

CFAC Meeting Minutes

November 20, 2008

Present: Virginia, Leslie, Gwyn, Rhonda, Diane, Edward, Linda, Marcus, Vicente, Allen, Steve, Cheryl, Heather, and Michael

Guests: Peggy Yonuschot and Laci

Minutes: The minutes of the October meeting were approved as written.

REPORTS:

Update from CFAC Chair: Virginia reported that she and Leslie met with Judy Truitt this past Tuesday. Judy let them know that OPC had to deal with budget cuts due to shortfalls in the state budget. Judy also said more cuts may be required in the future, though there was nothing yet definite about that. They also asked Judy about some of the things CFAC had asked them to take to her. The first issue had to do with questions about what existed to help people as they are leaving jails and hospitals to return to the community. Judy explained that OPC's Care Coordinators work with people who are leaving the hospitals. OPC has given each county jail some money to help buy consultation services from psychiatrists, and Orange County has hired someone to provide mental health services to jail inmates. And prisons are responsible for arranging follow-up care in the community when they are releasing someone with mental health service needs. CFAC members had also asked about why the Adult Day Treatment Program, which followed a partial hospitalization model, stopped providing the services they used to. Virginia said that Judy explained the change in the program came about because the staff wanted to focus on DBT services, and there were also billing problems. Michael explained that Medicaid would not pay for the service, and the Medicare reimbursement was at a low rate that did not cover the cost of operating the program. ADTP had lost money for several years before it became the DBT-focused Adult Treatment Program. Another question raised by CFAC was whether the "Peer Bridgers" program still existed. The answer is that it does exist in NC, but is no longer available in Orange County. The Orange County MHA had operated the program under grant funding, and was unable to sustain it once the grant money ran out. The final issue CFAC had asked Virginia and Leslie to discuss with Judy was whether a resource list exists for all three counties. The OPC website does include links to a listing of all providers (as well as the services they provide). The Consumer Resource Manual is also available via the website. Peggy added that Orange County is currently working on a resource directory that should be available some time next year. But she added that it won't be exhaustive because it is dependent on a counselor or provider to fill out and return a form, and it's unlikely that all of them will do so.

Update from OPC CFAC Liaison: Michael announced that Megan had decided to resign her membership from CFAC. She asked him to let members know that she missed everyone and was doing well, but that she had several new commitments and felt that she could not devote proper attention to her CFAC responsibilities. He also mentioned that he is working on putting together the CFAC binders, and they should be ready for next month's meeting.

Update from State CFAC Liaison: Michael reported that Suzanne was sick and unable to attend tonight's meeting. However, she asked him to let CFAC members know that the new CAP Waiver had gotten final approval. She also wanted to make sure that CFAC knew the state would most likely have to require further budget cuts from LMEs beyond the 3% cuts that had recently been ordered.

NEW BUSINESS:

Community Needs Assessment

Peggy Yonuschot presented an update on the needs assessment. She started by saying that the process is essentially on hold for now, because the state has started to develop a template for the Needs Assessment Document that will be used statewide. OPC has been asked to sit on the workgroup that is developing the tool. The decision to develop this new tool stems from instructions that the LOC gave to the Division to complete a statewide needs assessment. The Division will require LMEs to conduct the assessment itself. In addition to OPC, 4 other LMEs are represented on the workgroup, along with 2 paid consultants. Everyone else is a staff member at DMH. The plan is to have the tool completed in December and the needs assessment will be due in March. The tools will include things like surveys, focus groups, etc. The consultants have been given the tools OPC currently uses, but Peggy said they don't yet know what the final product will look like.

Peggy pointed out a few highlights in the most recent Community Needs Assessment Quarterly Report. These include:

- OPC served as a lead participant in Project Homeless Connect in September, which served over 200 individuals who were either homeless or at risk for homelessness;
- OPC contracted for trauma-specific treatment training in evidence-based models;
- OPC allocated all of its current CAP-MR/DD waiver slots; and
- OPC has scheduled two upcoming trainings on disaster response.

OPC does require providers to do what they can to help consumers prepare for disaster. One option is the Special Needs Registry, which is for people who may need help evacuating, getting to a shelter, etc. Peggy distributed a handout on "Disaster Preparedness and Response," which included contact numbers for the Special Needs Registry in each county.

OPC Budget Update

Michael reported that OPC had recently had to reduce its budget by 3%, which included both service money (a total of nearly \$334,000), LME operation money (just under \$160,000), and Cross-Area Service Provision (CASP) funds (a little over \$42,000). The CASP amounts were dictated by the Division, as was the overall amount of service dollars. OPC was able to make the cuts in LME operations costs through lapsed salary and freezing vacant positions. Michael mentioned again that Suzanne had said in her message that LMEs would almost certainly be facing further cuts, but he had no specific details.

Quality Improvement Quarterly Report

Michael drew members' attention to some excerpts from the Quarterly QI report that was included in their packets. The data included information on wards of OPC, as well as incident data and an update on "Mystery Shopper" calls for providers who have First Responder responsibilities. He noted that fewer providers were called during the last quarter because the QI Department only focused on those who had required a plan of correction or had other problematic issues. Overall, providers continue to show improvement.

Satisfaction Survey and National Core Indicators Survey Results

These informational items were tabled due to the fact that the meeting was running longer than planned. Michael noted that members had received excerpts from these survey reports in their packets, and that the full reports were available in the Pass Around Folder.

Election of CFAC Officers

Michael noted that officers needed to be elected in January. Both Steve and Gwyn are eligible to be re-elected into their posts as Treasurer and Secretary, but Virginia and Leslie have both

served two years in their positions, so CFAC will need to elect a new Chair and Vice-Chair. CFAC will discuss nominations of officers during the December meeting.

OLD BUSINESS:

Social Activities

Heather suggested a party be incorporated into the December CFAC meeting, and members agreed this would be a good idea.

COMMITTEE REPORTS:

AQIC

Rhonda reported that this Committee continues to review policies.

OPC Area Board Sub-Committees

All 3 Board Committees held a joint meeting in November. They heard presentations from the Care Coordination Unit about the process of transitioning people out of hospitals.

PSW (Peer Support Workshop)

Edward presented information on the total amount spent on the 2008 workshop, which was \$5,325. He said that some volunteers had already stepped forward for next year's workshop, and that some discussion had taken place about exploring ways to tie the workshop more closely to the responsibilities of CFAC. He noted that Camp New Hope required a deposit of \$400 in order to reserve a space for the 2009 workshop. CFAC approved the request for the deposit, and agreed to continue discussion on the purpose and format of the workshop.

PSC (Peer Support Center)

The changes that were recommended last month have been incorporated into the survey. CFAC was reminded that their assistance would be requested in distributing the surveys. It was agreed that the surveys should probably not go out until after the holidays.

Proposed Agenda for November Meeting:

- Nomination of Officers
- Michael reminded members that he would send an e-mail one week prior to the December meeting, requesting input into the agenda.