

CFAC Meeting Minutes

August 21, 2008

Present: Virginia, Leslie, Diane, Gwyn, Edward, Steve, Marcus, Bradley, Shira, Allen, Heather, Linda, and Michael

Guest: Benita, Peggy Yonuschot

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

REPORTS:

Update from CFAC Vice-Chair: Virginia shared that she and Leslie met with Judy Truitt, and they passed along the continued concerns regarding the phones at the Freedom House office in Hillsborough. During their meeting, Judy called the number and was unable to reach a live person without several attempts. Freedom House staff noted that someone must manually turn a switch so that the phones in Hillsborough transfer to the Chapel Hill office, and agreed to follow up on this issue. Judy said that OPC would add this issue to OPC's "Mystery Shopper" phone call project. Leslie added that they also spoke with Judy regarding concerns about lack of CAP providers and ACTT services in the more rural areas of OPC. Judy reported that OPC was trying to work with CAP providers located outside of the OPC catchment area to see whether they could serve our consumers. This has been a long-standing issue. In addition, Judy said that ACTT is the most expensive service we have, largely because of the requirements to have a psychiatrist and nurses, as well as other licensed staff, on the team. So it is not possible from a financial perspective to have multiple teams serving all of our counties. OPC is trying to use Community Support Teams for the rural areas, and working to offer financial incentives to providers to start CS Teams.

The next time Virginia and Leslie will meet with Judy is in October.

Update from OPC CFAC Liaison: Michael pointed out that CFAC members had a housing survey in their packets. This is from the Division, and they are asking for input as they assess housing needs in N.C. Michael offered to gather these and mail them back to the Division.

Update from State CFAC Liaison: Suzanne was not present this evening.

NEW BUSINESS:

Needs Assessment Update and Quarterly Report

Peggy reviewed the 4th Quarter Report for the Needs Assessment. The first section explains what is taking place at present, and outlines the process for next year's assessment. Peggy noted that OPC wants to expand opportunities for input and feedback, and shared her contact information with CFAC members, inviting CFAC to get in touch with her and share whatever feedback they feel is pertinent.

The Quarterly Report also discusses the allocation of Mental Health Trust funds, which had been reviewed with CFAC during the April CFAC meeting. All the recommendations OPC forwarded to the Division were in accordance with past priorities identified by CFAC and other stakeholders in the community.

Another section of the Report explains that OPC's Clinical Care Coordinators are targeting "revolving door" consumers at the state institutions, using a team approach while consumers are in the institutions as well as after discharge. This has led to improvement in use of OPC's allocated bed days at the hospital, which was within the allocation this past quarter.

For child services, Peggy noted that there have been a significant number of trainings provided or arranged by OPC. In DD services, OPC awarded 5 new CAP slots. And a focus in the Report regarding adult services was the transition from CFN after they closed their doors in the OPC catchment area.

Peggy also shared a draft of a survey that OPC plans to use to gather data and input for the coming year's needs assessment. She asked CFAC members to review it and let her know if OPC is asking the right questions on the survey, as well as suggest anything that could be added. Peggy asked for CFAC members to send comments by phone or email. The survey will eventually be posted online. We will also distribute hard copies and are planning some community forums, as well.

AQIC Annual Report FY 2007-2008

Michael reviewed highlights of the Annual AQIC Report, which were distributed in member's packets. The entire report is quite long, and included in the Pass Around Folder for this meeting. Michael pointed out that complaints were lower than in previous years, but this was due to a differentiation between "complaint" (which some people are reluctant to do) and "concern." To have more accurate data in the future, the report will contain both. Regarding Incident reporting, he pointed out that the largest category of incidents is "Client Missing," which is when a consumer is missing for 3 hours or longer beyond what would be approved in his/her plan of care. These are most common among residential providers. Michael also pointed out that the results of the consumer satisfaction survey were largely positive. There were some questions that had a significant percentage of "disagree" responses, and some of these deal with the consumers' perception of the improvements they have made. There were, however, only a total of 20 responses to the survey.

CFAC Social Activities

Heather has been doing some research, and will prepare some suggestions at the September meeting.

Budget Amendment

Michael noted that Mrs. Carver's rates for catering dinner have gone up from \$150/month to \$170/month. This will exceed the amount budgeted in this line item by the end of the year. CFAC voted unanimously to approve an increase in the Food line item to cover this cost increase. The money will be taken from the "Reserve Monies/Miscellaneous" line item.

CFAC Folders Proposal

Michael suggested this discussion item be tabled until September since the meeting was running long. CFAC members agreed to this suggestion.

OLD BUSINESS:

Relational Agreement Addendum

Michael reminded CFAC members that OPC needed a vote tonight on approval of the draft Addendum to the Relational Agreement, which had been distributed prior to the meeting and was included in their packets. The addendum deals with how CFAC and OPC will communicate around matters involving single stream funding, which Michael summarized again this evening. Leslie moved to approve the addendum, and Gwyn seconded. It was approved by unanimous vote.

First Responder "Mystery Shopper" Results

Michael reviewed the data that had been distributed last month, including in this month the addition of provider names on the graph, which was distributed to CFAC members in their meeting packets. Most providers showed improvement.

COMMITTEE REPORTS:

AQIC

Since neither Pam nor Rhonda were present, Michael reported that the committee continues to review policies as OPC prepares for CARF accreditation.

PSW (Peer Support Workshop)

Edward said the PSW Committee met prior to tonight's CFAC meeting and they continue to make good progress. The workshop is set for Friday, September 26th. Registration will end as of September 12. Many presenters have been lined up. He noted that the PSW Committee was looking for volunteers to help with registration, food, parking, and clean-up at the end of the day.

PSC (Peer Support Center)

The PSC met last Thursday, and decided to develop a survey to determine how much interest there is in having a peer support/drop-in center. Committee members will be asking for help from CFAC to distribute the surveys. A social work intern will be helping this committee and will attend the meeting in September.

Proposed Agenda for September Meeting:

- No items were suggested at this meeting.