

CFAC Meeting Minutes

May 15, 2008

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

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

REPORTS:

Update from CFAC Chair: Virginia noted that she and Leslie would be meeting with Judy Truitt next Tuesday and asked whether there were issues that members wanted her to bring to the meeting. A number of issues were raised regarding Freedom House. Rhonda mentioned concerns regarding confidentiality at their office in Hillsborough. Freedom House shares the space with DSS, which creates a lack of confidentiality in the waiting room. In addition, the walls are too thin and you can sometimes hear what is being discussed in another room. Allen and Cheryl added concerns that Freedom House is not qualified to bill Medicare. While they do have a sliding fee scale for Medicare recipients, Allen asked whether there is a chance they will have to close if they cannot get Medicare certification. Finally, members reported that communication with staff at the Hillsborough office can be difficult, since there is often no one there to answer the phones. Even when staff are in the office, callers often get a recording instead of a live voice. Virginia and Leslie agreed to raise these concerns during their meeting with Judy.

Update from OPC CFAC Liaison: Michael made several announcements this evening:

- OPC has a new toll-free Customer Service line: 888-277-2303. If Chapel Hill is a local call, people should still use the local number (919-913-4120).
- The 30th annual Legislative Breakfast for Mental Health will be held at the Friday Center on Saturday May 31 at 9:00. There is no charge.
- NAMIWalks will take place this Saturday on the Dorothea Dix campus in Raleigh. The theme is "Busting Stigma and Building Understanding, Support, and Solidarity." Carpools will leave from St. Thomas More Church at 8:30. Heather noted that Club Nova will be participating.
- Wednesday May 21 is the annual Coalition Legislative Advocacy Day and Rally at the Legislative Building in Raleigh.

In addition, Michael updated members on the CFN transition. For the most part, everything is going well. Our psychiatrists are concerned that some of the consumers they have seen for many years might have fallen through the cracks during the transition because they have not heard from them. We don't know whether they have found new doctors, so OPC is dedicating some time from the Care Coordination staff to make outreach contact with these individuals to determine whether they are in need of services. Michael also said that there are no consumers on waiting lists for providers. Vicente said that he was on a waiting list at Freedom House, so Michael agreed to check into this for him.

Finally, Michael directed members' attention to the Mercer Technical Assistance document in their packets. He noted that OPC's overall score placed the LME in the moderate category, meaning we performed well in some areas and needed improvement in others. According to the information in the handout, OPC did well in the clinical operations areas. The areas where we need improvement were in the finance and information technology.

Update from State CFAC Liaison: Suzanne was unable to be present this evening.

NEW BUSINESS:

Secretary Benton's Proposal/LOC Recommendations

Secretary Benton responded to the LOC's recommendations after Michael had mailed/e-mailed the first two documents to CFAC members, so he distributed the Secretary's response. There were many areas in which the LOC and Secretary were in agreement, and some in which there

was disagreement. Michael pointed out that if CFAC members had opinions or concerns about these issues, it would be appropriate for them to express their concerns to the State CFAC. Michael highlighted a number of the Secretary's responses to the LOC's recommendations, which included:

- The LOC recommended appropriation of \$675,000 to provide technical assistance to LMEs that did not yet meet the standards for single stream funding. Secretary Benton noted that the Division believes they have already made such training available and questioned what the money would be used for.
- The LOC directed DHHS to work with LMEs and providers to determine why state service dollars have been over-spent in some areas and under-spent in others, and to resolve this problem. The Secretary agreed that a resolution of this problem would need to be a joint effort between DHHS, LMEs and providers.
- The LOC recommended a thorough performance evaluation of DMA and DMH/DD/SAS by May of 2009. The Secretary expressed concern that such an evaluation would take up too much of his staff's time, noting that they are dealing with a number of program management challenges.
- Both parties agreed that all deaths occurring in state institutions should be reported to the State Medical Examiner.
- Both parties agreed on the need to implement the tiered CAP-MR/DD waiver, though there was some disagreement on the capped amounts for some of the tiers.
- The LOC recommended developing an authorization process that separates the assessment function from service provision, and suggested having LMEs perform the assessments. The Secretary agreed that inadequate assessments might contribute to consumers receiving inappropriate services, but disagreed with having LMEs or another separate entity perform assessments. Instead, he proposed improving the requirements for a comprehensive clinical assessment by a licensed clinician.
- The LOC recommended terminating the Value Options contract on June 30, 2009, and returning the various Medicaid authorization functions to LMEs. The Secretary did not disagree with allowing LMEs to assume these functions, but expressed concern with a hard deadline date for this to occur, stating that not all LMEs will be ready to assume this responsibility by 6/30/09.
- The LOC asked DHHS to investigate having Medicaid waivers for all LMEs. The Secretary disagreed with the idea of each LME having an individual Medicaid waiver, and suggested instead that DHHS investigate a potential statewide Medicaid waiver that would be implemented in a phased approach across the state.
- The LOC requested that a plan for LME mergers/regionalization be presented to the General Assembly, and recommended that the Secretary be prohibited from taking action to merge LMEs prior to January 1, 2010. The Secretary acknowledged that his initial recommendation had an aggressive timetable, but suggested that DHHS should be able to approve any regionalization proposals that LMEs develop and present voluntarily.

Following this review of the recommendations, CFAC members had no particular position they wished to express to the State CFAC.

OPC Quality Management Plan

Michael noted that OPC was in the process of developing its Quality Management Plan for the coming fiscal year and asked for CAC input. CFAC expressed a strong interest in the Mystery Shopper Initiative, and Michael will bring that data to a future meeting. He will pass along CFAC's recommendation to Lynne Hamlet, OPC's Director of Quality Improvement.

2008-2009 CFAC Budget

Michael asked for volunteers to work with Steve on developing a budget proposal for FY 2008-2009. Allen, Shira, Heather, Leslie, and Vicente expressed interest. The group will meet at 3:00 on Thursday, June 5. Steve will present a budget proposal at the June meeting.

Training Request

Michael reminded members that Pam had expressed an interest last month in attending the NC Council Spring Policy Forum. Pam also attended the Pinehurst Conference last year, so this request will put her total over \$500 which requires CFAC approval. Members approved Pam's attendance at the Spring Policy Forum.

OLD BUSINESS:

CFAC Recruitment

Members continued to brainstorm ways to increase membership. Some of the suggestions included advertising on cable, and possibly using Public Service Announcements. Buses also include ads on their exterior, so they can be seen by a lot of people and might be a good advertising source. It may also be possible to use the My Space website, which is very popular these days. Since CFAC tends to have a lot of money left over at the end of each year, members also discussed the possibility of using some money for transportation (possibly developing a contract with Chatham Transit or the PATS system in Person County).

Peer Support Center Sub-Committee

The initial meeting of the sub-committee that will look into whether it is feasible to open a Peer Support Drop-in Center has been scheduled for Thursday, June 5 at 4:00 P.M.

COMMITTEE REPORTS:

AQIC

Rhonda reported that this committee continues to review policies. Michael added that AQIC also reviewed Quality Improvement projects submitted by providers. Some were quite good.

Provider Community & Quality Management Committee

Leslie noted that this Committee reviewed the Frequency and Extent of Monitoring (FEM) tool last week. AT present the data is incomplete, but the information will be shared with CFAC when it is final.

Service Management Capacity Committee

This committee did not meet in May.

Public Awareness & Advocacy Committee

This committee did not meet in May.

PSW (Peer Support Workshop)

Edward reported that the PSW committee met earlier this evening and planning continues to go well. The committee presented a budget of \$4,224 to cover all costs of the 2008 workshop this September. CFAC approved the budget request. This amount will be incorporated into the budget committee's proposal next month.

Items from the Floor:

Rhonda announced that Brushes with Life will have an exhibit and sale this coming Sunday from 1 - 5:00 PM at 9th Street Bakery in Durham. Several of the works on exhibit are mounted in frames made by Peer Tree members.

Proposed Agenda for June Meeting:

- FY 2008-2009 budget proposal
- Continued discussion on recruitment of new members.