

# CFAC Meeting Minutes

## April 16, 2009

**Present:** Steve, Cheryl, Virginia, Marcus, Linda, Benita, Shira, Edward, Bradley, Allen, Vicente, Leslie, Michael, and Suzanne (via telephone)

**Guests:** Peggy Yonuschot (OPC), Katherine Hudson (OPC)

**Minutes:** The minutes of the March meeting were approved.

### REPORTS:

**Update from CFAC Chair:** Steve did not have any information to report at this meeting.

**Update from OPC CFAC Liaison:** Michael pointed out several upcoming trainings and events included in the Pass Around Folder, including NAMI Basics classes, NAMI Walks, a free presentation on Autism, and the NC Council Spring Policy Forum. He also let CFAC members know that Club Creative was expected to re-open in another week or two. Therapeutic Alternatives is waiting for DHSR to schedule a licensure visit, which must occur before they can reopen. Also, OPC is negotiating with CASA to take over management of the residential properties that had been managed by the Chrysalis Foundation. They hope to have this finalized by July. Michael reported that he had gotten an e-mail about a statewide conference call among CFAC members, which is scheduled for Wednesday, April 23rd. He was not certain whether CFAC members also got the email. The agenda is not clear at this point, but should be announced before the call. Michael offered to make a room available at OPC if members wanted to gather together for the conference call. Members are also welcome to call in from home. They were given a page with information about the call, including the toll-free number and access code. Finally, he noted that the report to the State CFAC is due by the end of June. Copies have been distributed tonight in meeting packets, so members can review them before CFAC actually completes the report during one of the next two meetings.

In addition to this information, Michael updated CFAC on the conversations between OPC and Alamance-Caswell on the possible consolidation of the two LMEs. A lot of information was exchanged yesterday between the LMEs, which will be sent to Board members for review and discussion. Information will be shared with CFAC in May in order to give input into the decision. In the meantime, OPC management staff is asking CFAC to let them know what additional information would be helpful in the decision-making process. CFAC requested information on the natural resources that exist in Alamance and Caswell Counties. In addition, they asked OPC to provide a list of pros and cons on the merger option. CFAC members also thought it would be helpful to meet with the ACR CFAC. Suzanne noted that their meetings are held on the 4th Tuesday of the month at 6:30 in the LME offices in Burlington. She said that they have 18 members, about 11 of whom are currently active (though they currently have no representation from Caswell County). Members discussed the possibility of sending a delegation to attend a meeting of the ACR CFAC, and to invite them to come to one of the OPC CFAC meetings.

**Update from State CFAC Liaison:** Suzanne let members know that, due to travel restrictions for state employees, she would have to participate in meetings via phone for the foreseeable future. In addition, she has been assigned two new CFACs, and one of them meets on the same night as the OPC CFAC. So she will have to alternate meetings and will not be present in May.

### NEW BUSINESS:

#### *Needs Assessment Quarterly Update*

Peggy presented the Quarterly Update on the OPC Needs Assessment. She said she would welcome feedback during this evening's meeting, or members could contact her via phone or

e-mail at a later date. Peggy noted that the needs assessment identified some fairly specific needs for individual target populations. But there were also some needs that were determined to be common to all groups, and these have been identified as OPC's priorities for the coming Fiscal Year. The first of these needs is that people are not aware of what services are available, nor how to access the services they need. In response, OPC's Social Marketing Committee is looking to try using various means to increase visibility and community awareness. A second trend noted had to do with problems with the continuum of services for crisis response and hospital aftercare. OPC has developed several strategies to respond to these problems, including the development of the Hospital Transition Team, adding additional crisis/detox beds, and providing CIT training. CIT trains law enforcement officers on how to respond appropriately to consumers in a crisis who become involved in a situation to which the police respond. The training includes a consumer/family member panel, and Peggy invited any CFAC members who are interested in participating to let her or Michael know. Initially OPC's goal was to offer the training during this calendar year. But the local chapters of NAMI and MHA, who will sponsor the training with OPC, were concerned that there is too much preparation involved to be able to have the trainings ready before 2010.

#### *Draft IPRS Benefit Package for FY 2009-10*

Katherine Hudson presented a draft of the IPRS Benefit Package for the coming Fiscal Year. Members received a copy of the Benefit Package with the rest of the materials distributed for tonight's meeting. This applies only to persons with no insurance; it does not affect those with Medicaid, Medicare, or private insurance. Because OPC ran low on IPRS funding toward the end of the current fiscal year, the Utilization Management (UM) Committee has reduced the benefit package for next year in an effort to avoid having to reduce provider contracts at the end of FY 2009-2010. UM reviewed a lot of data to come up with the proposed benefit plan. Many Adult MH services are very expensive, such as ACTT and residential services. But it's difficult to cut back in these areas since ACTT serves consumers with the most severe disabilities, and no one wants to close down a residential program that would result in people losing their homes. So UM had to look at what was left after allocating money to these services. The recommendations are primarily to limit what are considered "basic benefit" services, leaving more funding available for enhanced services that are designed to serve persons with more serious needs. So outpatient therapy, for example, would be limited to between 8-10 individual sessions in a fiscal year. At the same time, OPC is using the benefit package to encourage the use of group therapy, which is more economical and also a clinically sound practice. For Community Support Services, priority will be given to consumers who have recently been involuntarily committed to a state hospital/ADATC. OPC will restrict Multi-Systemic Therapy and Intensive In-Home services to children with high needs (such as those at risk of out-of-home placement, those coming out of the hospital, or those involved with the Department of Juvenile Justice). Given the current economy, OPC would prefer to reduce the benefit package up front, so providers can plan services appropriately. If there is money still available toward the end of the fiscal year, OPC will then be able to increase contract amounts. CFAC members asked whether IPRS funds could pay for services when a consumer has Medicare but their provider is not able to bill Medicare. But Katherine replied that IPRS dollars cannot be used for a Medicare-reimbursable service, regardless of whether the provider is able to collect Medicare payments.

#### *AQIC Quarterly Report*

Michael reviewed the incident reporting trends that were included in members' packets for the meeting tonight. He noted that the entire report is included in the Pass Around Folder. One thing that stands out is that OPC accounted for a higher number of incidents than usual during the second quarter. Within the OPC incidents were a few injuries related to falls on ice or wet surfaces. Overall, consumer absences accounted for the largest percentage of incidents. This is fairly typical, and most of the absences reported involve adolescents in residential placement. Michael also pointed out that over the past several years, there appears to be a consistent trend of highs and lows from one year to the next. For example, the number of reported incidents always drops during the second quarter. It's not clear why that is. One possible explanation is that Thanksgiving and Christmas holidays occur during the 2nd quarter, so providers are often closed for several days during these holidays. In addition, it's possible that due to the holidays, providers end up submitting reports in the 3rd Quarter that actually occurred close to the end of the 2nd Quarter.

### *Membership Update*

Michael noted that the first term had expired for several members over the past few months. And while it can be assumed that these members have begun their 2nd term since they continue to come, it would be more appropriate to verify the members' intent. Virginia's first term expired in February, and she is eligible for a 2nd term through February 2011. Virginia agreed to serve on CFAC for her 2nd term. Michael noted that Anne's first term also expired in February. While she is eligible for a 2nd term through February 2011, Anne has not attended any CAC meetings in several months due to illness. Michael will follow up with her to see whether she intends to continue on CFAC. Cheryl's first term expired in March, and she agreed to serve her 2nd term, which will run through March 2010. Also concluding a first term in March were Shira and Edward. They both agreed to serve their 2nd terms, which will run through March 2011. And Pam's first term expired in March as well. She agreed to serve a 2nd term which will expire in March 2012. Finally, Rhonda, Allison, Bradley and Gwyn's first terms all expire this month. Allison is eligible to serve a 2nd term through April 2011, but she has not been to a CFAC meeting since last year. Edward will ask her whether she plans to continue on CFAC. Michael will check with Rhonda to determine whether she wants to serve her 2nd term, which will run through April 2010. And at tonight's meeting, both Bradley and Gwyn accepted a 2nd term, which will run through April 2012 for both of them.

CFAC members agreed to add this item to the agenda whenever a member's term is expiring.

### **OLD BUSINESS:**

#### *Hospital Transition/Discharge Team*

Pam had requested that a Peer Support Specialist be hired as a part of this team. Michael let CFAC know that OPC is open to this, but currently, the positions are filled and program needs to get up and running ASAP. But OPC will address this request with Therapeutic Alternatives, and keep CFAC apprised if vacancies occur.

#### *Accessibility Survey Follow-up*

Last month during the completion of the Accessibility Survey, CFAC members raised the issue of transportation difficulties for evening meetings, especially when buses are on reduced schedule. Michael asked whether there was any interest in finding a different meeting time and date, but CFAC decided to table this discussion since a number of members are absent tonight.

#### *Social Activity Planning*

No decisions were made tonight regarding a CFAC social activity.

### **COMMITTEE REPORTS:**

#### *AQIC*

Pam reported that due to preparations for OPC accreditation, this Committee would be meeting only once each month until after the CARF site visit.

#### *Provider Community/Quality Management Committee*

#### *Service Management Committee*

#### *Public Awareness and Advocacy Committee*

All three of these committees held a joint meeting last month. Trish Hussey, Director of Freedom House, presented information on the various crisis services offered by her agency, including a Mobile Crisis Team, regional walk-in crisis services, and tele-psychiatry. In addition, Cim Brailer from OPC talked about other crisis services such as "Rapid Response" emergency beds for kids and NC-START teams for people with DD.

#### *PSW (Peer Support Workshop)*

This Committee met earlier this evening and members decided the mission or theme of the 2009 workshop would be "Networking: Using our Local Resources." The schedule of the day would remain basically the same, and the workshop is scheduled for September 25th. The Committee is still looking for a keynote speaker and would welcome recommendations.

*PSC (Peer Support Center)*

This Committee met with Trish Hussey from Freedom House to discuss the facility availability, since she has offered space in one of their new buildings for peer support activities. Trish has indicated that the space could be available a few days a week at specific scheduled times, since the room will be used for other purposes as well. The Committee will meet again on April 29th at Freedom House, to take a look at the space they are offering and to continue planning.

*OPC Area Board*

Virginia was unable to attend the meeting, so Michael reported that the Area Board got an update on the potential consolidation with Alamance-Caswell. They also heard an update on the programs that had been operated by Chrysalis, as well as OPC's efforts to obtain a new computer system. The Board has changed their meeting date to the 2nd Monday at 7:00, and the Board Committees will meet the same day at 5:30. The next meeting will be on May 11th.

**Proposed Agenda for April Meeting:**

- Discussion on potential consolidation/merger with Alamance-Caswell