

CFAC Meeting Minutes

July 17, 2008

Present: Leslie, Pam, Diane, Marcus, Edward, Shira, Linda, Bradley, Heather, Steve, Vicente, Suzanne, and Michael

Guest: Benita

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

Due to the attendance of a guest this evening, introductions were made at the start of the meeting. Benita is a family member of a consumer with DD who lives in Person County.

REPORTS:

Update from CFAC Vice-Chair: Leslie noted that she and Virginia will be meeting with Judy Truitt on Tuesday, August 12. She invited CFAC members to let her know of any questions or issues of concern. Linda indicated she had some things that she would email Leslie about for the meeting with Judy. Heather said that the phone situation in the Freedom House Hillsborough office was still problematic. It is very difficult to get a live person, or even to access voice mail.

Update from OPC CFAC Liaison: Michael drew attention to several training opportunities in the CFAC Pass Around Folder, including several online trainings available through Greensboro AHEC; the NC-TASH Conference; the DPSA "Power of Peers" Conference in Virginia; and the NC Respite Care Coalition Conference. He also noted that the new/revised CAP/MR-DD service definitions had been published, and that comments would be accepted by the state through August 17, 2008. Michael said that the definitions were in the Pass Around Folder for anyone who was interested, and they are also available online on the DMA web page. CFAC members can submit comments individually if they choose. Since comments must be received before the August CFAC meeting, Michael offered to collect comments and submit them on behalf of CFAC if members prefer to offer feedback as a group. Finally, Michael announced that the new Central Regional Hospital (CRH) was scheduled to open on Monday, July 21st.

Update from State CFAC Liaison: Suzanne provided additional information about the opening of Central Regional Hospital. The initial group of consumers who will be admitted to CRH will come from John Umstead on Monday. Consumers who are hospitalized at Dix are scheduled to be transferred to CRH two weeks after that. Suzanne asked for volunteers to participate in non-Medicaid appeal hearings on July 30 and August 20, 2008, between 10:00 and 4:30. The hearings will be held in Raleigh, and the state can provide a \$15 stipend plus travel reimbursement at 25 cents/mile. The statutes require CFAC participation in these appeal hearings so it's important that volunteers step forward. Interested persons can contact Lynell Tucker at directly 919-715-2780. Suzanne also let CFAC members know that the requirement for Community Support Services to be provided by a Qualified Professional at least 25% of the time has been increased to 50% through a special provision in the state budget.

NEW BUSINESS:

Cultural & Linguistic Competency Plan

Michael reviewed highlights from the OPC Cultural and Linguistic Competency Plan, which is available in the Pass Around Folder. He noted that the process of developing the plan was fairly lengthy and included community input, staff surveys, and a review of demographic data for all three counties in the OPC area. Because the plan is very detailed, Michael provided only a brief overview during this meeting, promising to cover sections of the plan in more detail during upcoming CFAC meetings. One part of the plan notes that the Area Board and CFAC will explore whether their membership reflects the diversity of the local communities. Earlier in the day

Michael did a rough comparison to determine where CFAC membership falls with regard to cultural diversity. Census figures show the Hispanic population in the OPC area to be at about 8% of the general population. 5% of CFAC's membership is Hispanic. Similarly, 18.6% of the OPC area population is African American, while 20% of CFAC's membership is African American.

Some of the goals included in the Cultural and Linguistic Competency Plan include:

- hiring staff from diverse cultural backgrounds, as well as those who are bilingual and knowledgeable of the culture and customs of diverse populations;
- having trained interpreters/translation services available to non-English speaking persons at no cost to them;
- having accessible facilities for individuals with mobility challenges; and
- reviewing demographic data annually to update the plan as needed.

First Responder "Mystery Shopper" Results

The Quality Improvement - Provider Relations Dept. of OPC has been conducting a series of "Mystery Shopper" calls to test the after-hours crisis lines of providers who serve as first responder for their consumers. All of the providers were called during the 3rd Quarter (January - March) and again during the 4th Quarter (April - June). Staff placed calls in the evenings and on weekends. During the calls, staff identified themselves and asked a series of questions designed to assess the effectiveness of after-hours crisis services. Questions focused on the system developed by providers, focusing on things such as ability to access the consumer's crisis plan after-hours and whether a toll-free number was available. In addition, some questions were designed to assess the clinical skills of the person who answered the phone. One of these questions asked how the person who answered the phone would handle a call from someone who is suicidal, and another asked about procedures for responding to someone whose speech was extremely slurred. Michael noted that CFAC members had a graph in their packets that illustrated the results of these phone calls. Some providers actually had no system in place during the first round of calls, or OPC determined that their system was ineffective. When providers did poorly, OPC required them to submit a plan of correction, showing how they would resolve the problem. Over half of the providers did well, scoring at least 8 out of a possible 10 points. Most providers either improved their scores or stayed the same from the first round of calls to the second. Two providers had lower scores during the 4th Quarter. Five providers were new during the 4th Quarter and received their first "Mystery Shopper" call at that time. Advanced Health Resources stopped offering Community Support services after the 3rd Quarter and was no longer required to be available as first responder. OPC did not call this provider during the 4th Quarter. Linda noted that they still have an emergency number included in their voicemail greeting, but no one answers that number when it is called. They have acknowledged they need to change the greeting but have not done so.

OPC will continue to make these calls to evaluate provider performance in this area.

Relational Agreement Addendum

Michael asked CFAC members to look at the draft version of the Relational Agreement Addendum in their packets. The addendum deals with how CFAC and OPC will communicate around matters involving single stream funding, and it is required when an LME applies to receive single stream funding. Michael reminded CFAC members that single stream funding is the system that gives LMEs flexibility to determine how to use state money to meet the needs in their local communities (instead of the state determining how much needs to be used for each disability and age category). Under the current system, if an LME does not spend all of its allocation for a specific disability group, the IPRS dollars must be returned to the state. Under single stream funding, OPC would determine how to allocate IPRS funding, and would be able to shift money to another age/disability group if it looked as though some of the money allocated to that group would not be needed to meet the needs that exist in the community. CFAC will have input into all such decisions, which is why the state requires this addendum. Michael added that the addendum does not alter any other part of the Relational Agreement. In fact, the draft addendum uses all of the methods of communication that CFAC had included in the current version of the Relational Agreement. The addendum addresses ways CFAC will be an active participant in planning for the use of single stream funding; how the LME will report to the CFAC on the use of these funds; and how members of CFAC will provide ongoing review and input into the use of single stream funding.

Michael asked CFAC for any comments or feedback on this addendum. OPC plans to submit an application for single stream funding at the end of August, which means that Virginia will need to sign the addendum on behalf of CFAC at the August meeting. Since some CFAC members were not present at this meeting, Michael will distribute copies via e-mail, and send hard copies via USPS to members who do not have easy access to the internet. All members were asked to review the draft addendum before the August meeting, and to contact Michael with any questions or suggestions as soon as possible so that the addendum can be revised to include any needed changes before the August 21 CFAC meeting.

CFAC Social Activities

Heather agreed to prepare some ideas of social activities for CFAC that can be discussed at the August meeting. Money is set aside in the budget for this purpose.

OLD BUSINESS:

Report on Customer Service & Client Rights Training

Michael reported that he and Rhonda attended a "train-the-trainer" event in May, along with the chairperson of OPC's Client Rights Committee and a provider representative from Caramore. This was a "Customer Service and Consumer Rights" training developed by the Division. The training includes 5 modules that can be used together or individually as needed, depending on the audience. It covers topics on developing and improving customer service; skills needed to provide good customer service; understanding the rights of consumers of MH/DD/SA services; educating consumers, family members, and the community; and consumer empowerment opportunities and initiatives.

During the discussion Pam shared that she had a terrible customer service experience with her residential provider, who told her she needed an appointment to make a request for plumbing repairs to her apartment. Pam was encouraged to contact Vanessa Neustrom at OPC, who oversees the contract with the residential provider.

CFAC Member Recruitment

Michael asked for input into which local newspapers would be best for listing announcements of CFAC meetings. The 4 papers suggested by CFAC members were the *Chatham News-Chatham Record*, the *News of Orange County*, the *Carrboro Citizen*, and the *Roxboro Courier-Times*. Some members also suggested that the *Daily Tarheel* has a large readership in the Chapel Hill area.

COMMITTEE REPORTS:

Leslie noted that most of the committees of the Area Board did not meet in July, so only a few committee reports were heard:

AQIC

Pam reported that this committee met on Monday and reviewed OPC's Quality Improvement Projects for the past Fiscal Year. She said one of the projects involved the "Mystery Shopper" calls, and another was on Project Homeless Connect. Pam had already learned about Project Homeless Connect and was impressed by what she knew. She was glad to learn that OPC was involved in this worthwhile project.

PSW (Peer Support Workshop)

Edward distributed a draft copy of the brochure for this year's workshop. The PSW Committee met prior to tonight's CFAC meeting and they continue to make good progress. He noted that the PSW Committee was looking for volunteers to help with taking photographs that will be used to make a collage during the workshop. Interested members should talk to Heather. Volunteers were also needed to help with getting the food, and anyone interested in helping with this should speak to Pam. The workshop will take place in the cafeteria at Camp New Hope, which should help with traffic flow and the overall flow of the day. The plan is for the afternoon break-out sessions to be designed so that groups can present issues and questions to presenters, who will listen and respond in a way that puts their particular skill set into action.

PSC (Peer Support Center)

Diane reported that this sub-committee met last Thursday and talked about the fact that it was unlikely any money would be available to start a Peer Support/Drop-in Center until the 2009-2010 fiscal year at the earliest, since money had already been allocated for the new fiscal year. Leslie added that the group discussed the differences between a clubhouse and a peer support center. They decided to develop a survey of consumers to try to determine how much of a need exists for a peer support center. The idea would be to ask providers to assist consumers in completing the surveys. Bradley added that he felt it was important for a peer support center to have dedicated staff that would not be shared with other programs. Michael noted that much of the discussion at the meeting last week focused on starting out small (perhaps one day a week) and gradually expanding. There was also some talk of using Chatham County as a potential site, since there are not as many resources for Chatham residents as there are for people in Orange County.

Check-in:

Leslie asked whether people wanted to check-in on how the meeting went since we were finishing early. Members agreed that the meeting went well. They did not feel overwhelmed by the amount of information given out during the meeting, and it was nice to start on time and end early.

Proposed Agenda for August Meeting:

- Needs Assessment
- Relational Agreement Addendum
- Social Activities