



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

---

## **CONSUMER/FAMILY ADVISORY COMMITTEE**

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

**September 15, 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 Samuels, Mary Sechler, Kay Jennings, Stephen Brannan, Ann Medlin, Major Sampson, Debby Brown, Jayne Wallace-Bohannon, Linda Mercado

**Absent:** Lemar Underwood, Michael Kinlow

**Guests Present:** Robin Boyd, Peter Euto, Dora Hufton, Russell Jennings, Lauren Frick, Tina Kennon, Suzanne Thompson, Leno Mercado, J.C. Fortner

**PBH Staff Present:** Pam Shipman, Chief Operating Officer; Steve Tomlinson, Director of Community Relations and Network Operations; Bonnie Schell, Director of Consume 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 then asked CFAC members to introduce their guests.

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

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

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

There were none.

#### **IV. PBH Budget Update & Final Continuation Allocation**

Pam reviewed a handout she provided to the committee regarding PBH preliminary plan to address budget reductions. These reductions are for state funded services only. Medicaid is not affected. The Board will review this plan at their next meeting on September 17<sup>th</sup>. Pam stated it was not as bad as she thought it would be. Services under contract but capped at last year's maximum payment are: Adult Day Vocational Services; Long term residential service (DD and MH); psychosocial clubhouse services; Assertive Community Treatment Team; short term residential services for adults with SA treatment needs; SA Intensive Outpatient Treatment; Supported Employment and Respite Care. Services that have been frozen, meaning consumers receiving these services will continue to receive them until their PCP is renewed and no new consumers will be accepted for these services, are: Community Support;

Community Support Team; Multi-systemic Therapy; Intensive In-home Services; Home/Community Day Supports for Adult DD; Day Treatment and Personal Assistance. Services used as a safety net and not capped are: Mobile Crisis; Advanced Access; Psychiatric Care; Outpatient Treatment; Detox Services; Facility Based Crisis (Crisis Recovery Centers); Inpatient Psychiatric Care and Alcohol and Drug Treatment. Fund balance will be targeted for one time start up on new services and programs which already have a source of ongoing funding, such as: Adult Day Vocational Services for Cabarrus County; In-school counseling program start up funding; psychiatric expansion and MH and Primary Care Co-locations projects. PBH chose to take this route because they believe this would do the least harm to consumers. Pam asked CFAC members for feedback on this plan, and whether they thought PBH should make any changes, should there be different priorities. The impact of the plan was discussed further. Jayne informed Pam that Supported Employment is paid too much and gave examples of why she felt that way. Pam stated neither the state nor PBH has any say of how much overhead providers take.

Pam encouraged everyone to call with any complaints they may have and to get the word out to others to do the same. She stated PBH holds their providers more accountable than the rest of the state.

Pam reviewed the requirement for removal of state funds from Innovations Consumers. PBH will start reviewing consumer plans in October. PBH may have to use fund balance to get through this year because we are so far into the year. We do not want to rush changes that will hurt consumers. PBH will try to make reasonable attempts to get other services already in place before services are removed or changed. Pam indicated that compromises may need to be made in housing arrangements; we will not be able to pay for 24 hour supports for individuals living alone unless the person is too dangerous to live with other people. Some consumers may need to be moved to less expensive housing but with the same supports.

There were no recommendations to change any provisions of the plan. Pam told the members to call her or Shelby with any additional feedback if they think of something when they get home. We need this by the end of this week. Once PBH gets into this plan and if more money is saved than needed then money can be added back to necessary services. PBH will probably only save six months worth of funding on the DD side.

We will send the final plan to address state funding reductions out to CFAC members as soon as it is available.

Andrea stated the handouts of the budget audit provided by Pam is not the same as the one discussed at the SCFAC meeting. Pam stated PBH does not have reports named Statement of Financial Position or Statement of Functional Expenses. The reports she brought are the closest PBH has to these. Andrea will go back to the SCFAC and get clarification on these reports.

#### **V. State CFAC Report/CFAC Sub-Committee Assignments**

Andrea informed the committee the Division's Advocacy and Customer Service Section, the State Facility Advocates Team, is responsible for advocating to people served in the state facilities and for protecting their rights. She passed around a handout explaining this team and the names/numbers of those serving on this team. She then passed around a handout explaining the new Medicaid card will not identify PBH consumers and will be issued for one year at a time instead of one month, beginning September, 2009. Andrea informed the committee of ACT Medical Group, PA that is now providing psychiatry and psychotherapy services anywhere in North Carolina. A handout was passed around.

She then passed around a membership list of the joint LOC on MH/DD/SA services. She stated the SCFAC had strongly advised these members the new CS definitions need to be completed as soon as possible. She stated the Division is concerned about pot holes in services. The Secretary appointed an Assistant Secretary to help with MH issues. The gentleman appointed was once the Director of the Sand Hills LME; therefore has vast knowledge of MH/DD/SA services.

A fifth handout was passed around by Andrea. This hand out was regarding Community Supports. A Community Supports Steering Committee has been created at the state level. The minutes of the September 9<sup>th</sup> meeting was included. This gave a list of the names of those on this steering committee. They want to hear ideas, gaps, etc. Andrea encouraged everyone to send letters to these individuals with any feedback or concerns. It was suggested the CFAC could also send a letter as a group. Beverly will create a group letter on CFAC's behalf. She asked everyone to email her with ideas for the letter but further encouraged members to write letters individually as well.

Andrea then reviewed the handout regarding CFAC sub-committees. The handout listed the names and responsibilities of each sub-committee. She stated this is a work in progress. No guidelines have been set by SCFAC. Andrea tentatively appointed members to different sub-committees, but stated it is not set in stone. She asked the members to notify her or Beverly by email prior to the next meeting with which committee they would like to be on if different from what she has listed. She also asked that some members serve on more than one sub-committee. This will be reviewed at the October meeting and the sub-committees will meet in small groups briefly. Andrea stated this will hold each member accountable and is another way to be able to be an advisory group as intended. This is a good starting point to take.

#### **VI. ACM's/PBH Committee Assignments**

John stated Daymark informed the Davidson ACM they will be doing more groups for therapy. November 12<sup>th</sup> will be their Lunch 'N Learn on Eating Disorders. John volunteered Beverly to speak at the Davidson ACM regarding CFAC. Beverly agreed stating she needed advance notice of the date decided on.

#### **VII. Strategic Planning, Moving Forward**

CFAC needs to review what has been accomplished and start into the new year. Shelby will email everyone the Strategic Plan that was developed with Wilma Townsend's help. Everyone is to review this plan and be ready to discuss at the next meeting.

#### **VIII. Public Comment**

Tina Kennon suggested PBH re-evaluate OP treatment. She stated according to a Chapel Hill website Peer Support is extremely low across the state. There is a need for more workers and training. She questioned the Peer Support service definition in the second paragraph of the handout Bonnie had made available to the members, per their request at the last meeting. It was explained the definition is different for PBH due to this service being part of their B3 waiver. If this service gets put into the state plan it will eliminate the PBH B3 service. Tina then asked about her application to become a CFAC member. It was explained to her that there is only one seat available. Union County needs representation on board in order to have representation there when the only two Union members rotate off in June, 2010. A letter to that affect will be mailed to Tina.

**IX. Adjournment**

Melanie made a motion to adjourn; Rick seconded. The meeting was adjourned at 8:55 pm.

Respectfully submitted,

Shelby Marlow

**Next Meeting is Tuesday October 20, 2009**

Summary of Actions Taken

- 1. Sub-Committees formed

Actions Pending

- 1. Report on Statement of Financial Position - Pam
- 2. Report on Statement of Functional Expenses - Pam
- 3. Report on implementation plan - Pam

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. CFAC members notify Co-Chairs of sub-committees they wish to serve on
- 5. CFAC members review Strategic Plan
- 6. Beverly create CFAC letter to Community Supports Steering Committee

October, November and December Advisory Council Meetings Schedule

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