



Serving Cabarrus, Davidson, Rowan, Stanly and Union Counties

CONSUMER/FAMILY ADVISORY COMMITTEE

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

May 20, 2008

MINUTES

Members Present: Bart Kean, Chair; David Bullins, Vice-Chair; Ann Medlin; Dawn Bierschbach; Beverly Morrow; Jeff Euto; John Hufton; Sarah Boyd; Mary Sechler; Andrea Stevens; Linda Mercado; Vernon Worrell; Major Sampson

Guests Present: Peter Euto; Robin Boyd; Mr. Mercado; Rick Samuels

Members Absent: Lemar Underwood; Michael Kinlow

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; Jill Queen, Quality Management

A PCP Planning Committee meeting was held at 4:30pm at 457 Lake Concord Rd prior to the CFAC meeting. Also the membership committee met at 3:30pm 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 including, Rick Samuels, a prospective new member.

II. APPROVAL OF MINUTES AND REVIEW OF AGENDA

Bart asked the committee to review the minutes for April 15, 2008. It was brought to the attention of the committee a date was incorrect in the minutes section. Vernon made a motion to approve the minutes. Mary seconded the motion. The minutes were approved as amended.

III. QM Quarterly Report

Jill Queen informed the committee the Provider Profile and PIP Profile are currently wrapping up. They will receive one list with all the information. It will then be placed on the website with the ratings and the disclaimer that was agreed on by CFAC. This will include the providers self reporting on the second page. A target date has not been set. Jill then reviewed the Quarterly Trends Report with the committee. The committee was informed that 67% of complaints are resolved within the required time frame. Measures are being taken to increase this percentage. Children’s complaints peaked in March ’07 with 9 MH complaints; 4 against residential providers and the same percentage against community supports. 3 of the residential complaints

involved rights violation, abuse or neglect resulting in investigations that required corrective action plans. The two most reported complaints in the complaints by Service area involved Community Support and Outpatient services. The focus related primarily to Service Not Provided in Timely Manner or Conflict with Provider. The two providers were Excel and Daymark which are the largest providers for such services. Corrective Action Plans were required. A committee member asked if services can be terminated without notification to the consumer. Jill stated services cannot be terminated without notice and a chance for an appeal.

PBH has been successful in increasing the % of complaints resolved within 30 days. For May 07 and June 07, PBH exceeded the state requirement of resolving 75% of complaints within 30 days. Out of 11 Community Support complaints, 8 took greater than 30 days to resolve during Oct – Dec 07. They are working through a plan of correction. Jill asked the committee to keep trying to improve the awareness to consumers to file complaints when they are needed.

Jill reviewed the Mystery Shopper Calls for Jan – April 08. Only one call was not answered within 30 seconds. That call went to ProtoCall and was addressed by them. Jill will be recruiting more Mystery Shoppers to make calls. She will email those who have volunteered in the past.

IV. COMMUNITY ASSESSMENT

Steve Tomlinson explained that DMH has a contract with all LME's to perform an updated Community Needs Assessment by the end of March annually. PBH's Local Business Plan was completed and sent to DMH in 2007. This assessment serves as a benchmark of where we are in conjunction with the business plan and what needs to be done next. A steering committee was formed to review reports and stakeholder/consumer feedback. Feedback was collected at the local Advisory Council meetings, Piedmont Regional Housing Continuum of Care meeting, System of Care meeting and the CFAC meeting. Each group was asked what they feel is working well with PBH; what needs improvement and recommendations for the next year. Steve briefly reviewed several charts submitted with the plan. The completed plan was submitted to the Division by the deadline. A copy of the plan was presented to all committee members.

V. OLD BUSINESS

Training Attended: Bart, David and Ann attended the Western Regional CFAC Training on May 2nd. Each stated it was a very helpful workshop.

Catering: Shelby presented information on a couple of caterers in the area to the committee. Magnolia Catering agreed to a \$11 - \$12 per person charge, depending on the menu items chosen. Linda made the motion to change to Magnolia. Dawn seconded the motion and all were in favor. Shelby will contact Magnolia to set up the catering to begin at the July meeting. Shelby will also inform Tres' Amie their services will no longer be needed after the June meeting.

VI. NEW BUSINESS

Bylaws/Nominations - Ann informed the committee that she was wishing to nominate co-vice chairs for the '08-'09 year. In order to do this the bylaws will need to be revised to allow co-chairs and co-vice chairs. Some people don't want the full responsibility to chair or co-chair. Ann agreed to revise the bylaw by including a sentence to allow this. She will present this update to the committee at the next meeting to be voted on. At this time, Ann made the

nomination of Andrea and Beverly to co-vice chair the committee for the upcoming fiscal year. Anyone else can be nominated but they have to agree to hold this position. Barring the approval of the bylaw revision, the election will be held next month.

PCP Conference Update – Beverly informed the committee they are still working on the agenda. They have 24 workshops to choose from and hope to have it finalized by next month. Ted spoke with the planning committee regarding an art expo of consumer art. Ted will work on making calls and report back to the PCP Committee. John offered to speak with Bob Timberlake, a well known North Carolina artist. There are no new sponsorships at this time. They are still working with Food Lion, Walmart, Windstream, Stanly Regional Hospital, Wachovia and CMC-NE.

Ann suggested the CFAC committee set aside time to work on strategic planning to develop a work plan for the '08-'09 year. This would help CFAC focus and take the stress out of planning an agenda each month. The June meeting will be used to determine the major points to discuss and develop a plan around. The July 15th meeting will begin at 5:00pm. It was suggested to contact Wilma Townsend, a consultant that works with PBH on other projects, to see if she would be available to attend this meeting as well. Beverly made a motion to approve the development of a CFAC work plan. Mary seconded the motion and it was approved by all.

VII. REPORTS

State CFAC – Andrea reported the State CFAC discussed a lot on LME merging. She mentioned a Grant Specialist would be a good idea for PBH to have on board to research for and prepare applications for grants. It was discussed that CFAC's become a 501C3. This can be put into the Workplan.

LME Committee Reports

Beverly reported the CQI committee will be continually evaluating the Star Report. They are working on a way for consumers to be able to make comments on the web site regarding providers. PBH plans to educate the consumers of how to use the Star Report when choosing a provider.

Ann reported the NCQA voiced concerns from the providers due to administration burdens regarding a large volume of data collecting, mostly by the state. This is taking away from consumer time. There may be a crisis in March 2009 due to the lack of national accreditation of the providers. PBH is keeping tabs of where the providers are in that process. Pam will research the status and report back to CFAC.

David reported the short session of the legislation has started. There will be an introduction of a proposed bill to establish a council on healthcare for dental, vision and mental health. This council will include consumers and/or family members.

John reported that Dawn Lillard, GAST Team Leader for PBH, gave a presentation at the Davidson ACM regarding their trainings for caregivers of Geriatric/Adult consumers at adult care facilities in the PBH area.

LME Board -

Vernon informed the committee that Board has postponed their meeting until May 29th. He told the committee that we need to befriend our local and regional politicians in order to get their support in advocating for PBH.

LME Update

Pam reviewed a handout she provided regarding the PBH Legislative Agenda 2008-2009. PBH was the only LME left out of state budgeting for waiver expansion. The number of waiver slots in the PBH area is under the state per capita average for other LMEs by 293 slots. In order for PBH to catch up to the rest of the state, we need almost \$6 million in re-allocation of state match for 300 Medicaid waiver slots for PBH consumers. We need a political solution for legislation to pass for additional slots. PBH may ask CFAC for letters of support or emails to the individual legislators.

The PBH attorney discovered the state breached Session Law 2007-323, s. 10.49 (jj) and their contract with PBH by reducing PBH's funding for the next fiscal year by \$3.6 million (10%). According to this law and the contract the state should not have reduced the funding by more than what the PBH under spent during 06-07, which was only 1.6%. PBH needs legislative assistance from the PBH Delegation in communicating with the Secretary about compliance with this requirement.

PBH has added a fifth CCP provider, Youth Adult Care Management. The other four are RHA, Excel, Monarch and Daymark. The provider search problem on the PBH website may be corrected and coming back soon. Priority funding for the next fiscal year includes one additional crisis care facility. There are two sights being researched, one in Davidson County and the other in Union County; possibly a DD crisis center in Davidson as well. PBH is hoping to be able to handle more MH crisis and divert state hospital admissions. Eventually PBH will have all their offices in one building. Dan and the Board are still looking at land. This will get rid of paying rent on multiple buildings. It has been requested for Kannapolis Crisis Recovery Center to be moved into the PDS building after the move since it is larger than their current location.

PBH is working on opening one or two level high group homes for SPMI. The first choice is in Union and the second choice is in Albemarle. Daymark received a Substance Abuse grant for adolescents. These services will begin during the summer and include a day treatment, out patient treatment and residential setting. RHA is offering intensive-in-home for SA. Family Services of Davidson is adding psychiatric services for adults and children. PBH is giving start up funding for the planning of a Peer Bridging Team. This team of consumers will help those being released from hospitals to connect back into the community. The Peer Specialty Team is also being expanded. Pam will present actual specifics at the next meeting.

VIII. ADJOURNMENT

Andrea made a motion that the committee adjourn. Vernon seconded. Bart adjourned the meeting at 9:05PM

Respectfully Submitted,

Shelby Marlow
Administrative Assistant
Community Relations

Next Meeting is Tuesday, June 17, 2008

June, July and August Advisory Council Meetings Schedule

Cabarrus	June 3	300 Copperfield Blvd
	July	cancelled due to holiday
	Aug 5	
Davidson	June 17	Health Dept. – Health Education Room
	July 15	
	Aug 19	
Rowan	June 26	cancelled
	July 24	Chamber of Commerce - upstairs
	Aug 28	
Stanly	June 10	Partnership for Children
	July 8	
	Aug 12	cancelled
Union	June 5	Judicial Center, Jury Assembly Room
	July 3	cancelled
	Aug 7	