

CFAC Meeting Minutes

July 16, 2009

Present: Steve, Cheryl, Benita, Gwyn, Marcus, Leslie, Linda, Ken, Bradley, Heather, Allen and Michael

Guest: Peggy Yonuschot, OPC Care Management Unit

Minutes: The minutes of the June meeting were approved.

NEW BUSINESS:

Peggy Yonuschot presented the quarterly Needs Assessment update. She reminded CFAC members that two system-wide goals were identified during the annual Needs Assessment: strengthening crisis services (as well as making access to crisis services easier across all disability/geographic areas) and public awareness & social marketing. So she would present an update on steps OPC has taken in both areas since completing the Needs Assessment.

- In the area of crisis services, OPC has been working with partners in the community to develop Crisis Intervention Team (CIT) training for law enforcement officers. These partners include Freedom House, MHA, NAMI, and the Chapel Hill Police Crisis Unit. CIT originated in Memphis and has since been launched in several other states. It is a training to help law enforcement personnel provide an appropriate and useful response when called into a situation involving someone with MH/DD/SA issues. The goal is to respond to calls of this nature by directing them toward the service system, rather than handle them in the criminal justice system. Some LMEs in N.C. have already provided CIT, while others such as OPC are in the process of developing the training. The state provides guidelines for CIT, but it is up to each LME to develop a specific curriculum. The training totals 40 hours, so law enforcement officers would devote an entire week to CIT. The program will include training in de-escalation techniques, and cover information on what resources are available in our catchment area. In addition, one session will be presented from the consumer and family perspective. OPC would welcome CFAC involvement in this process, and interested members should let Michael know. Peggy pointed out that CFAC members have an invitation to an information session on CIT in their packets. This will be held at Extraordinary Ventures in Chapel Hill, and CFAC members are welcome to attend. Michael noted that a full packet of information on CIT is in tonight's Pass-Around Folder. Peggy said that OPC hopes to have the first training in January 2010, and will offer it again to meet the needs of all the law enforcement officers who wish to be trained (which is left up to the head of each law enforcement agency). Thus far, the following departments have all expressed their enthusiasm for participating in CIT training: UNC-Chapel Hill Campus Police, Carrboro PD, Chapel Hill PD, Pittsboro PD, and the Roxboro Sherriff's Dept. Benita asked whether it would be helpful if CFAC members called their local law enforcement agencies about CIT. Peggy suggested that this could be helpful if a CFAC member has a relationship with someone high up in a particular law enforcement agency. But she emphasized that at this point, any such calls should be of a friendly nature. Peggy said OPC and its community partners were working to engage all of our local law enforcement agencies, and she did not want to imply that anyone who has not already signed on is opposed to participation in CIT training.
- In the area of PR and social marketing, Peggy pointed out that OPC had developed brochures on how to access supports and services for each county, as well as brochures on Customer Services and STAR (Screening, Triage, Access and Referral). Examples of each brochure are in the Pass-Around Folder. For the county-specific brochures, Allen recommended spelling out what "MH, DD, and SA" stands for since not everyone knows

that OPC works to coordinate services for individuals with these issues. Peggy made note of his suggestion. Members also suggested having the brochures available at DSS and other places where people who may be in need of services could access them. She also said that OPC is organizing a dance with Freedom House for the "National Drug and Alcohol Addiction Recovery Month" in September, as a part of our social marketing efforts.

REPORTS:

Update from CFAC Chair: Steve noted that he and Cheryl would be meeting with Judy Truitt next Tuesday, and asked whether anyone had any items they wanted to have brought to Judy's attention. Diane spoke at length about the struggles of trying to help a young adult (23 y.o.) who is in need of help but doesn't recognize it. Members offered ideas and suggestions, including NAMI and Al-Anon. There was general recognition that it is difficult to find resources for young adults, and even more difficult if they do not realize they need help.

Update from OPC CFAC Liaison: Michael provided information and updates on various items. He reported that:

- Pam has been appointed to the State CFAC. Her first meeting will be in August.
- Rhonda regrettably resigns effective June 2009 due to too many commitments the third week of the month. She remains interested in CFAC and would be interested in a re-appointment at a later date. At this point, Ken announced that he was moving to Durham and would likely need to resign from the CFAC as well. Michael agreed to get him contact information for the Durham CFAC after the meeting.
- OPC sent a letter of intent regarding the merger with Alamance-Caswell. Their Board is to review it and reply by August 30th.
- Club Creative still has not re-opened, but OPC hopes this will happen very soon now. Therapeutic Alternatives should have their DMA number most any day, and they are finally negotiating with Chrysalis re. taking ownership of the vans (there had been difficulty establishing communication w/Chrysalis to negotiate transfer of the title to their vehicles, which TA will use to transport members to and from the clubhouse each day).
- Finally, Michael reported that the Division notified OPC that our performance has sufficiently improved in the area of Care Coordination and that we are no longer in "plan of correction" status.

NEW BUSINESS (cont.):

Budget 2009-10 Proposal

Since Pam was unable to be at the meeting, she asked Michael to present the CFAC budget proposal on her behalf. He invited any members who participated in the budget planning meeting to add their recollections about any of the budget items. To begin, Michael noted that members had a copy of the proposed budget in their packets, so they could follow along in this discussion. He said that the planning committee members did not make any plans for an eventual merger with the Alamance-Caswell CFAC, since such a merger would likely increase the CFAC budget and the entire budget would need to be revised. Michael also reminded members that they did agree to increase the food line item during the June meeting so that Mrs. Carver could cater tonight's meal, but the rest of the budget was tabled until tonight because the June meeting ran late. Michael noted that the additional money to cover food was taken out of the "Miscellaneous" line item. The biggest change to the budget was to add a column for "Peer Support Center." This would be used for any cost related to the Center being started at Freedom House (food, office supplies, etc.). The planning committee put \$1,000 in this line item. The main increase was in "Stipends & travel," which now totals \$9,000. This is due to the fact that expenditures in this area continue to increase as more CFAC members are representing CFAC in meetings outside of the regular CFAC meeting. Several line items were decreased in order to account for the increase in stipends and the new line item for the Peer Support Center. These included "Mailing Supplies" and "Advertising & Printing." Michael noted that CFAC rarely uses the money

in these line items. Leslie added that routine CFAC mailings (such as requests for items from the Pass-Around Folder) were simply covered by OPC and not charged against the CFAC budget. "Equipment," "Speakers," and "Transportation" were also decreased. Again, these are areas where historically CFAC has not spent very much money, but planning committee members thought it was important to preserve a small amount in each area. After reviewing the proposal, Leslie moved that the budget be approved and Gwyn seconded the motion. It was approved by unanimous vote.

State Budget Update

Michael noted that the state budget has still not been passed. He shared the most recent information (current as of the day before this CFAC meeting) on how the budget would impact MH/DD/SA services:

- \$70 million is cut from state service dollars (IPRS), but legislators hope this will be cut in half by other cost-saving measures (though no specific information is available as to what these savings may be)
- Children's Level III & IV group homes are still set to be eliminated. OPC's System of Care is already beginning to work on transition plans for OPC kids in these residences (38 children are in Level III, and 2 are in Level IV)
- Community Support services would be eliminated by 6/30/2010. The State is submitting amendments to the state plan to try to create something to replace Community Support, but we currently have no details on what the replacement would look like. They are also convening a workgroup that will have DMH/DMA input, along with LMEs, providers, and consumer/family representation. The workgroup will focus on how to transition people from Community Support to whatever the "replacement services" would be.
- Provider Medicaid rates are to be cut by 3% (this had been higher in previous versions of the budget). It's possible that ACTT, Multi-Systemic Therapy, and Intensive In-Home Services will be exempt from rate cuts since these serve highest need consumers.
- Medicaid co-pays will be increased to \$5, and cards will only be sent out annually as a cost-saving measure.
- LME Fund balances are off the table for this year, but may be cut in the next year.

Michael said that legislators are getting barraged with calls from people opposing tax increases, but without these the cuts facing NC will be much more severe. He reminded members that they wanted to write a letter last month, but this did not happen since the NC Council had given a timeline for contacting legislators that was too short to accomplish this. However, since the budget is not yet a done deal, CFAC could write a letter if they want. Michael asked how CFAC wanted to proceed. Members reviewed the letter drafted by the State CFAC and agreed that it was a good starting point. But they suggested adding information about the cost of hospitals, jails, and rest homes. Michael agreed to write a draft, and to send it out to all members for approval before it is sent to the Conference Committees. He reminded everyone that time is of the essence in this matter, so members agreed to respond within a day or so if they had any feedback after reading the letter.

OLD BUSINESS:

CFAC Re-Appointments

No member terms were expiring in July.

Invitation to Alamance-Caswell CFAC

Michael reported that he had gotten a call from the Chair of the Alamance-Caswell CFAC, who expressed a desire on behalf of their CFAC to meet with the OPC CFAC at some point in the coming months. He let her know that this CFAC was open to such a meeting and had, in fact, discussed it at a previous meeting. Michael asked how CFAC would like to proceed. Members agreed that it would be good to invite them to the September meeting since their LME had been

given until August 30th to respond to the letter of intent sent by OPC. The consensus was to hold a regular business meeting during the first half of the meeting, and reserve the second half of the meeting to meet and get to know the members of the Alamance-Caswell CFAC. Some time can be set aside in August to finalize plans for this meeting. Michael asked whether CFAC preferred having the invitation extended by Steve and Cheryl as Chair & Co-Chair. CFAC asked Michael to extend the invitation on their behalf, and he agreed to do so.

COMMITTEE REPORTS:

AQIC

In Pam's absence, Michael reported that this Committee spent a lot of time discussing the very low number of consumer satisfaction surveys submitted by providers in 2008. They discussed different ways to improve this in 2009, including requiring providers to submit plans of correction if they did not return a sufficient number of surveys (which was the case for the majority of OPC providers). Another idea was to have OPC staff and/or members of CFAC go to provider sites and offer the surveys to consumers. OPC will solicit CFAC involvement if there is interest when the next survey is coming up.

Provider Community/Quality Management Committee

Leslie shared that this Committee reviewed information in NC-TOPPS that compared some of the outcomes of OPC consumers with consumers from Alamance-Caswell-Rockingham.

Service Management Committee

This Committee did not meet in July

Public Awareness and Advocacy Committee

This Committee did not meet in July

PSW (Peer Support Workshop)

Leslie reported that most of the presenters for the September 25th workshop are confirmed. Small groups will be held in both the morning and afternoon to help break-up the day, and evaluations will be done at the end of each small group session. In addition, they hope to be able to offer door prizes at the end of the day to encourage people to stay until the end. The door prizes would be donated by presenters.

Peer Support Center Committee

This Committee did not meet in July

OPC Area Board

Since Virginia was not at the Board meeting, Michael told CFAC members that during their July meeting, the OPC Board affirmed the commitment to continue to have a voting CFAC member on the board if we merge with Alamance-Caswell.

Proposed Agenda for August Meeting:

- AQIC Annual Report
- Planning for September meeting with Alamance-Caswell CFAC