

CFAC Meeting Minutes

February 18, 2010

Present: Steve, Heather, Benita, Cheryl, Diane, Leslie, Marcus, Edward, Shira, Bradley, Allen, Linda, Vicente and Pam

Staff Liaison: Michael Norton, OPC

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

REPORTS:

Update from CFAC Chair: Steve said he and Heather will be meeting with Judy Truitt on.

Update from OPC CFAC Liaison: Last month during the quarterly review of the needs assessment, Diane had asked for information on the racial breakdown of OPC consumers. Although these statistics did exist, Peggy did not have them available so she provided them to Michael who shared them at tonight's meeting. In all 3 counties, fewer than 2% identified as Asian/Pacific Islander or American Indian. And the percentage of Caucasians in each county ranged between 63-65%. There was a wider variance across counties among consumers who identified as African American or Hispanic/Latino: 24.6% of Chatham consumers identified as African American, compared to 26% in Orange County and 32.7% in Person County. Chatham County had the highest percentage of Hispanic/Latino consumers (11%), followed by Orange County (8%) and Person County (1.2%).

Michael also updated members on the transition of services in Chatham County to one primary provider. Specifically, he said that Therapeutic Alternatives would begin providing county-wide mobile crisis services on March 1st, using their mobile crisis unit based in Asheboro. Freedom House will continue to provide these services to residents of Chatham County through the end of this month. Michael pointed out that members had an announcement about this change in their packets, which includes the toll-free phone number for the new mobile crisis service. Brochures and magnets with this information have been ordered. But Michael asked members to feel free to share the information they were given with consumers and family members they know in Chatham County.

Next, Michael shared information on the process providers must go through to become a CABHA. This includes submission of a notice of intent, followed by a letter of attestation. That letter essentially states that the provider meets the CABHA requirements, and includes evidence to show how they do this. These are sent to the Division, who reviews them and then forwards them to the LME for a desk review (which is intended to verify that they do, in fact, meet the requirements). After successful completion of the desk review, Division staff, along with LME staff, will conduct interviews of the providers' Medical and Clinical Directors, QI Director, and CEO. But LMEs will not be involved in the interviews for providers operating in their area. This is an attempt to eliminate any potential bias from the interview process. The state will also verify that providers who apply to become CABHAs are in good standing with the Division of Medical Assistance, the Division of Health Service Regulation, and the Advocacy & Customer Services section of the Division of MH/DD/SAS. Michael said that Annas Resources, Therapeutic Alternatives, and Three Springs have all submitted letters of intent. At present, only Freedom House has submitted the letter of attestation. But OPC expects to have others submit letters of

intent/attestation in the coming weeks. Michael told CFAC members that he could provide more detailed information on this process if CFAC would find it useful. After brief discussion, CFAC members agreed that they did not need further details but that they would like to be kept up-to-date on which providers have applied and how the process works out for them. Michael agreed to provide such updates at future meetings.

Finally, Michael said that the PBH CFAC sponsors its own annual conference, and the brochure for their upcoming conference was in the Pass Around Folder if members wanted to get copies. He said that Suzanne Thompson let him know that she felt certain PBH CFAC members would welcome having some of the members of OPC's CFAC attend this conference.

Update from Division Liaison: Suzanne was not present this evening, due to a scheduling conflict with another CFAC meeting.

NEW BUSINESS:

AQIC Quarterly Report

Michael reviewed complaint and incident-related data from the 2nd quarter report, which was included in members' packets for this meeting. Six complaints and seven concerns were received during the quarter. All of the concerns had been successfully resolved, as had all but one of the complaints. The last complaint was not designated as resolved simply because the period during which the complainant can appeal had not yet ended. The majority of the complaints were made by or on behalf of adult consumers with mental health diagnoses, but no significant trends were noted. As for incidents, Michael noted that the provider with the largest number of incidents was Three Springs. However, he pointed out that this was a residential provider with 72 beds, so we expected them to have more incidents than smaller providers, or providers who do not have 24-hour responsibility for their consumers. One trend that OPC noticed had to do with an increase in the number of incidents of aggressive or destructive behavior by consumers. There were as many incidents in the past quarter as there had been for the entire previous year. But a closer examination of the incidents had not identified any patterns that would provide useful data. The only common thread was that the majority of the incidents involved adolescent boys. But there were no other trends that might be used to help reduce the number of these incidents in the future. OPC will keep an eye on this in future quarters to determine whether the increase was just an anomaly, or whether it represents an actual trend.

Provider Monitoring Report

Michael asked members to review a new report in their packets, which provides information on provider monitoring activities during the 2nd Quarter. He noted that the report reflected only those reviews that are considered "full-monitoring" activities. Other types of monitoring activity, such as those that might occur after a provider reports a concerning incident, were not captured on this particular report. During the last quarter, OPC completed a full-monitoring of 4 providers. Two of them (both MH providers) received an overall rating of "moderate," which means the LME must complete another full monitoring within at least the next year-and-a-half. The other two providers, both of whom provide primarily DD services, received a rating of "high." These providers must be monitored again within 3 years. Michael let CFAC members know that the LME is required to use a standard monitoring tool that determines the overall rating based on the data the LME enters at the end of the monitoring. In addition, the tool determines whether the provider will be required to submit a plan to correct any deficiencies. All 4 of the providers who were monitored last Quarter were required to submit Plans of Correction for some of the issues cited. These issues ranged from problems with Quality Management plans (or minutes of their Quality Management meetings), to missing plans for supervision of employees, to late submission of incident reports. One of the monitoring reviews hasn't been closed yet because the LME still needs to complete a follow up review to determine whether the provider has successfully implemented the steps in the Plan of Correction. Michael let members know he would update them on the status of that review when the next Quarterly Monitoring Report is presented.

Peer Support Service Definition

Members reviewed highlights of the draft definition for Peer Support Services. Michael had forwarded the entire draft definition to CFAC members at the end of January, so that they could review it before tonight's meeting. Michael pointed out that DMA would be accepting public comment until Feb. 24th, so if CFAC members wanted to submit any comments, they would need to be composed during this evening's meeting. In general, members were pleased to see that the definition had progressed to this point. They had overall positive comments on the contents of the service definition, though some members did express surprise at how much information was included. In the end, CFAC did not feel a need to submit public comment on the draft definition.

Training Request

Pam and Heather both expressed interest in attending the upcoming "In Such a Time as This" conference, sponsored by the Community Resource Alliance. CFAC members reviewed this line item in the budget and approved this request.

OLD BUSINESS:

PBH Update

Michael let members know that OPC management staff had recently spent the day at PBH to meet with their counterparts there. They were joined by management staff from Five County LME, who is also interested in joining with the PBH waiver. One outgrowth of that meeting was a possible model for what this joint endeavor might look like. The model features a larger entity that includes centralized management of the actual Medicaid Waiver functions. This central management agency would probably be located in Concord. And then each of the LMEs who would be joining together under the waiver would have a "local presence." Because this discussion is very much in preliminary stages, no one has yet clearly defined what functions would be included in the local presence. But it was agreed that if this model were adopted, PBH, OPC, and Five County would each have the same local presence in their respective areas. And each of the local presences would have the same relationship with the central waiver management entity. Michael emphasized that this change would impact how services are managed but *not* where they are provided. OPC consumers would still have local providers to choose from. No one would be expected to go to Concord to receive their services. At this point in the discussion, CFAC members are encouraged to present whatever questions they have, so that OPC can develop a list and seek to get them answered. Michael noted that Benita had forwarded him questions via e-mail regarding whether PBH maintained a waiting list for services, as well as what types of complaints and concerns PBH received from their consumers/family members. These will be added to the list. In addition, CFAC members asked during this meeting what disadvantages PBH saw in the fact that they do not share a geographic border with OPC.

Social Activity Report

Leslie shared that several members enjoyed an afternoon of bowling and companionship, and expressed an interest in doing this again. After discussing possible dates, members agreed to try to set up another social activity in March. Leslie will again take the lead in making arrangements.

COMMITTEE REPORTS:

AQIC

Pam noted that AQIC reviewed the quarterly report data that Michael shared earlier in the meeting. Michael added that the committee also reviewed a new policy on the prevention of identity theft.

Client Rights Committee

Benita reported that this meeting had been canceled due to inclement weather.

PSW Committee

Edward reported that this committee met this afternoon and reviewed a budget proposal that will be presented to CFAC for approval during the March meeting. The committee decided that the theme of the 2010 workshop, scheduled for September 24th, will be "One Community for All." Committee members will be Diane, Leslie, Heather, Allen, and Edward. Finally, Edward said that the committee was open to suggestions for a keynote speaker. If any members have someone to recommend, they should pass the person's name along to Edward or another PSW Committee member.

Peer Support Center Committee

Leslie shared that this committee is trying to arrange a meeting with Sharon Youse, and would schedule their next meeting around her ability to attend.

OPC Area Board

Heather said that the Board discussed the information on PBH that Michael had presented earlier in the meeting.

Proposed Agenda for March Meeting:

- Revised IPRS Benefit Plan