



**Network Council
Meeting Minutes
June 4, 2009
1:00 PM - 4:00 PM**

Members Present:

**Flay J. Lee, Hope Haven, Inc.
Billy West, Daymark
Dawn Anderson, Home Care Mgmt.
James W. Johnson, S.T.E.P.S.
Developmental Academy, Inc.
Angela Gill-Graham, PBH QM
Bonnie Schell, PBH Consumer Affairs**

**Flay J. Lee, Hope Haven, Inc.
Cynthia Benjamin, Provider Relations/PBH
Chuck Hill, PBH Provider Relations
Tammy Gilmore, PDS/PBH
Niels Eskelsen, Finance/PBH
David Jones, PBH**

**Absent: Jeanne Duncan RHA, Dr. Arleana Dodson-Sims, Sims Consulting
Peggy Terhune, Monarch, Leslie Mussington, Horizon Care
Dawn Allen, GHA, John Hufton, CFAC, Darlene Steele, QM/PBH
Tina Kennon, Consumer Rep., Diana Duncan, Diana's HomeCare, Inc.,
Craig Hummel, MD, PBH/UM**

Guests: Stephan Tomlinson, PBH

- A. Welcome and Call to Order - Flay J. Lee**
Meeting was called to order at 1:10 p.m. Flay stated that there was a quorum and that this will be considered an official meeting and official notes are to be taken.
- B. Meditation Reading - Niels Eskelsen**
Story of "the Light Bulb on the Plane Instrument Panel"
- C. Review and Approval of Minutes -**
Minutes from the April 9th and May 7th meetings were approved with corrections.
Angela motioned: James Seconded.
- D. Dashboard Report Committee -**
Flay stated that the Dashboard Report committee consisted of Chuck, Flay, James, Diana and Dawn.
- E. PBH Community Needs Assessment Report by Steve Tomlinson**
Steve stated that the Annual Community Needs Assessment was a DMH Requirement under the performance contract and was submitted to DMH on March 31, 2009. He stated there were numerous focus groups held to obtain feedback about (1) What was working well, (2) What was not working well and (3) What priorities should PBH have for 2009-2010. Several Council Members offered feedback relative to the comments made and suggested the next time the report was conducted that an asterisk or number value should

be assigned to the responses which were given considerably more than other responses. A review of the report revealed that providers are not following through with provision of services to consumers which are authorized. A great deal of approved services are left on the table. National trends indicate that 65-70% of the services authorized are provided. At PBH, only 30% of the services authorized are provided. Outpatient services are provided at a 50% rate. DD services authorized have the highest rate of services provided. It was also noted that there are delays in DD service provision from the time the services are authorized and the time that they are provided. It was noted, though, that if all services authorized were provided, PBH would not have enough money in their budget to cover all the services authorized. Several council members asked how the data provided stacks up to the data on Value Options services authorized vs. services provided. Council members felt that the information supplied in the Community Needs Assessment was very valuable and should be made available to the entire network of providers. The Needs Assessment Report is available on the PBH website.

Bonnie reported the results of responses obtained from the consumers who completed the survey were at the CCP waiting rooms and also at the Club Houses. Transportation was listed as an unmet need. If a consumer has Medicaid, their transportation is paid for by Medicaid in the event that they have to go to a doctor's appointment but not if the consumer needs transportation to go to work or volunteer activities. (A copy of the responses was made available to the council attendees).

F. Council Attendance -

Flay asked for suggestions from the council attendees regarding how the attendance at the Council meetings could be improved. Flay indicated that he would contact Council Members who have not been attending to determine if there might be a reason why they have stopped coming. Flay indicated this topic should be on the Council Retreat Agenda. Flay asked the Council members if he should send an email to members who have not been attending and the Council members indicated that he should contact them by phone. Flay stated that attendance at the Council Meetings offer an opportunity to address issues, concerns and complaints. He also reiterated that according to the bylaws a Council Member can not send a designee. Flay asked the Council Members if the Council meetings occurred too frequently and also asked if attendance at the Council meeting should be mandatory. James stated that as a Council representative, he doesn't get that many calls from the providers in the network. Diana, Dawn and Peggy get the majority of calls from providers. Flay stated that the SA providers are very close and meet regularly amongst one another. Flay indicated that the expectations for membership in the Council should also be placed on the Council Retreat Agenda.

G. Council Annual Retreat -

Steve reported that after conducting a survey of the members that the three dates that were being considered relative to Dan and Pam's availability were July 22nd, 29th and 31st. The July 31st date received the highest responses subject to Council member preference. A Council Member indicated that Dr. Hummel should be notified ASAP so that he could make arrangements in his schedule to attend. The retreat will be held at Copperfield Plaza. The Network Council Work Plan will be developed at the Council Retreat.

H. State Budget -

Niels spoke about the North Carolina Council Spring Policy Forum where the DHHS Secretary, Tara Lawson and Leza Wainwright were in attendance. The Budget situation looks very bleak and there would be major impact on behavioral health services, including a reduction in State subsidies on CAP services by \$20 million and cutting \$50 million out of the State services budget. Consideration is being given to eliminating Level III and IV group home services as well as Community Support Services. There is a great call for advocacy at this time, in terms of phone calls, letters and visits to elected officials.

Council members talked about whether Flay should write a letter to elected officials as the Council president. The Secretary has stated publicly that he will allow other LMEs to take advantage of the business model currently being utilized by PBH.

I. Presentations by Niels and David -

Niels and David indicated that they have been doing a great deal of presentations all over the State and would be willing to offer these presentations to our providers. Thus far they have presented on Matrix Management and Claims Processing. Niels and David stated that as they develop these presentations they would let the Network Council know so that providers could take advantage of these presentations. They also stated they could develop presentations on specific topics if providers indicated an interest in a particular topic, i.e. Strategic Planning and Performance Appraisals. David stated he would be willing to put together a list of available presentation topics for the Council and Provider Network review.

J. PBH LME Department updates –

Consumer Affairs – Bonnie reported that the Peer Support class that was scheduled was cancelled.

Finance – No Report

Network Operations – Cynthia Benjamin reported that a major emphasis is being placed on completing provider endorsements. Chuck Hill reported that the preliminary Provider Satisfaction Survey results are in and being reviewed.

Quality Management – Angela Gill-Graham reported that QM has been very busy working on NCQA and performance indicators. The NCQA Application is scheduled to be sent out tomorrow.

PDS – Tammy Gilmore reported there has been considerable information being disseminated to consumers and providers about the new UM Criteria for DD services and there have been Family Focus Groups held in each of the 5 counties which were well attended. Continued outreach will be done to providers and to family members.

Community Relations - Steve Tomlinson reported that PBH will be having a Youth Day for consumers receiving services from PBH under the age of 18 on August 7th at the Cabarrus Arena. This day long event will feature Hassan Davis, a renowned story teller and motivational speaker.

K. Provider updates-

Dawn Anderson – reported that Home Care Management has moved their office from Charlotte to Stanly County. She requested to have a spot for announcement at the next Network Provider meeting.

L. Agenda for Provider Retreat – Flay indicated that anyone interested in submitting items for the up and coming Provider Retreat should send items to Flay. Flay will then send a letter to Dan and Pam so that they can plan things.

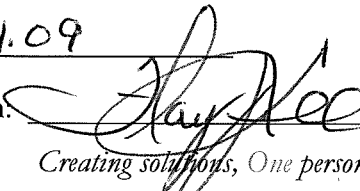
M. Flay Lee adjourned the meeting at 3:25PM

The next Network Council Meeting is July 2, 2009

Minutes submitted by: Steve Tomlinson

Date Approved: 10.01.09

Signature of the Chairperson:


Creating solutions, One person at a time