



Serving Cabarrus, Davidson, Rowan, Stanly and Union Counties

CONSUMER/FAMILY ADVISORY COMMITTEE

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

February 17, 2009

MINUTES

Members Present: David Bullins, Chair; Andrea Stevens, Beverly Morrow, Co-Vice-Chairs; Ann Medlin; Bart Kean; Jeff Euto; John Hufton; Lemar Underwood; Linda Mercado; Major Sampson; Sarah Boyd; Mary Sechler; Michael Kinlow; Stephen Brannan; Melanie Frick

Guests Present: Peter Euto; Robin Boyd; Dora Hufton; Leno Mercado; Cathy Kocian; Ronnie Helms; Benny Faulkner; Lauren Frick; Barbara Regula

Members Absent: Rick Samuels; Vernon Worrell

PBH Staff Present: Steve Tomlinson, Director of Community Relations; Bonnie Schell, Director of Consumer Affairs; Shelby Marlow, Administrative Assistant with Community Relations;

I. WELCOME & INTRODUCTIONS:

David Bullins called the meeting to order at 6:30 pm and welcomed all guests in attendance. There was one new guest in attendance; Barbara Regula.

II. APPROVAL OF MINUTES AND REVIEW OF AGENDA

David asked the committee to review the minutes for December 16, 2008. Linda made a motion to approve the minutes. Ann seconded the motion. The minutes were approved as presented. There were no additions to the agenda.

III. REVIEW OF PROGRESS OF STRATEGIC PLAN

Lemar and Andrea spoke at the Action Club with 23 in attendance. Linda spoke with a small group at the Carter House. PBH CFAC cards were handed out. Mary reported on CFAC and CIT at the TBI Committee meeting. Jeff, Bart and David will be attending the PRCoC Housing Forum on March 19th. They have a 30 minutes slot on the agenda to speak about CFAC.

IV. REPORT FROM CIT STEERING COMMITTEE

Mary reported on CIT at the TBI Committee meeting.

V. REPORT FROM EXECUTIVE COMMITTEE/FINANCE CHAIR

Sarah reported she and the Executive Committee met today prior to the CFAC meeting to discuss the CFAC budget to reduce cost and project for the 09-10 budget. This committee brought two proposals to the CFAC Committee for review and approval.

Proposal number one: beginning 7/09 CFAC members and assigned staff will get the free meal provided by CFAC. All others will pay \$11 per person, the current rate charged by the caterer. Linda presented a counter proposal that the cost to guests be ½ the charge (\$5.50 per person) due to several of the guests being the only means of transportation for some CFAC members. Lemar seconded her motion. The committee voted and Linda’s proposal was defeated 7-4. The committee voted on the original proposal and it passed 8-4.

Proposal number two: beginning 7/09 CFAC members will be reimbursed mileage from their home to the meeting and back to their home. In the past some CFAC members had someone to charge to drive from their own homes to the home of the member, to the meeting, back to the member’s home and back to their home. The committee voted and approved this proposal.

Proposed budget for 09-10: Sarah gave a report on the CFAC budget and the anticipated shortfall of that budget at the December, 2008 meeting. Based on those figures, the Executive Committee proposes the following budget request to PBH based on 20 CFAC members:

Stipend/food	\$14,400	(includes food catered at meetings)
Travel/mileage	\$15,000	(includes food purchased at trainings/conferences)
Training	\$ 6,000	(tuition, registration fees)
Professional fees	\$ 5,000	(Wilma Townsend or other consultants)
Miscellaneous	<u>\$ 5,000</u>	
TOTAL	\$45,400	

Members were asked to review and be prepared to discuss at the March meeting.

VI. REPORT FROM STATE CFAC

Andrea reported budget discussions were huge at the last meeting. She brought back questions that need to be asked of the PBH Board:

- Have the Board members attended trainings offered that pertain to the roles of LME Board members?
- Do they read and understand the statutes?
- Are they looking at Community System Progress Indicators (CSPI)? These reports document progress, or lack of progress, and are part of the performance contract with DHHS.

CFAC should be looking at these as well. They should also be seeing Comparison at a Glance (online), Fund Balance (details itemized) and County Fund Comparison. CFAC needs to see and understand the financial audit performed by our LME last year, 2008.

VII. REPORT FROM PBH BOARD OF DIRECTORS

Vernon was absent so this report will be updated at the next meeting.

VIII. REPORTS FROM ADVISORY COUNCILS, ETC.

Andrea reported the Union ACM worked on the Community Needs Assessment (CNA). John reported the same for Davidson ACM. Also, Fred McClure presented that March is Autism Awareness Month. There were more in attendance than ever. John reported Pam gave an LME update on the budget cuts at the Network Providers Council. David stated the Stanly ACM also worked on the CNA. Mr. Millsap of Monarch spoke on the suicide rate in Stanly County, which is one of the highest in the state. David also reported the Cabarrus ACM worked on the CAN as well. Laura McNanny of RHA informed the members they are employing Peer Support Specialists. Ed Hosack of Cooperative

Christian Ministry stated they have been assisting the unemployed with food, clothing and assisting them with completing forms for DSS, etc.

IX. LME UPDATE

Steve informed the committee Pam could not join us tonight due to her preparing for a court appearance in Raleigh tomorrow with the new PBH staff attorney, Richard Topping. This is in reference to the \$7.2 million budget cut that state took that they were not entitled to.

The state has asked each department of the government what they would take out of their budget if there were a further 3%, 5% or 7% cut. DHHS and the Division stated if there is an additional 7% cut they would consolidate LME's from 24 to 15. Steve announced to the members PBH's decision to follow Medicaid's lead by cutting Community Support hours to no more than eight hours per week. Medicaid made that change January 1st. The change for PBH will be effective March 8th. There is a freeze on new consumers for state funded services. There will be no new state funds for Multi-Systemic Therapy, Intensive In-Home Services, Day Treatment, Personal Assistance, Home/Community Supports and Day Supports. There was much discussion regarding these cuts and the potential chaos this will create for consumers. CFAC needs to become more active and get involved. Hospital beds are already short and it is believed these cuts will cause an increase in the need for more beds. There was a lot of discussion of how bad it could get. CFAC needs to start attending PBH Board meetings and contacting their county commissioners and state representatives.

X. COMMUNITY NEEDS ASSESSMENT

Steve asked the committee to participate in the Community Needs Assessment that needs to be compiled into a report and sent to the state by March 31. The following are the questions he asked and the responses of the committee.

What is working well?

- CFAC and PBH relationship
- CIT
- PBH Concern Line
- Flexibility of changing providers
- Clubhouse programs provide knowledge about understanding mental illness
- Educational opportunities through conferences including CFAC, Cultural Competence and Housing conferences
- Crisis Recovery Center
- Trainings, Lunch 'N Learns and Skills & Pizza
- Group home pilot program
- Increasing CFAC members and participation
- Low numbers of denials of services to consumers (clubhouses)
- Coordination between all providers; especially the comprehensive community providers
- Community Advisory Councils and CFAC member involvement
- B-3 service development
- Mobile Crisis
- Community Relations Department

Not working well

- Cut backs in Community Supports and State Funded services (all 6) no plan
- B-3 services look good on paper but aren't available
- Provider exceptions not under PBH umbrella, i.e. TBI, have to stick to providers within network
- People being forced to take group therapy instead of individual therapy
- Lack of psychiatrists
- Child/Family Team
- Providers do not follow through with services that PBH authorizes
- Lack of coordination between primary care and MH
- Lack of understanding of the bulk information sent out by PBH, not easily understood
- Consumers who live independently have to set and achieve goals even though they have completed their treatment (MHA living programs)
- Accessible free consumer legal advise
- Disconnect between UM/QM, person centeredness and best practice
- Improper training of service staff
- Reinvestment of taxes into services – too many budget cuts
- Turn over of employees and training of Support Coordinators is lacking
- Lack of smooth transition from plan to service
- Lack of addition d/o and SA services
- Reduce DD waiting list
- When people call the 800#, they don't get a call back
- Welcoming packet doesn't include enough reference to CFAC and 800#
- Consumers in group homes only get \$66, providers keep the rest
- Act Team staff doesn't take PCP literally and they don't show up when they are supposed to

Priorities for 2009-2010

- Prioritize what consumers get
- Set limits on what are wants and what are needs
- Don't baby sit consumers; help them be more proactive
- Plan to help consumers and providers to deal with economy conditions and stresses
- Monitor LEA complaints and improve Mobile Crisis response
- Continue to reduce DD waiting list and all other waiting lists
- Increase CFAC budget
- Maintain CIT
- Reduce gaps in services
- Child/family teams
- More housing and transportation
- Substance abuse services
- Encourage providers to offer housing for people who are aging and have special needs
- Promote concept of med home that integrates primary care and MH
- Increase psychiatry and hospital beds
- Prevention and Education
- Make sure consumers have access to their meds even if they are unable to afford it; psych meds are expensive

Cathy Kocian sent an email to CFAC members on February 9 regarding the Ticket to Work program. She will gather additional information on the Employment Networks and provide CFAC, via email, with appropriate contact information.

David acknowledged the resignation of Dawn Bierschbach effective immediately. She is working full time and attending school for her Masters. Dawn felt she was not able to give CFAC and its duties the attention it needed at this time. David will appoint a new Membership Committee Chair.

XI. ADJOURNMENT

David adjourned the meeting at 8:45 pm.

Respectfully Submitted,

Shelby Marlow
Administrative Assistant
Community Relations

Next Meeting is Tuesday, March 17, 2009

March, April and May Advisory Council Meetings Schedule

Cabarrus	March 3 April 7 May 5	300 Copperfield Blvd
Davidson	March 17 April 21 May 19	Health Dept. – Health Education Room
Rowan	March 26 April 23 May 28	Chamber of Commerce - upstairs
Stanly	March 10 April 14 May 12	Stanly DSS
Union	March 5 April 2 May 7	UCPC Professional Development Center