



Serving Cabarrus, Davidson, Rowan, Stanly and Union Counties

CONSUMER/FAMILY ADVISORY COMMITTEE

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

August 18, 2009

MINUTES

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

Absent: Linda Mercado, Lemar Underwood

Guests Present: Robin Boyd, Peter Euto, Dora Hufton, Russell Jennings, Lynn Durrett, Lauren Frick, Tina Kennon

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

I. Welcome of Members and Introduction of Guests

Beverly called the meeting to order at 6:30 pm and welcomed new members and guests. She informed the members they are welcome to attend the First Annual NC Recovery Conference scheduled for September 11th and CFAC would pay their registration and mileage. Due to the conference being held so close to the PBH area it has been decided CFAC would not pay for overnight lodging. Beverly then explained again to the members an addition to the agenda. There will be a Public Comments time reserved at the beginning and end of each meeting to give guests a chance to make comments. She also reminded the members if they know they will not be able to attend a CFAC meeting they are to notify Shelby by phone or email prior to the meeting. Shelby's cell number is 704-213-3439 and her email address is shelbym@pamh.com.

II. Approval of Minute and Review of Agenda

Beverly asked the members to review last month's minutes. Mary made the motion to approve the minutes; Melanie seconded. The minutes were approved as presented.

III. Public Comments

There were none.

IV. CFAC Membership PowerPoint

Melanie explained this PowerPoint was created to educate new CFAC members of what CFAC is all about. She also explained it is being presented tonight also as a reminder to members that have been on the committee for a while. Melanie then went around the room and asked each member to state why

they became a CFAC member, what population they represent and what PBH committees they serve on, if any.

- # John – stated he joined CFAC to advocate for himself and others. He represents Adult Mental Health in Davidson County and represents CFAC on the Davidson Advisory Council and on the Network Council Committee.
- # Jeff – joined to advocate for himself and others. He represents MH and DD in Cabarrus County and represents CFAC on the Cabarrus Advisory Council and Housing Continuum of Care.
- # Mary – joined to be a voice for consumers and herself by advocating. She represents MH in Rowan County and represents CFAC on the Rowan Advisory Council.
- # Sarah – joined to learn more to help herself and others. She represents MH in Rowan and represents CFAC on the Rowan Advisory Council. She works for MHA with adults and is affiliated with NAMI Rowan.
- # Jayne – joined stating being inside can offer input of disabilities to be able to better advocate for children and adults in the system. She is a parent of a DD consumer in Davidson County.
- # Debby – joined to learn more of PBH and to advocate. She is a school nurse and the parent of a DD consumer in Davidson County.
- # Rick – joined to learn the workings of PBH and communicate back the problems he sees. He is the parent of a DD consumer in Davidson County.
- # Ann – joined to try to make things better, stating you have to keep advocating. She is the parent of a DD consumer in Rowan County.
- # Michael – is a DD consumer representing Cabarrus County.
- # Beverly – joined due to her sons dire needs. She stated CFAC has taught so much. It's a great education vehicle. She advocates letting others know what we know. She is a parent of an MH consumer in Cabarrus County and serves on the Cultural Competence and Global CQI committees.
- # Andrea – is the parent of a DD consumer in Union County. He is starting college this fall! She now represents all populations.
- # David – joined to become a better family advocate. He represents MH in Stanly County and represents CFAC on the Stanly Advisory Council and Housing Continuum of Care. David is NAMI NC President Elect and teaches the Family Psycho-Education Program.
- # Stephen – represents MH in Stanly County. He was not diagnosed for three years after his accident. He received a diagnosis after coming to PBH. Stephen wants to give back to help others.
- # Kay – joined to see how she can help. She is a parent of a DD consumer in Stanly County. She once sat on the Autism State Board.
- # Bart – joined to advise PBH on issues and advocate. He represents MH in Stanly County is the Director of the PSR in Stanly County.
- # Major – joined to learn more from his peers and family members. He stated there is a lot of wisdom in this room. He represents SA in Rowan County.
- # Melanie – joined to advocate for herself and others. She represents SA in Rowan County.
- # Bonnie – is the Director of Consumer Affairs and works with consumers.
- # Pam – Deputy Director of PBH. She has worked with CFAC since its inception in 2002. She stated it has been a fun, interesting and exciting thing to do.
- # Steve – Director of Community Relations and Network Operations. He stated CFAC is the finest group he works with and it is good to see it grow. He stated CFAC has helped PBH be successful.
- # Shelby – Administrative Assistant for Steve Tomlinson enjoys working with CFAC.

Melanie asked members to take turns reading the PowerPoint slides out loud. There was brief discussion between some slides. Piedmont Behavioral Healthcare needs to be changed to PBH and need to add PCP Conference Committee to the slide of CFAC committees. There are now 19 members on the CFAC Committee. We need one more member and the Board appointed liaison. If members see anything else that needs to be added to the PowerPoint, they should contact Ann.

V. Appropriations Act of 2009 – effect on MH/DD/SA services

Pam reviewed the Service Implementation handout of the number of plans submitted for the Innovations Enhanced Criteria services. This handout included the number of days to review the plans, number approved and the number denied or reduced. Pam stated between now and October all plans should be reviewed. The handout does not state the number of appeals that have been resolved. Pam will check on this and report back to the committee.

Pam provided a handout on the Budget Bill 09-11 Key Provisions. Providers are very concerned about the impending loss of Community Supports (CS). Many have built a lot of their services around this service. PBH is working on a plan of how to anticipate these changes. CS goes away June, 2010. A Peer Support Service Definition for adults is being planned by the state to help replace some CS services. PBH already has Peer Support. Services to replace CS for youth are being researched. About 50 youth will be affected by Level III and Level IV changes. A lot is up in the air and a lot is not known. LME's are expecting the state to come out with some instructions sometime this month. Pam stated the reductions could have been worse, but it is still bad. Several state funded services are frozen for now. Money will be pulled back no matter what PBH does. Pam stated they left long term services, residential DD/MH, not touched. Day services and vocational DD have been frozen, not reduced. Child and Youth (C&Y) mostly have Medicaid. PBH is trying to be fair to all populations, both adult and C&Y.

There was discussion regarding residential placement for consumers in one, two and three bed homes. Pam stated it costs more for a one or two bed home. PBH wants to make their standard a three bed home for the fees paid for a one or two bed home. This meets Best Practice Services. PBH recognizes there will be exceptions where a one bed home will have to be approved. CFAC feedback stated it sounds like it should work as long as the quality of services is still ok. PBH is trying to put more money into Best Practice Services. Best Practice used Medicaid money to replace reductions in the past. This time they are getting state and Medicaid reductions. SA services need to get up and running. PBH is to decide how to work this out. Pam stated currently there is not enough money for adult group homes so adult care facilities are being used in their place.

Pam was told that families and consumers will be upset regarding the new building for PBH. How will PBH handle this? It was suggested it be presented at the PCP Conference in April.

The topic of LME mergers was mentioned. At this time these mergers have to be voluntary. Some LME's have already merged. It was suggested the PBH get a separate hot line for consumers to call with questions regarding the changes in services. This could help minimize consumer fears. Pam stated PBH is trying very hard not to impact consumers any more that they have to. She asked CFAC members to contact Shelby with any suggestions of how to deliver information to consumers regarding all these changes. PBH will have to make changes, but they need to give providers time to make the changes in their agencies and should be asked if the changes are doable. Some parents are privately paying workers to provide services to get around these cuts. Some providers are known to advertise for volunteers and donations. Parents are having to quit work to help care for their family members. Pam

informed the members that cost sharing may be approved by CMS, the DHHS may develop cost sharing requirements for families of children in the CAP/MR/DD program that have incomes above the Medicaid allowable limit. The cost sharing will be on a sliding scale basis. State cost sharing for MH is in the works also. Pam will get information on these to Shelby for distribution to CFAC members.

VI. Solving Form B Problem

Andrea stated PBH has been able to get social security numbers off of paperwork with the exception of Form B's. Pam stated this issue is supposed to be resolved. She will check into it and report back to the members.

VII. PBH Committee Reports

John stated the Davidson ACM did not meet this month and the Network Council is working on updating their by-laws. Andrea stated the SCFAC is meeting six times a year now instead of 11 due to budget cuts.

VIII. New Business – forming sub-committees

Beverly asked the members to think about needed sub-committees and use slide 15 of the PowerPoint as a guide Sub-committees that were suggested were:

- ❖ By-laws committee
- ❖ Quality improvement committee
- ❖ Adhoc committees as fit
- ❖ Budget committee

Everyone will be expected to be on a committee and there will need to be a Chair for each committee. Ann has agreed to be Chair of the Budget Committee. The members were asked to be thinking about these and it will be worked on at the next meeting.

IX. Public Comments

Tina Kennon stated she recognizes a lot of opportunity for Peer Support Specialists. Bonnie agreed to get the definition for Peer Support and report back at the next meeting.

X. Adjournment

Melanie made a motion to adjourn the meeting, Rick seconded. The meeting was adjourned at 8:45 p.m.

Respectfully submitted,

Shelby Marlow

Next Meeting is Tuesday September 15, 2009

Summary of Actions Taken

Actions Pending

1. Report on Statement of Financial Position - Pam
2. Report on Statement of Functional Expenses - Pam
3. Forming of sub-Committees – CFAC members
4. Further discussion regarding PBH's new building and possible consumer reactions
5. Further discussion regarding possibility of consumer hotline for service changes

To Do's

1. Pam check on number of appeals resolved
2. Melanie/Ann make PowerPoint additions/corrections
3. CFAC members send feedback to Shelby regarding how to deliver changes information to consumers
4. Pam to get information to Shelby regarding cost sharing
5. Bonnie to get information on Peer Support definition

September, October and November Advisory Council Meetings Schedule

Cabarrus	Oct. 6	300 Copperfield Blvd
	Nov. 3	
	Dec. 1	
Davidson	Oct. 20	Health Dept. – Health Education Room
	Nov. 17	
	Dec. 15	
Rowan	Oct. 22	Chamber of Commerce-upstairs
	Nov. 19	Rowan Public Library
	Dec. 24	Cancelled due to Christmas
Stanly	Oct. 13	Stanly DSS
	Nov. 10	
	Dec. 8	
Union	Oct. 1	UCPC Professional Development Center
	Nov. 5	
	Dec. 3	