

CFAC Meeting Minutes

April 15, 2010

Present: Steve, Heather, Diane, Leslie, Marcus, Edward, Bradley, Shira, Linda, Allen, Vicente

Guest: Kent Earnhardt (Wake CFAC), Bryan, Cheryl

Staff Liaison: Michael Norton

Minutes: The minutes of the March meeting were approved.

REPORTS:

Update from CFAC Chair: Steve said that he and Heather will be meeting with Judy Truitt next week, and asked whether members had any items they wanted Steve & Heather to discuss with Judy. Diane suggested checking to see whether Judy has any suggestions for social activities that are free. Cheryl asked that they share with Judy any information that Sharon Youse provides during her consultation with the Peer Support Center Committee.

Update from OPC CFAC Liaison: Michael said that the annual Legislative Breakfast would take place on Saturday, April 17th at the Friday Center in Chapel Hill. Breakfast starts at 7:45, but the actual program does not start until 8:30. Michael noted that further details are included in the Pass Around Folder for tonight's meeting. Michael also let CFAC members know that the next CIT training was now scheduled for the week of August 9-13.

NEW BUSINESS:

Quarterly Monitoring Report

Michael reviewed highlights from the Quarterly Monitoring Report, which was included in members' packets for this meeting. The information in the report covers providers who were monitored between January and March of this year. Two providers were monitored during the 3rd Quarter: the Arc of Orange County and XDS, Inc. and both received scores in the moderate range. This means that they will be monitored again within the next 18 months. Both agencies were required to submit a Plan of Correction, which is very common for the monitoring process. Plans of Correction (POC) are typically required for such things as not meeting all of the requirements for a service they provide, or failing to meet a state rule. Michael pointed out that the Arc of Orange County's POC had to address such things as missing job descriptions and supervision plans in some personnel records. The POC for XDS, Inc. also had to address missing documentation in personnel files (a high school diploma), as well as the fact that fewer than 90% of their consumers' crisis plans were updated to reflect changes in the consumers' symptoms or behaviors. On the positive side, both agencies appear to do a good job with informing consumers of their rights. XDS was also noted to have an effective system for reviewing consumer rights issues and safeguarding the rights of the persons they serve. Consumers and family members reported a high degree of satisfaction with the services they received through the Arc of Orange County.

Provider Survey

Michael noted that the results of the annual Provider Survey were included in member's meeting packets. The results were largely positive. The majority of the responses were either "Agree" or "Strongly Agree." Some of the areas with the highest level of agreement included:

- OPC conducts business in an ethical manner;
- OPC strives to provide adequate availability of services in our community; and
- OPC provides a system of care approach to services.

Michael noted that one provider did indicate in the comment section that they believed OPC was not ethical in how we conduct business. The provider's survey was anonymous, so Judy Truitt will be extending an invitation via the *Quality Times* newsletter for the provider to meet with her so she can get specific details about this concern. There were no details in the provider's comments, so OPC is unable to determine whether a problem exists. But Judy is committed to addressing any legitimate problems identified by providers.

Next, Michael pointed out that the areas that showed the most improvement over responses from last year included:

- The OPC website is informative and easy to navigate;
- OPC conducts an effective public education program to make its presence known in the community; and
- OPC facilitates the proactive prevention of fraud and abuse through education and monitoring of providers.

Finally, Michael noted that last year's survey revealed that a significant percentage of providers responded that they did not know whether "OPC maintains an effective and active CFAC." OPC included three articles on CFAC in the *Quality Times* after the survey results were reviewed last year. In this year's survey, the number of providers who agreed with that statement increased by 10%. But since 22% still indicated that they did not know, Michael asked whether CFAC members had any suggestions about how to better publicize CFAC and the work it does. Leslie noted that she had recently been on the OPC website and did not see CFAC meetings listed on the calendar. She suggested adding CFAC meetings to the calendar. Michael noted that they should be there, since CFAC is a public meeting. He agreed to make sure that CFAC meetings were included in the calendar on the website. Diane noted that perhaps advertising on a billboard would be an effective way of letting people know about CFAC, though no one was certain whether the costs for this could be covered by CFAC's budget.

Preliminary State Budget Information

Michael reported that OPC did not expect any further cuts to the budget for the current fiscal year, which ends June 30th. However, because the legislature is anticipating significant shortfalls in next year's budget, Secretary Cansler's office has prepared preliminary figures for budget cuts ranging from 3% to 7% for FY 2010-11. Michael noted that the entire proposal is included in the Pass Around Folder for member's who would like a copy. He highlighted some of the cuts included in the Secretary's proposal, which included:

- Elimination of special funding for LME & DSS positions associated with the school based child & family team initiative. Michael explained that OPC did not receive this funding (which was limited to 12 counties), so this particular item wouldn't have a local impact.
- Requiring counties to pay a portion of LME operating funds. Some of the LME funding is federal and the rest has come from the state. So this proposal would save money at the state level, but it would be a new cost to county governments.
- Elimination of Medicaid payment for "optional services" such as dental service for adults, routine eye exams and glasses for adults, private duty nursing services, and personal care services for adults.
- Elimination of Medicaid funding for HIV case management services for adults.
- Reduction of Special Assistance funding for adults (which helps to pay the cost of care in Adult Care facilities) by more than \$3 million
- Closing Wright School by Jan. 2011, and converting the Whitaker school to a PRTF by July 2010

Michael pointed out that these proposals would not be finalized until the legislature has passed a final budget and the total DHHS will have to cut is clear. He also said that, in addition to the state cuts above, we have been notified by all 3 counties that they will have to reduce the amount of money they allocate to OPC, though we don't know yet how much the cuts will total. Edward asked whether this would mean that CFAC's budget will be reduced. Michael said that this was likely, since CFAC's budget comes entirely from county funding.

OLD BUSINESS:

PBH Update

Michael reported that OPC's attorney drafted a revised Letter of Intent, since the one PBH developed had raised some concerns among OPC Board members about some of the legal terminology they had used. PBH has reviewed and accepted the proposed changes, and the revised Letter of Intent will be reviewed by the Five County Board later this month. With regard to PBH authorizing Medicaid services for OPC consumers, the start date has shifted from January to July of 2011. Michael also let members know that the Arc has expressed some concerns about expansion of the Medicaid Waiver, and that they have begun to hold public forums statewide. At this point, Michael was not certain what their specific concerns are. But OPC has begun to meet with representatives of the Arc of Orange Co. and the Arc of NC in order to maintain open lines of communication, and to try to work through concerns and issues as a part of the planning process.

CABHA Update

Michael said that the time lines for CABHAs to become operational may be shifting. Some other changes have been proposed as well, in response to concerns raised by providers. The changes would provide an additional transition period of up to six months for providers to establish or join a CABHA, and provide greater flexibility for smaller providers to subcontract with CABHAs for the services they currently provide. In addition, the Division would like to provide an option for an eight-hour per week medical director for small CABHAs (those who serve fewer than 375 consumers). All of these proposals have to be approved at the federal level before they can be implemented.

Michael also said there were several OPC providers who were now in the process of applying to become a CABHA. Some of them are submitting applications through OPC, while others are applying through other LMEs (since they also operate sights in other areas). Freedom House, Easter Seals UCP, and Family Preservation Services have all completed the desk review and met the requirements. The applications are still in process for Therapeutic Alternatives, XDS Inc., Right Direction, and Carolina Outreach. And the reviews were completed on the applications submitted by Triumph and Positive Perspectives, but they did not demonstrate that they have met all the requirements. Their applications were returned to them, and they will resubmit them after they have corrected the problems identified during the first desk review. Michael reminded CFAC members that after a provider has successfully completed the desk review process, their key personnel will be interviewed by staff from the Division as well as LME staff. But LMEs cannot interview providers who are in their catchment area.

Kent noted that the purpose of developing CABHAs is to improve services and make the system less fragmented. He said that both the Secretary and Assistant Secretary presented information on CABHAs at last week's LOC meeting. Kent let CFAC members know that they can access information on the process at NCMentalHope.org, where they can also listen to LOC meetings online.

Accessibility Survey Results

This item was tabled until May due to the fact that the agenda was running over time.

COMMITTEE REPORTS:

AQIC

Pam was not present, so no report was provided.

Client Rights Committee

Benita was not present, so no report was provided.

PSW Committee

Edward reported that the PSW Committee met before the CFAC meeting, and had agreed that Kathy Cole, the Director of Club Insight, would be the keynote speaker for this year's workshop. The Committee continues to work on finalizing the list of presenters, and agreed to establish a cut-off date for registrations this year.

Peer Support Center Committee

Leslie noted that the planning committee would be meeting on April 20th at 4:00. Sharon Youse would be coming to the meeting to talk about her experience in setting up a peer support center in Durham. The next peer support activity is scheduled for April 21st, and will include a discussion of famous persons who lived with mental illness. The discussion will be led by Diane. Michael reported that Freedom House let him know they did not have a larger space to offer for peer support activities. Diane asked whether it would be possible to use the dining room, but Leslie suggested holding off on making such a request until it's clear that the group continues to grow larger.

State CFAC

Pam was not present, so no report was provided.

OPC Area Board

Heather shared that the Board was updated on the progress of the discussions with PBH, and also heard a review of the results of the Provider Survey. She said that Club Nova has asked to be able to buy the property used by that clubhouse. The Board agreed at their meeting that Club Nova should submit a business plan with their request, so that the Board can consider the feasibility of the proposal.

Proposed Agenda for May Meeting:

- Quarterly Needs Assessment Update
- Accessibility Survey results