



Serving Cabarrus, Davidson, Rowan, Stanly and Union Counties

CONSUMER/FAMILY ADVISORY COMMITTEE

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

April 21, 2009

MINUTES

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

Absent: Linda Mercado, Beverly Morrow.

Guests Present: Robin Boyd, Peter Euto, Benny Faulkner, Lauren Frick, Ronnie Helms, Dora Hufton, Debbie Brown, Norma Anderson, Kay Jennings, Jayne Wallace-Bohanan, Megan Jones, Cathy Kocian

PBH Staff Present: Dan Coughlin, Director ; Pam Shipman, Chief Operating Officer; Shelby Marlow, Administrative Assistant; Vanessa James, County Manager Community Relations; Ted Thomas, MH Services Development Specialist

I. Welcome of Members and Introduction of Guests

David called the meeting to order at 6:30 pm and welcomed members and guests. As introductions were made, Cathy Kocian said she is transferring to the Asheville area. She will bring the woman who will replace her to the May meeting.

II. Approval of Minute and Review of Agenda

Rick made a motion to approve the minutes; Lemar seconded, and all approved.

III. Report of Area Director and Chief Operating Officer

David called on Dan and Pam to give their reports. Dan said CFAC is important to the way PBH does business and he had come to the meeting to pay tribute to that and to have the opportunity to talk to each other. He said funding for human services has eroded over the last decade. In 2000, PBH funding was about 50/50 from Medicaid and the state. Now he said it is roughly 75/25. Medicaid has kept pace, but the state has not. However, in the current national economic situation, he doesn't know what can be done. He said the good news is that the new administration seems to want to help human services. The success of PBH as a pilot project has the state's interest and respect, and state officials have come to PBH for advice on how to proceed. He said two key positions in the state have not been filled: Division Director and Deputy Director of Health and Human Services. He then asked Pam to report on the budget and service changes.

Pam said the proposed budget will be presented to the Board of Directors in May, with voting in June. She distributed a graph showing expenses by the funding source. She said state dollars are overspent; Medicaid (including Innovations) is not. She said the state funds are used for people who do not have

Medicaid. She said they are trying to budget priorities and determine how best to use state funds next year.

In answer to a report about people on Medicaid services not getting services in Davidson County, Dan and Pam responded said the state had established restrictions limiting the number of hours in January, but said Consumer Affairs could investigate individual cases. They emphasized that if the consumers are eligible for the services, they should be getting them.

Pam said if they can recover the \$3.6 million from the state through the current lawsuit, it would put PBH where they need to be financially. She said they don't have a court date, but still believe they have a strong legal right and will ultimately win the battle.

Pam said the Medicaid waiver for people with developmental disabilities is set for a certain number of people and they have received 40 new slots. She said that particular program was overspent last year and caused the whole Medicaid budget to go over. They hired a consulting group out of Boston to analyze and advise them. They found there was no correlation between the consumer needs and the amount spent. Some consumers are getting services they don't need while others aren't getting enough services. So they are now assessing every individual to determine what is needed to meet their individual needs. She said no one is being penalized. They are not trying to reduce individual budgets. They want to assure that there is appropriate planning and that risk assessments and evaluations are brought to team meetings.

Dan said it is important to understand that PBH is being driven by a managed care waiver. The services authorized must be based on medical necessity. He said it works the same way with any insurance company. With 25 to 30 thousand people served with approximately \$12 million of claims each month there are bound to be some mistakes and some decisions that people don't like. However, if they overspend they are out of money and there is no way to get it back.

In answer to a question as to why a former CFAC member had resigned, Ann reported that she had been given his permission to explain his reason. He said services were cut for his son; he appealed and the cuts were restored. Nevertheless, he was in such severe distress that he resigned from PBH CFAC, Client Rights, and the Board of Directors.

Concern was expressed that when appeals result in reinstatement, they are only good for ninety days. For people with multiple disabilities, there is not likely to be much progress in such a short period of time. Both Dan and Pam said this is not a policy they want to continue. Other complaints were that the process is exhausting to families and often embarrassing to the consumers. They said case managers are inconsistent with their advice and make irrational decisions. They asked why a harsh letter was sent to consumers and families without input from CFAC. Others said they have to manipulate goals to meet the guidelines, rather than focusing on the needs of the consumer. Another complaint involved the lack of person-centered-planning. A letter written by a consumer to UM was rejected and they were not allowed to choose their worker.

Dan said he felt adequately chastised and apologized for the way it had been handled. He said they would try to correct the problems and the inaccurate perceptions. He asked what CFAC members would recommend because he does not want consumers to lose faith and trust in PBH. Andrea suggested training families first when changes are made, then train case managers. Peter disagreed, saying providers need to be trained because there is no consistency among them as they deliver services. He

said whoever has the money is in charge and said PBH has the money so they are in charge and must fix the problem. Andrea suggested that Dan or Pam write a letter to consumers describing what they should expect from their provider.

Due to the lengthy discussion, the Chair requested a motion to amend the agenda. Rick moved that the Chair make that decision. The motion was seconded and passed.

Membership Committee Report: Melanie welcomed all the visitors and encouraged them to complete an application for CFAC membership. She thanked Cathy Kocian for her work on the New Member Orientation power point presentation that was shown during dinner. **Melanie said the committee moves that prospective members who are invited by the Membership Committee be allowed to come as guests of CFAC and not be required to pay for their meals.** (A new policy, effective July 2009, requires that dinner be provided free only to members. Other diners must reimburse the cost of the meal, which is now \$11.) **The motion was approved without dissent.**

IV. Ticket-to-Work and Employment Networks

David reminded everyone to complete the state CFAC survey and bring it to the May meeting. He then introduced Ted Thomas who gave a presentation on Ticket to Work and Employment Network. Ted explained this was created in 1999 as the Social Security Work Incentive Improvement Act. The goal is to get people to work and earn enough money that they can be removed from disability rolls. The program is under-utilized and there are no Network Providers in the PBH area. Hard copies of Ted's slide presentation are attached.

The meeting was adjourned at 8:55 p.m.

Respectfully submitted,

Ann Medlin and Shelby Marlow

Next Meeting is Tuesday, May 19, 2009

June, July and August Advisory Council Meetings Schedule

Cabarrus	June 2	300 Copperfield Blvd
	July 7	cancelled
	August 4	
Davidson	June 16	Health Dept. – Health Education Room
	July 21	
	August 18	
Rowan	June 25	Chamber of Commerce - upstairs
	July 23	
	August 27	
Stanly	June 9	Stanly DSS
	July 14	
	August 11	
Union	June 4	UCPC Professional Development Center
	July 2	
	August 6	