



*Serving Cabarrus, Davidson, Rowan, Stanly and Union Counties*

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## **CONSUMER/FAMILY ADVISORY COMMITTEE**

**“Our mission is to ensure that Consumers receive quality services.”**

**January 19, 2010**

### **MINUTES**

**Members Present:** Andrea Stevens, Co-Chair; Beverly Morrow, Co-Chair; David Bullins; Sarah Boyd; Jeff Euto; Melanie Frick, Vice Chair; John Hufton; Bart Kean; Rick Samuels; Mary Sechler; Kay Jennings; Ann Medlin; Major Sampson; Jayne Wallace-Bohannon; Michael Kinlow; Lemar Underwood; Debby Brown

**Absent:** Stephen Brannan

**Guests Present:** Robin Boyd; Peter Euto; Dora Hufton; Lauren Frick; Suzanne Thompson; Ronnie Helms; Cathy Weedman; Russell Jennings

**PBH Staff Present:** Pam Shipman, Chief Operating Officer; Bonnie Schell, Director of Consumer Affairs; Steve Tomlinson, Director of Community Relations and Network Operations; Shelby Marlow, Administrative Assistant; Sarah Chesley, Finance Department

#### **I. Welcome of Members and Introduction of Guests**

Beverly called the meeting to order at 6:35pm. She welcomed everyone. Bart introduced his guest, Cathy Weedman and Pam introduced Sarah Chesley with the PBH Finance Department.

#### **II. Approval of Minute and Review of Agenda**

Everyone was asked to review the minutes of the December meeting. Bonnie requested changes to the Consumer Satisfaction Survey section. Lemar gave the motion to approve the minutes. Mary seconded. The minutes were approved as amended.

#### **III. Public Comments**

There were none.

Andrea took this time to ask the members for a volunteer to help Jeff with a presentation for the Piedmont Regional Continuum of Care Housing Forum on March 30, 2010. This forum is being held at All Saints Episcopal Church on Lake Concord Road in Concord. Melanie volunteered to work with Jeff.

#### **IV. Membership Update**

Melanie reported the Membership Committee is working on producing notebooks for all CFAC members to include all CFAC procedures, forms and bylaws. The notebooks should be available at the February meeting. The Membership Committee had a Meet and Greet with Tina Kennon prior to the December meeting. The committee is recommending Tina as a new CFAC member. The CFAC members voted and all approved Tina as a new member. Shelby will mail Tina an acceptance letter and her first meeting will be in February. Melanie asked the Membership Committee to meet at 5:00 pm prior to the February CFAC meeting.

Andrea presented to the members the desire to have someone attend the PBH Board meetings until the Board is able to appoint a liaison. Pam informed the members the Board plans to discuss this at their meeting later this week. The Board is expected to vote in favor of amending the Relational Agreement to allow CFAC to appoint their own liaison to the Board. This liaison would be a non-voting position. Melanie suggested the CFAC Chair/Co-Chairs be that person. Ann stated it would be really good for a Board member to attend CFAC as the liaison.

#### **V. Work Group Breakout Session**

The members broke out in their work groups for 45 minutes.

#### **VI. By-law Update**

The Bylaws Committee met to review the local CFAC bylaws. Rick presented their proposed changes to the members for consideration. Each member was given a copy with these changes highlighted in yellow. They were asked to review these and be prepared to vote on them at the February meeting.

#### **VII. Parliamentary Procedures**

David explained this is a function used by the presiding officer(s) at meetings. It is to keep order and the group on focus. The presiding officer(s) insures rules of order are applied democratically and the presiding officer(s) is a neutral person that cannot make a motion but does have the right to vote. David reviewed several different types of motions and common sense rules. With David's help CFAC can learn these as they go along. The Co-Chairs may appoint a member to serve as parliamentarian if the new bylaws are passed at the next meeting.

#### **VIII. LME Updates**

Pam informed the group the state is expanding the PBH waiver through the state; they will begin by selecting one or two LMEs to begin in 2011. The state has changed the waivers some so PBH will be making these changes. PBH had requested to expand Innovations to six bed group homes and requested to allow to enroll new consumers on a first come first serve basis. Both of these requests were included in the waiver changes. PBH is working on a comparison grid to help see the changes between our current waiver and the one the state has written-----however, we cannot complete this grid until we receive some clarification from the state. With the state expansion, PBH received 30more slots. The state has submitted an amendment to include these slots in the PBH Innovations Waiver. The C Waiver (formerly Piedmont Innovations) will be called NC Innovations Waiver. The PBH Cardinal Health Plan (the Mental Health and Substance Abuse Waiver) will then become NC MH/DD/SA Health Plan Waiver. The regular State Medicaid plan will be changing also. It will eliminate the service Community Support and add Case Management for adult MH. The anticipated effective date is July, 2010.

The state has developed a version of comprehensive providers called Critical Access Behavioral Healthcare Agency (CABHA). The state requirements are different from those used by PBH for our three Comprehensive Community Providers. . Pam hopes to know more next month about the state's plan for CABHAs and how it will affect PBH.

Pam informed the members of the grand opening of the CRC of Union County on January 14<sup>th</sup>. The center opened for services the next day.

#### **IX. Public Comments**

Dora asked if the IS system will be going paperless. Pam stated there is a lot of engagement around this. PBH is piloting an electronic record program for the state. Jayne stated electronic records would be good for clinical staff to have consumer's records readily available to them.

#### **X. Adjournment**

Rick made the motion to adjourn the meeting. Mary seconded. All agreed and the meeting was adjourned at 8:50pm.

Respectfully submitted,

Shelby Marlow

**Next Meeting is Tuesday February 16, 2010**

#### Summary of Actions Taken

1. Tina Kennon was voted in as a new member

#### Actions Pending

1. Report on Statement of Financial Position - Pam
2. Report on Statement of Functional Expenses – Pam
3. Comparison Grid of old/new waiver – Pam

#### To Do's

1. Shelby update CFAC goals
2. Shelby get number in attendance at Town Hall Meetings – county breakdown
3. Vote on Bylaws

## February, March and April 2010 Advisory Council Meetings Schedule

Cabarrus	Feb. 2	300 Copperfield Blvd
	Mar 2	
	Apr 6	
Davidson	Feb. 16	Health Dept. – Health Education Room
	Mar 16	
	Apr 20	
Rowan	Feb. 25	Chamber of Commerce-upstairs
	Mar 25	
	Apr 22	
Stanly	Feb. 9	Stanly DSS
	Mar 9	
	Apr 13	
Union	Feb. 4	Walter Becket Education Center
	Mar 4	UCPS Professional Developmental Center
	Apr 1	