

Relational Agreement

Between

East Carolina Behavioral Health Area Board

And

East Carolina Behavioral Health Consumer and Family Advisory Committee

July 1, 2010

The agreement entered into by and between the East Carolina Behavioral Health Area Board (ECBH Board) which is responsible for assuring the availability of local mental health, developmental disability, and substance abuse services, with the central office located at 800 Cardinal Road /New Bern, NC 28562 and the local East Carolina Behavioral Health (ECBH) Consumer and Family Advisory Committee (CFAC), as established by the ECBH Authority shall be in effect for twelve months from the date of the signature of both parties.

PURPOSE: To establish the relationship, and define the roles and responsibilities of the CFAC and the Area Board.

DEFINITIONS:

Department of Health and Human Services (DHHS): The North Carolina Department of Health and Human Services (DHHS) is the largest agency in state government, responsible for ensuring the health, safety and well being of all North Carolinians, providing the human service needs for fragile populations like the mentally ill, deaf, blind and developmentally disabled, and helping poor North Carolinians achieve economic independence.

Division- Division of MH/DD/SA: The Division's central administration consists of the Director's Office and five sections organized along functional lines. The five sections of the Division are State Operated Services, Community Policy Management, Resource/Regulatory Management, Advocacy and Customer Services, and Operations Support. The Division's state facilities consist of four regional psychiatric hospitals, four developmental disabilities centers, three substance abuse treatment centers, a specialty nursing facility for consumers with mental illness, a specialty nursing facility for consumers with developmental disabilities, and two residential facilities for children with emotional disturbances.

Board of County Commissioners: This includes the participating boards of county commissioners for multi-county area authorities and multi-county programs.

Area Authority: The area mental health, developmental disabilities, and substance abuse authority known as East Carolina Behavioral Health (ECBH or LME).

Area Board/Governing Board: Area Board or Governing Board: Governs the agency which is referred to by statute as the Local Management Entity (LME). This Board consists of one County

Commissioner from each county plus one citizen at large from each represented county. (S.L. 2006-014 Section 4E 122C118.1 Structure of Area Board.)

Local Management Entity" or "LME": The area authority for the catchment area. It is a collective term that refers to functional responsibilities rather than governance structure as stated in Statute 122 C-3 (20b)

Local Business Plan (LBP): A plan for the delivery of mental health, developmental disabilities and substance abuse services for the geographic catchment area served by the LME. The LBP is prepared in accordance with the State Plan and instructions issued by the DHHS and is developed with input and feedback from all stakeholders, consumers, and families.

Area director: The administrative head of the area authority program (LME) appointed by the Governing Board pursuant to G.S. 122C-121).

Consumer and Family Advisory Committee (CFAC): Consumers and family members appointed by the ECBH CFAC to represent the community consistent with the CFAC Statute (Session Law 2006-0142 section 5).

Local Empowerment Group (L.E.G.): ECBH CFAC will host a community collaborative in the local communities (Beaufort, New Bern, Pitt and Martin) known as the Local Empowerment Group (L.E.G.). The L.E.G. will meet at a date, place and time decided by the L.E.G. in order to share information between local interested parties or stakeholders and the ECBH CFAC.

Point Person: The individual(s) are active CFAC members committed to bringing awareness of ECBH CFAC, LEG's and additional programs provided by these groups to the community and counties in which the point person lives or resides near. The point person is also the individual listed on the CFAC material as the contact person regarding additional information concerning ECBH CFAC.

RESPONSIBILITIES OF THE PARTIES:

CFAC

- Review, comment on, and monitor the implementation of the local business plan.
- Identify service gaps and underserved populations
- Make recommendations regarding the service array and monitor the development of additional services
- Review and comment on the ECBH program budget
- Participate in all quality improvement measures and performance indicators
- Submit to the State Consumer and Family Advisory Committee findings and recommendations regarding ways to improve the delivery of mental health, developmental disability and substance abuse services
- Support and orient new committee members
- Issue public statements or reports only on behalf of the ECBH CFAC and defer official LME statements to the appropriate authorities.
- Adopt by-laws and operational procedures that will support the self-directed functioning of the ECBH CFAC.

THE AUTHORITY and the AREA BOARD

- Identify the appropriate channels of communication in policy
- Reply to recommendations of the CFAC
- Recognize the contribution of consumers and family members and their unique perspectives and abilities
- Establish a non-judgmental environment.
- Ensure timely advanced notification of actions proposed from the Area Board minutes.
- Ensure the LME provides the CFAC with support in the form of:
 1. Information and education regarding the service system, including funding sources, the methods for access, service availability and materials regarding system reform. As well as education regarding evidence-based models of best practice.
 3. Assistance in the creation of by-laws and operational procedures to ensure consumer and family participation that is self-directed.
 4. Financial assistance for:
 - Stipends of \$30.00 to ensure participation
 - Transportation or compensation for approved travel and expenses at the ECBH rate. Members are encouraged to carpool.
 - Training necessary to ensure committee effectiveness.

JOINT RESPONSIBILITIES

- Work together to achieve the responsibilities outlined in the DHHS/ LME contract, Local Business Plan and Regional Crisis Plan.
- Work together to discover and develop service resources that lead to more comprehensive, friendly and equitable system of services and supports.
- Work jointly to develop action plans regarding any issues/concerns with the ECBH core functions.
- Delineate a process of dispute resolution:
 1. CFAC will communicate concerns in writing to the LME Director and to the chairperson of the Area Board.
 2. The LME Director and the Area Board Chair will meet with the CFAC Moderator(s) for resolution of concerns.
 3. Either party may, at their discretion, seek council from the Advocacy and Customer Services Section of the Division of MH/DD/SAS for the purposes of clarification of the disputed concern.
- Determine the level of professional staff participation necessary to ensure support but not control of the emerging ECBH CFAC
- The LME submits to the Division a current signed addendum to the agreement between the Consumer and Family Advisory Committee (CFAC) and the governing board of the area authority that outlines the role of the CFAC in the LME age/disability service planning process relative to the use of funds. This addendum to the agreement shall also include the communication and reporting expectations between the LME and the CFAC in regards to the LME's participation in single stream funding. In the event the LME governing board does not currently have an agreement with the CFAC to amend, the LME must submit an agreement which, at a minimum, addresses the role of the CFAC in the age/disability service

planning process relative to the use of funds and include the communication and reporting expectations between the LME and the CFAC in regards to the LME's participation in single stream funding.

The ECBH CFAC agrees to submit to the DHHS, Division and the Area Authority the following items:

1. Comment and provide input on the ECBH Local Business Plan
2. Comment and provide input to the annual report on the ECBH LME 's performance regarding local business plan development and implementation
3. An indication that the core functions management plan is supported by the CFAC, or a report of issues/concerns along with an action plan jointly agreed upon by ECBH CFAC and ECBH. A letter of endorsement of the community collaboration and / or a report of issues and concerns
4. Documentation regarding the necessity for service provisions by the LME, if applicable.

COMMUNICATION PROTOCOL

- ECBH Moderators shall have a direct communication link to the Area Board Chairperson, LME Director, and the LME Liaison to the CFAC.
- ECBH CFAC Moderators will attend all Area Board Meetings and will provide a report of CFAC activities and recommendations regarding LME policies, activities and budget.
- When the ECBH CFAC moderators communicates directly to the Area Board/LME Staff, they will acknowledge that they are representing CFAC as a body only and that statements made represent the consensus of the whole CFAC.
- ECBH CFAC Moderators will meet with the Area Board Chair, as needed.
- Area Board members are invited to attend CFAC meetings.
- ECBH CFAC members are active participants of any LME committees including but not limited to: Human Rights, CQI, etc.
- The ECBH Area Board will communicate with the ECBH CFAC through the exchange of minutes plus board packets (minus any personnel information) and the ECBH CFAC Moderators.

TERMINATION

This Agreement may be terminated in whole or in part, by mutual written consent of all parties or by any signing party, for cause upon 90 days written notice.

SIGNATURES:

Signatures included:

Chairperson of ECBH Area Board:

_____ **Date signed:** _____

ECBH CFAC Moderator(s):

_____ **Date signed:** _____

_____ **Date signed:** _____

_____ **Date signed:** _____

Relational Agreement Addendum for Single Stream Funding

This agreement, entered into by and between the East Carolina Behavioral Health Area Board which is responsible for assuring the availability of local mental health, developmental disability, and substance abuse services, with main administrative offices located at 405 Middle Street, New Bern, North Carolina 28563 and the East Carolina Behavioral Health Consumer and Family Advisory Committee (CFAC), shall be effective the day following the last signature to the agreement.

Purpose: To establish the roles and responsibilities of the CFAC, the Governing Board and/or the LME with regard to single stream funding.

Responsibilities of the Parties:

- A. The CFAC will be an active participant in the LME age/disability service planning process relative to the use of funds in the following manner:
CFAC will provide input to assist in identifying service gaps in the community. When service gaps are identified by any group and an RFI/RFP is released, CFAC will have a representative on the committee for the selection of the provider. CFAC members will be educated on and provide input into ECBH's benefit plan (services paid for by the state dollar – Integrated Payment and Reporting System – IPRS).

- B. The LME will provide ongoing communication and reporting to the CFAC regarding the status of the planning and use of funds in the following manner:
Through the gathering of information from the East Carolina Behavioral Health Local Management Entity Liaison and staff which is to be shared with the East Carolina Behavioral Health Consumer Family Advisory Committee or an ongoing process.

- C. The CFAC will provide ongoing review and input relative to the use of LME funds in the following manner:
By way of regular meetings and/or through written correspondence through the Moderators.

Signatures

_____	_____
CFAC Moderator	Date
_____	_____
CFAC Moderator	Date
_____	_____
CFAC Moderator	Date
_____	_____
LME CEO/Director	Date
_____	_____
Governing Board Chairperson	Date

