

CFAC Meeting Minutes

February 15, 2007

Present: Virginia, Pam, Heather, Steve, Marcus, Bradley, Cheryl, Allen, Dan, Edward, Megan, Gwyn, Rhonda, Ellen, Shira, Ken, Leslie, Suzanne, and Michael

Guest: Vincente
Judy Truitt (OPC Area Director)
Heather Griffin (OPC Customer Service Representative and Community Planner)

Introductions: Because this was the first meeting for Suzanne Bellian (the new Division Liaison to the OPC-CFAC), members went around the table and introduced themselves.

Minutes: The minutes of the January meeting were reviewed. Dan suggested that the minutes reflect that members had discussed having the CFAC Chair become a voting member of the OPC Area Board. A motion was made, seconded, and carried to approve the minutes as amended.

REPORTS

Update from CFAC Chair: Virginia informed CFAC members that the NAMI-NC Spring Conference was scheduled for March 9-10 in Greensboro.

Update from OPC CFAC Liaison: Michael N. drew CFAC members' attention to several other workshops and conferences that were coming up, including two separate Peer Support Specialist trainings, the Autism Society of N.C. annual conference, and the annual conferences for the national NAMI and for Mental Health America. Scholarships can be applied for in either of the latter 2 conferences, which will be held in San Diego and Washington, D.C., respectively.

Update from State CFAC Liaison: None

New Business:

Local Business Plan. Judy Truitt distributed information on the Local Business Plan (LBP). She explained that the last LBP was primarily focused on the divestiture of OPC's services, and on who would provide services once OPC was fully divested. This new LBP is a strategic document that outlines how OPC will develop as an LME during the next 3 years. It focuses on the 6 primary functions of an LME, as defined by the Division of MH/DD/SAS. These include "Governance and Administration," "Quality Management," "Care Management," "Customer Service and Community Planning," "Provider Relations and Development," and "Business and Information Management." Judy emphasized that OPC values CFAC's input. She urged members to keep in mind that there are no right or wrong answers, just feedback. Judy reviewed each of the functions and explained some of the things that would be helpful in developing the plan:

- Governance/Administration deals with how we run the LME. It involves things like policy development, public relations, and strategic planning. Regarding the input needed for the LBP, Judy asked CFAC members to share their experiences as well as what they are hearing from friends and peers. What can be improved? What does OPC management and the Area Board need to focus on? What makes OPC work well? What gets in the way of OPC working well?
- Quality Management deals with ongoing assessment and improvement of the service system. It oversees such things as outcomes, consumer rights, confidentiality, and accreditation of the LME. Again, regarding the input needed for the LBP, Judy asked CFAC members to share their experiences and what they are hearing from others. What do we do well, and what is helpful? What do we not do so well? Are there practices that get in the way of good oversight of the service system?

- Care Management deals with such things as screening, referring individuals to services, authorizing services funded with state dollars, and coordinating care. With regard to the LBP, OPC would like to know what consumers have experienced when seeking services. Are there any questions or concerns about authorizations? What are the experiences of CFAC members, and what do they hear from others?
- Customer Service & Community Planning deals with concerns, complaints, appeals, and information requests from consumers and family members. They also facilitate collaboration among consumers and community groups to evaluate service gaps and plan for expansion of services. For the purposes of the LBP, it would be helpful for OPC to hear about CFAC's experiences with lodging complaints or with the appeals process. Also, what do CFAC members see or hear about that we need to add to available services in this area?
- Provider Relations deals with developing and maintaining a comprehensive group of providers in order to meet the service needs in our area and help facilitate positive outcomes for consumers. What are the experiences CFAC members have had with providers? Do we have enough of them? If now, what are the areas in which we need more providers?
- Business & Information Management deals with accounting, claims and reimbursement, providing reports, supporting our computer systems, and maintaining OPC's website. Of all these areas, probably CFAC members would have most experience with the website. DO they think it is useful? Consumer-friendly? And what do they hear from their providers about OPC's business management?

Judy asked that CFAC members spend some time filling in their comments on the sheets she distributed and return them as soon as possible in the stamped enveloped she provided. Michael reminded everyone of the special meeting scheduled for Monday February 26th as an additional opportunity to provide feedback.

Mental Health Trust Funds. Heather provided information on proposals OPC received from providers for use of Mental Health Trust Fund dollars. OPC received the information from the Division in late January, and must submit the selected proposals by February 23rd. The Division will make the final determination as to which proposals will be funded. These are the proposals:

- Initiative A (funding for kids with MI and/or SA): OPC's proposal will focus on outreach to kids with SA issues. CFAC members made suggestions regarding who could be contacted in this regard.
- Initiative B (funding for individuals transitioning from adolescents to adults): Carolina Outreach and Concern of Durham submitted proposals to set up residential services for individuals facing this transition. They would focus on the development of independent living skills.
- Initiative D (funding for expanding capacity): Family Wellness and Recovery Services (FWRS) submitted a proposal to add two beds. Club Nova submitted a proposal to complete the expansion of the clubhouse so that they can serve more people.

Crisis Plan. Heather also reported that OPC and other LME's are being asked to identify what is needed with regard to crisis services. CFAC made the following recommendations:

- Assistive equipment needs for persons with DD
- Respite for parents who are care provider for adult consumers
- After hours response to crises
- Alternatives to hospitalization (such as community-based crisis beds).

In addition, there was some discussion about the need to provide public information that would support the establishment of a sort of "network," which would allow people to contact others within their disability groups for support and information. Finally, CFAC identified a need for persons living with substance abuse issues to have a safe place to go when transitioning out of inpatient or crisis settings.

Old Business:

PSI Workshop Update. The PSI Sub-Committee met prior to the CFAC Meeting to continue planning for September's workshop. We are looking for presenters at the workshop and CFAC members were encouraged to make suggestions or recommendations for potential presenters. Also, facilities for the workshop have been arranged through Camp New Hope, which will require a \$250 deposit. Allen made a motion to transfer \$250 from Reserve Monies in the CFAC budget into the line item for the 2007 workshop. The motion was seconded and carried.

Proposed Agenda for March Meeting:

Michael reported that Andy Sachs from the Dispute Settlement Center would facilitate a discussion on the CFAC Action Plan on March 15, which would likely be the entire agenda for the meeting.