs to be addressed. Sandra commended Nonie for her incident reporting.

d. Web Design

Mike said that, based on input, the revised web page should be ready in about six weeks. He will forward CFAC information to Evelyn for dissemination.

9. LEG reports

Ruth said that the Roanoke-Chowan area is getting information on how to get started.

Inez reported that for Beaufort County Gary Dean gave a presentation at its last meeting. He is a former WITN-TV personality and a recovering substance abuse consumer. Twenty-six people attended this meeting. She added that Gary give a meaningful presentation to which many could relate. The next meeting will be on September 10 and Janet Joyner, BSN who heads up the Silverthorne Crisis Center will be speaking. It will be held at the Cooperative Extension building in Washington.

Evelyn stated that Lisa Bonnet spoke at their last LEG meeting.

Patrick reported that the Pitt LEG will next meet in October and that they usually meet once a month. They will be discussing housing concerns for the area. Crisis respite is having trouble finding a location. It was communicated by the LME that funds are not available to do this this year.

10. Suggested speaker for September:

It was agreed by consensus that Joy Futrell would be asked to make a presentation on the impact of the new state budget and other concerns. Evelyn will email Joy and ask her to speak.

11. CFAC member comments

Carol – There will be a recovery conference on September 11. She asked to go the night before. Sandy, Ruth and Carol will attend. Carol and Ruth will attend a meeting of the Mental Health Association on September 23 and 24. Attendees will speak at the next meeting to inform the CFAC of what was learned.

Mike has provided office personnel (Cindy Scott) to assist in arranging hotel accommodations and so forth. It was made known that the LME has certain rates of reimbursement.

Sandra, Len, and Inez will attend the 5th annual Developmental Disabilities conference in Greenville, NC. This conference will address current trends and programs.

Katie is interested in a post traumatic stress program (PTSD) coming up later this year.

12. LME report:

Mike provided the CFAC budget for the next year. Basically it's the same budget as last year. CFAC spent \$16,000 of \$25,000. Albemarle was given the same budget. The budget will not always be generous as 'things may get tight'. CFAC should economize on who goes where.

Every quarter the LME is required to report to CFAC on such things as the quarterly complaint report. The LME advertises a 1-800 number to consumers and others for complaint reporting. There is a lag time for reporting complaint reports to the CFAC. For example, the most recent report covered October, November, and December of 2008. The reason for the delay is to show the follow up processes and the results of complaints. The breakdown of complaints and the nature of complaints were reviewed. There is a five-page standard reporting that shows an analysis of patterns. Database items are reviewed to see if the severity is decreasing or increasing.

Sandy commented on page 4 of this report and stated that it appears most complaints are resolved within 30 days. She asked if this was good and the response was 'yes'.

Triage – when a person calls, calls are screened as to type. (emergent, urgent, etc). Of 204 urgent calls, 168 were seen within 48 hours. The remainder either declined appointments or were 'no shows'.

The service utilization report lists the number of services authorized for the time period. It is used as a tool to manage these services. It let the LME know how it is doing with the available monies. The idea is to spend money without going over budget. If services are underutilized they are adjusted upward to keep on target. Inez asked about the budget for

community support. Budgeted money is encumbered until it can be determined if it's going to be spent. Some service rates are hourly. Others are daily rates.

Quality management report – updates to the local business plan serve to update quality management activities. The CFAC was reminded that URAC accreditation is still ongoing with ECBH. Inez said that eventually the LME would be in a position to 'take over' from Valueoptions. Some services will have to be limited this year due to severe budget cuts. Community support had lots of abuse and will be basically closed down over the next six months. No new admissions will be allowed to community support soon as the NC budget was signed last week. Level 3 and 4 homes are being closed and this affects about 1700 kids. It was stated that many of these kids do not need to be in group homes but rather at home because of potential breaks in family bonds

Therapeutic family services involve placing children in a therapeutic family setting. There may be growing pains with this service due to the NC budget cut of about \$40 million. Fund balances may also suffer in the future and cause problems in covering financial needs.

Sandy asked about how many of the 1700 kids are in this catchment area. The reply was about 170. She then asked about homes already in existence and the reply was "Some but not enough".

Mike suggested that December was a good time to invite the Albemarle CFAC to a meeting. Williamston is a central location to meet. Sandra made a motion to meet them in January. Carol seconded. The motion passed by consensus. A possible date of January 11, 2010 was suggested.

Inez asked if Monarch had been given \$1 million [or a \\$1 million contract to come into eastern NC. They \(Monarch\) are also operating the Rainbow House in Beaufort County.](#) Mike responded that he did not know and that the LME has divested themselves of those services.

13. CET update – Novella

Novella said that she had nothing to report at this time.

Inez made a motion to adjourn. Patrick seconded this motion. The motion passed by consensus.

14. Agenda items for September 14, 2009:

Attendee reports

Respectfully submitted,

David
CFAC Secretary