



*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.”**

**October 20, 2009**

### **MINUTES**

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

**Absent:** Lemar Underwood, Andrea Stevens, Beverly Morrow, Lemar Underwood, Stephen Brannan

**Guests Present:** Robin Boyd, Peter Euto, Dora Hufton, Norma Anderson, Pam Cobb, Russell Jennings, Lauren Frick, Suzanne Thompson, Susan Agner, Linwood Miller

**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**

Melanie 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**

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

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

There were none.

#### **IV. CFAC Budget Update**

Members had a handout of the CFAC budget. Ann explained the Stipend/Food column includes all stipends paid to members from the CFAC budget and the meal that is catered each month. The Travel/Mileage column includes all mileage for members to attend CFAC, PBH committees they are assigned to and mileage to and from conferences they attend. Nine members attended the Recovery Conference in Winston-Salem in September. Those costs were included in the Training column. The spreadsheet gave a monthly break down of costs to date. The total budget for 09-10 is \$33,400. The balance remaining after three months is \$27,459.19. This report will be given quarterly. Ann made the motion to approve the budget, Mary seconded. The budget was approved as presented.

## **V. PowerPoint Presentation-Resource Center for the Brain**

Susan Agner gave a PowerPoint presentation. This exhibit has traveled for eight years. Rowan incorporated their exhibit in September, 2008. The Resource Center for the Brain-Rowan, Inc. is a non-profit 501C3 organization. They will provide education and learning of brain problems, substance abuse and developmental disabilities in order to reduce stigma and myths associated with brain disorders. Brain disorders are caused by a brain malfunction or traumatic brain injury that can cause anxiety disorders, mood disorders, psychotic disorders, substance abuse disorders and developmental disabilities. As people age the brain deteriorates. In Rowan County 3,847 individuals are affected by DD; 15,600 experience psychiatric distress and 10,155 experienced at least one major depressive episode associated with substance abuse. Rowan will be a place where individuals can read about the brain, see and touch brain models and learn the differences between a normal brain and one that is disordered. Understanding why disorders take place encourages those with brain disorders to seek the help they need and to follow an established treatment plan. Knowledge brings about the awareness and acceptance of others. Rowan will be a consumer-based, consumer-run enterprise.

They are beginning their fundraising and contributions are tax deductible. There is no cost to see the display. It is in the plans for a mobile unit. They plan to have a Director and four staff members.

## **VI. PBH Plan to Manage State Reductions & Medicaid Service Changes**

Pam furnished a handout regarding the number of Innovations appeals and their outcomes. 313 plans were submitted. Of those 181 were approved and 132 were either denied or reduced. 110 of those denials were resolved by either the team accepted the reduction or the plan was revised in team meeting and subsequently approved. 22 denials were appealed. Three were overturned by outside review, one was modified and 10 are pending. Eight appeals were upheld by PBH. One of those went to Mediation and was resolved. Four of those are pending Mediation. Mediation is optional and is done through OAH in Raleigh. The Support Coordinator's role is to bring together the team for developing the plan, and then develops the plan based on consumer needs/preferences and to address problems and priorities. It was suggested that someone from UM attend the next CFAC meeting to address why notification letters are going out before Care Manager and Support Coordinators get together to collect all the information.

Pam also furnished a handout of the revised PBH plan to address budget reductions in state funded services. She stated the government agreed to give back 5% to the LME's which is a little over \$800,000. Now PBH has to show what they will do with this money. They will probably pick back up on some of the frozen services. The state is making changes to the Medicaid plan, adding Peer Supports and they may add some skill building codes. No definition is out yet. If these are added to the Medicaid system it will decrease state dollars more. The state pays for residential that Medicaid will not pay for. PBH is concerned about state dollar reductions due to Medicaid not covering many services. Getting the \$40 million reduction back depends on state economic situation. This may become a trend. It is no ones fault, just reality.

## **VII. CFAC Sub-Committee Breakouts**

At this time the members of the newly developed subcommittees broke out into their teams to appoint a chair/co-chair and discuss the purpose of their committee. Melanie told them by the next meeting they are to have established communications with each other at least twice. It was suggested the subcommittees become a standing agenda item. David made this motion, Ann seconded. It was approved for this to become a regular monthly agenda item. Pam informed the CFAC she will assign

staff from PBH to work with each of these committees. These people could come to the meetings or could just be an as needed resource for any questions or requests that the subcommittee has.

### **VIII. Sub-Committee Announcements**

Quality Management – Chair, John; Vice Chair Major. The purpose they chose is: how loss of Community Supports will impact consumers, the quality of services provided, and CIT and its impact on consumers.

Services – Chair, Rick; Vice Chair, Debby. The purpose they chose is: look at Registry of Unmet needs and the number of those receiving services and compare to the state benchmark, need advocacy for Medicaid services.

PBH Finance – Chair, Bart; Vice Chair, Sarah. The purpose they chose is: overviews of PBH dashboard reports and inform CFAC of PBH efforts to fulfill their fiscal responsibilities.

Clinical Management Collaborative – Chair, Kay; Vice Chair, Jayne. The purpose they chose is: work on mission statement and learn more about what this committee is.

### **IX. Peer Support Overview**

Bonnie stated Peer Support is under the B3 waiver and is not an entitlement. There is no appeal process available. If the state agrees on a definition and it becomes a Medicaid service, it can then be appealed. Peers are persons with the lived experience of a mental illness or substance abuse in recovery for at least one year. Peer Support Specialists (PSS) receive 40 hours of competency specific training from PBH. After this individual has been working for six months they are eligible for certification by the State of NC. PSS serve adults with MH or SA problems who have difficulties in the following areas:

- Has recently received crisis intervention services
- Is experiencing functional problems in the residence, community, church, school, job or volunteer activity
- Is missing appointments or being late
- Is in active recovery from substance dependence and is in need of mutual support from a peer for relapse prevention
- Is experiencing money management problems
- Needs to develop self advocacy skills in order to decrease dependency on the mental health system
- Needs peer modeling in order to take increased responsibility for his/her own recovery from dependency on substances
- Needs Peer Support in order to maintain a routine of daily living skills

Peer Supports works because the individual has a lifetime of first hand experience with MH and SA. They know the struggle with side effects and the positive reasons to take medications. From first hand experience they know skills and barriers that can't be learned in the classroom. They model and coach resiliency and personal empowerment. Research shows that Peer Support has the same outcomes as services by a non-consumer, but longer lasting. They are important because in collaboration with a team of clinical and case management staff, they have insights and gifts at working with others with a living history of behavioral disorders.

### **X. Public Comment**

Pam Cobb stated she has a child with MR/DD and Baton Disease. She is very thankful for the Brain Resource Center. She stated PBH needs to make consistency for consumers.

**XI. Adjournment**

Mary made the motion to adjourn. Rick seconded. The meeting was adjourned at 8:35pm.

Respectfully submitted,

Shelby Marlow

**Next Meeting is Tuesday November 17, 2009**

Summary of Actions Taken

- 1. Sub-Committees met and designated a chair/co-chair
- 2. Report on Implementation Plan - Pam

Actions Pending

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

To Do's

- 1. Melanie/Ann make PowerPoint additions/corrections
- 2. CFAC members review Strategic Plan
- 3. Beverly create CFAC letter to Community Supports Steering Committee

October, November and December Advisory Council Meetings Schedule

Cabarrus	Nov. 3 Dec. 1	300 Copperfield Blvd
Davidson	Nov. 17 Dec. 15	Health Dept. – Health Education Room
Rowan	Nov. 19 Dec. 24	Rowan Public Library Cancelled due to Christmas
Stanly	Nov. 10 Dec. 8	Stanly DSS
Union	Nov. 5 Dec. 3	UCPC Professional Development Center