



Serving Cabarrus, Davidson, Rowan, Stanly and Union Counties

CONSUMER/FAMILY ADVISORY COMMITTEE

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

February 19, 2008

MINUTES

Members Present: Bart Kean, Chair; David Bullins, Vice-Chair; Dawn Bierschbach; Beverly Morrow; Jeff Euto; Michael Kinlow; John Hufton; Vernon Worrell; Lisa Tilley; Sarah Boyd; Ann Medlin; Mary Sechler; Andrea Stevens

Guests Present: Dora Hufton; Peter Euto; Robin Boyd; Cathy Kocian; Cynthia Brooks; Major Sampson

Members Absent: Linda Mercado; Lemar Underwood

PBH Staff Present: Steve Tomlinson, Director of Community Relations; Pam Shipman, Deputy Director of PBH; Shelby Marlow, Administrative Assistant with Community Relations; Bonnie Schell, Director of the Office of Consumer Affairs; Bill Rankin, Director of Enrollment/Utilization; Kevin Davidson, Director of Access

A PCP Planning Committee meeting was held at 4:30pm at 457 Lake Concord Rd. prior to the CFAC meeting.

The CFAC assembled at 6:00pm for a buffet dinner.

I. WELCOME & INTRODUCTIONS:

Bart Kean called the meeting to order at 6:30 pm and welcomed all guests in attendance.

II. APPROVAL OF MINUTES AND REVIEW OF AGENDA

Bart asked the committee to review the minutes for January 15, 2008. It was noted that the date of the next meeting was incorrect. Vernon made a motion to approve the minutes. Mary seconded the motion and it passed as amended.

III. Quality Management

Bill Rankin discussed the Mystery Shopping program with the committee. These calls were temporarily suspended, but have recently resumed. The calls are being made to the Access Call Center as a monitoring tool to insure the calls are being answered promptly and the clinical person answering is able to help the caller. The 800# is manned by two licensed clinicians per shift. There are three shifts each day and a weekend shift. Bill would like for CFAC members to volunteer to make at least a total of four calls per month, one call for each shift. Bill informed

the committee that callers will be asked several questions, some needed for enrollment purposes and other questions needed to identify the problem of the caller and determine the urgency of the call. Mystery Shopper callers are requested to keep the calls short in order for real calls to be answered. At the end of the call you need to identify yourself as a Mystery Shopper in order to alert the staff to stop any further processing of the call. The state does 10 calls per month. Kevin is able to do internal blind call monitoring, which means he has the ability to listen in on Access calls without the caller or the clinical staff being aware of it. The main purpose of the Access center is to provide consumers with a live person for information and crisis situations 24/7/365. January 1, 2008 PBH Access began answering after hour calls for Center Point LME starting at 5PM daily and on weekends. The clinical staff was doubled for after hours to cover these calls, which includes some of Center Point's own staff. PBH has access to their referral system. Calls will be answered "Access, this is Jane Doe. How may I help you?" ProtoCall is still the backup system when calls cannot be answered within 30 seconds. They also are manned by licensed clinicians, but they are unable to make referrals. ProtoCall sends the information to PBH within 20 minutes for call backs. Information for emergency calls is sent over immediately. Administrative back up is also available. The number of calls that go to ProtoCall has gone down. PBH also has a designated hospital line. Hospitals have access to this number to call for referrals or request assistance with a commitment.

Bill reviewed the Mystery Shopper Survey form with the committee. He informed the members that PBH will work with the group that will be making the calls to discuss improvement suggestions.

IV. OLD BUSINESS

Comprehensive Provider Assessments and Gaps in Services –Pam Shipman will report on these issues at the March meeting.

V. NEW BUSINESS

CFAC Budget Review – Sarah gave an updated report on the budget with Bart's assistance. \$11,760 was approved for spending on stipend and food for the meetings. We have spent \$6,666 leaving a balance of \$5,093. This averages out to \$952 per month spent with an average of \$980 per month allotted. We are below budget for this item. We were approved \$5,000 for spending on travel/mileage. We have spent \$4,461 leaving a balance of \$538. This averages out to \$637 per month spent with an average of \$416 per month allotted. We are well over budget for this item. We were approved \$4,000 for training fees and have used only \$690 to date. We were approved \$5000 for miscellaneous/printing. None of this has been used. It was suggested that \$3,000 be transferred from Misc. to Travel/mileage to cover for the remainder of the fiscal year and eliminate requesting further monies from PBH. Vernon made a motion to transfer these funds. Dawn seconded. All agreed and it was approved. Shelby will complete the appropriate paperwork and get Bart and Steve's signature before forwarding to finance for processing.

Conference Update – Beverly reported that suggestions for workshops are in the beginning stages. She asked the committee to send any suggestions for workshop topics to her or Shelby. Beverly applied for a grant from Eli Lilly and we received \$8,000. This should pay for the cost of the lunches at the conference. The committee will continue pursuing other grants.

VI. REPORTS

State – Cathy Kocian reported the legislation approved \$60,000 for the March 10 *Considerations for Statewide Consumer Organizations: A Symposium* being held in Raleigh. She provided a handout for everyone to review and consider attending.

State CFAC – Andrea informed the committee that PBH donated a gift basket from S&D Coffee for a door prize at the CFAC Leadership Conference. She then reported that Leza Wainwright spoke to the SCFAC. Leza informed them that 8-14½ % of LME funds are to be used for administrative costs, the rest to providing services to the consumers. The Division requests LMEs to report units used monthly. Only two LMEs adequately reported this to the Division. There is a \$20 million deficit so the Division decided to look at the average cost of services. Due to the poor reporting they took 10% of the single stream funding LMEs funds. Pam Shipman informed the committee that PBH just contracted with DMH in July, 2007. PBH did not have to report prior to that. DMH stated they did not know that PBH had \$11 million Medicaid dollars earmarked for the B3 Waiver that cannot be touched for anything else. Pam stated they took an average of the LMEs reporting of non single stream funding and applied it to single stream funding. SCFAC met with Mark Nesbit. He is interested in who is a good or bad LME. Andrea asked the committee to email him of how good PBH is. They are trying to develop uniformity of the LMEs. Beverly suggested the committee develop an annual report specific of what we have covered thus far this fiscal year and send to Mr. Nesbit. It was suggested that we wait until we receive a response from Secretary Benton to the letter written to him regarding the 10% cut in funds.

LME Committee Reports – John reported the Davidson ACM met this morning. Their guest speaker was Marco Tomet of Reg. Support Youth Village. He gave the locations and mission of the residential treatment facilities. This is a place for troubled youth in the area to try to keep them with their families. They have a high success rate. A sergeant with the sheriff's department reported that Hilltop Living Center has been receiving bad reports that they have been using involuntary commitments to get people out of the facility and tying up the ER system. Andrea reported that Union Daymark has hired a new MCU staff. The adolescent Majors program has been court ordered by judges but this program is not available. There is a need to educate the court system of this. David reported the Cabarrus ACM is in the process of developing a Resource of Agencies in the Cabarrus area. This will help the stakeholders to know what each other does and where to go for help. Sarah reported the Rowan ACM heard from several agencies of their services. They have a good attendance with a wide range of agencies. Jeff stated the PRCoC informed them there were 293 homeless counted at the Point in Time survey. 225 of these were adults.

LME Board Report – Vernon reported that he informed the Board of the Pinehurst presentation the Andrea did and of the upcoming PCP Conference. The Board approved the Relational Agreement and we are waiting for the appropriate signatures to be obtained. Vernon presented the Board with a copy of the letter CFAC sent to Secretary Benton. Benton's office took over the state hospitals. Mercer will evaluate all LME performances. LOC invited PBH to present at their meeting next week.

LME Update – Pam invited all CFAC members to attend the LOC meeting on February 27 in Raleigh. It starts at 9AM. The agenda has not been released yet. In regards to the Majors program, the federal government allotted \$50,000 and PBH set aside \$100,000 for this program. Currently the program is for evaluation services with several reporting forms to be sent in. RHA

has presented a proposal to add substance services and Majors to their array of services. This should be starting soon. Due to the low rates of pay many providers are closing. Most of these are consumer supports services. This is a concerning trend. PBH's CCP's, Daymark, RHA, Foundations and Excel, talk about a business plan to have a balance of providers available. There is a need for more outpatient and psychiatric services. PBH is working hard trying to build up its provider services to prevent the possibility of closings. PBH uses their own dollars to help. Pam informed the committee that PBH is in the process of opening a second home in Union County for Adult MH 24/7 services to help house Broughton residents that are coming out. PBH providers will manage the home. Rowan County took back three of PBH's homes that had not been in use for a while. Pam extended her appreciation to the CFAC members that attended the CIT graduation. She noticed that several of these members told the officers in training how much they appreciated them and thanked them for taking the training.

A post graduate internship is required by the state for a clinician to obtain their license. Pam informed the committee July 1, 2008 is the deadline for provisional licensed services. This means that clinicians in their internship will no longer be paid for services they perform. Many of PBH providers use these clinicians. Daymark is meeting with the legislative staff on this subject. If this is not stopped, it could shut down the outpatient system.

VII. OTHER BUSINESS

Helen Leak will present at the March meeting speaking on the Latino population in the area.

VIII. ADJOURNMENT

Vernon made a motion that the committee adjourn. Mary seconded. Bart adjourned the meeting at 8:55PM

Respectfully Submitted,

Shelby Marlow
Administrative Assistant
Community Relations

Next Meeting is Tuesday, March 18, 2008

March, April and May Advisory Council Meetings Schedule

Cabarrus	March 4 April 1 May 6	300 Copperfield Blvd
Davidson	March 18 April 15 May 20	Health Dept. – Health Education Room
Rowan	March 27 April 24 May 22	Chamber of Commerce – upstairs
Stanly	March 11 April 8 May 13	Partnership for Children
Union	March 6 April 3 May 1	Partnership for Children