

CFAC Meeting Minutes

August 18, 2011

Present: Benita, Heather, Diane, Pam, Leslie, Allen and Marcus

Guests: Shira, Steve and Lydia

Staff Liaison: Michael Norton

Division Liaison: Eric Fox

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

Introductions:

Members introduced themselves to Lydia, who was a first time guest at the CFAC meeting.

REPORTS:

Update from CFAC Chair: Benita and Heather met with Judy Truitt earlier in the afternoon. Benita said that they asked Judy whether it would be possible to designate a staff person as a liaison to UNC hospital, a question Leslie had asked at last month's CFAC meeting. Judy told them that OPC did have such a liaison designated in the past, but has not had such a position since services were divested. However, OPC might well establish such a position once we go under the waiver, though they will need to determine whether there is sufficient funding to create such a position. In addition, Judy let Benita and Heather know that she was now meeting with the PBH executive team on a monthly basis. More community forums are going to be planned for this coming winter. These will be targeted to specific audiences. For example, there will be a separate forum for each disability area, another forum for providers, etc. Benita strongly encouraged CFAC members to attend these forums when they take place in order to be actively involved in the process. In addition, this would help make CFAC more of a visible presence in the community.

Benita also shared information from the conference call between the State CFAC and local CFACs, which took place the night before. She let members know that the primary focus of the call was how local CFACs are working together as their LMEs pursue merger arrangements. Some of the concerns expressed were how to weigh the benefits of traveling long distance to meetings after LMEs have merged vs. the cost of technology upgrades to support the use of teleconferencing. At the end of the call, participants recommended that local CFAC members begin the work of getting clear on what they want their CFACs to look like after mergers are complete. Some of the CFACs who will be merging have planned joint retreats. Benita said that the chairs of the CFACs for PBH, OPC, Five County and Alamance-Caswell have scheduled a conference call to begin this discussion.

Update from OPC CFAC Liaison: Michael reported that OPC had completed another CIT training for law enforcement officers since the last CFAC meeting, and that 87 more officers were trained from departments in all 3 counties. This was the 4th CIT session that OPC has coordinated, with the valuable participation of other community partners. Michael also let members know that OPC is now operating under Single Stream Funding (as are all LMEs). He reminded CFAC that Single Stream Funding provides all state service dollars in one pot, leaving it up to the LME to determine how best to use it to meet the needs of the local community. The money is divided into quarterly payments, but due to significant cash flow issues across all areas of state government, we have gotten less than one-third of the amount we should have gotten for

the first quarter. Michael said that OPC was currently using fund balance to cover that shortage, so that providers can continue to be paid in a timely manner.

Update from Division Liaison: Eric provided several updates from the Division, including:

- Several clinical coverage policies have been revised and are posted for public comment. The policies can be reviewed on the DMA website, where comments can also be submitted.
- Communication Bulletin #118 has been posted, which includes the 3rd Quarter Community Systems Progress Report.
- Implementation Update #88 has also been published. This document outlines the status of the LME applications to the Division's RFA for waiver expansion. PBH's expansion to merge with OPC, Alamance-Caswell and Five County was approved. The applications from Eastpointe, Pathways, and Smoky Mountain Center were also approved. Mecklenburg, Western Highlands Network, ECBH and the Sandhills Center had all been approved previously and are at various stages in the process of preparing to implement the waiver. CenterPoint, Southeastern Center, and Wake failed the desk review, and each of these LMEs will need to resubmit an application by October 1st in order to remain in consideration. Durham passed the desk review, but did not pass the on-site review. Therefore, they must submit a Plan of Correction in order to remain in the process.
- The State CFAC website includes all of their approved minutes, as well as their by-laws and other information. In addition, State CFAC members can be e-mailed via their website.
- DHHS is looking for a consumer of MH or SA services who is also a Medicaid recipient to participate on the Medical Care Advisory Committee. Applications are due by August 19th.
- This year's "One Community in Recovery" Conference is scheduled for October 26 – 27 in Winston-Salem.
- The Sandhills Center CFAC will be hosting a regional CFAC meeting on Friday, October 14th. Ten CFACs, including OPC's, have been invited.

In addition to the items above, Eric let members know that a conference call is scheduled for Monday, August 22nd, between the chairs of the CFACs for PBH, OPC, Alamance-Caswell and Five County. The call was set up at the request of the CFACs to begin a dialogue about the changes that will be needed once the LME's have merged. For example, the assumption is that there will be one consolidated CFAC (to be in compliance with state statute), but that each local area will have a local CFAC whose membership will feed into the consolidated group. So it will be important to review by-laws and determine how to reconcile differences from one CFAC to another. One possibility could be to have a unified set of by-laws for the consolidated CFAC, while each local CFAC continues to operate under the by-laws that they have developed and approved for themselves. The LME staff liaisons are also invited to participate in the call, though Michael let members know he would be out of the country and unable to participate.

NEW BUSINESS:

State Budget/OPC Budget Update

Michael shared a PowerPoint presentation with CFAC members on the state budget. He reminded CFAC members that the budget passed by the General Assembly requires a total of \$45 Million in reductions from MH/DD/SA service dollars for FY 2011-2012. \$25 Million of this must be covered by LME fund balances, but the remaining \$20 Million would presumably result in a reduction of IPRS service dollars. OPC recently learned that our share of the \$45 Million will be \$1,566,455. The amount that must be back-filled with money from OPC's fund balance is \$954,257. The remaining balance of the total reduction in our service dollars is **\$612,198**. But rather than reduce the funds available to pay for services, OPC intends to cover this amount out of our fund balance, as well.

Michael also reminded CFAC members that the budget approved by the General Assembly also required DMA to reduce Medicaid expenditures by \$256 Million. To address this, there is a 2.6% service rate reduction that will go into effect 10/1/2011. But this will not bring about the total savings needed, so other means of meeting this goal are being studied. At this point, cutting optional services is not on the table, but that could change in the future. This is important for CFAC to pay attention to, because pretty much all of the services provided through the Division of MH/DD/SAS are considered "optional." Michael said that we do not yet know what will happen, but OPC will keep CFAC apprised as we learn anything, and help to strategize should advocacy be needed.

Provider Monitoring Data

Michael shared a report of aggregate data pulled from local monitoring reviews of OPC providers from April of 2010 through February 2011. After he explained the format of the report, CFAC members reviewed the data for notable trends. Some of those trends identified were:

- Plans of Correction were required of 1/3 of the providers for issues related to safeguarding consumer rights and safeguarding the funds or possessions of consumers;
- Nearly half of the providers included in the report failed to demonstrate evidence that they used incident and complaint data for risk management and quality management activities; and
- Half the providers monitored were able to produce evidence that their staff had completed all required trainings.

CFAC members discussed the data and suggested that the providers probably needed more training about what was required in these areas. And because of the sometimes high rate of staff turnover among providers, CFAC recommended that OPC require providers to attend trainings in the areas where there have been problems identified, and that these training opportunities be offered on a more frequent basis.

FY 2010-11 Incident Trends

CFAC members viewed a number of pie charts and graphs containing trend data related to incidents that occurred in FY2010-11. Incidents were sorted by providers of residential services, providers of community-based services, and the type of incidents reported. The most notable statistic was that allegations of abuse, neglect and exploitation comprised nearly a quarter of all reported incidents during the year. Michael explained that the allegations were not always made against provider employees. In fact, the majority of these allegations were against family members or other persons who were not service providers. In addition, Michael explained that the data did not reflect whether the allegations were ultimately substantiated. He said that OPC had added fields to the database they use for incident reporting to begin tracking this information. CFAC agreed that this was an important distinction and supported OPC's efforts to begin tracking the status of these allegations.

OLD BUSINESS:

PBH/Waiver Update

Michael reported that there were not a lot of new developments with the merger. He did note that progress was being made on defining which functions the LME would carry out locally. These are likely to include Quality Improvement activities, Care Coordination for all three disability areas, and External Relations (including provider relations, as well as consumer and community partnerships). Central functions will most likely include service authorizations, finance, and Human Resources. The plan remains for OPC to merge with PBH effective 4/1/2012.

Membership Update

Although no members are scheduled to rotate off in August, Michael did remind members that Heather will rotate off in November. Since she represents CFAC on the Area Board, members should begin thinking about who they want to appoint as her replacement on the Board.

COMMITTEE REPORTS:

AQIC

Pam reported that AQIC looked at a draft of the Annual Report during the July meeting. They also talked about ways to get the Consumer Satisfaction surveys completed, especially since the Division was requiring the LME to return about 300. Michael added that the committee also approved a research proposal for Community Resource Courts to use a special technique of motivational interviewing for persons dually diagnosed with MH and SA issues.

Client Rights Committee

Benita let members know that this committee reviewed incident data and annual trend data. In fact, they reviewed most of the same charts seen by CFAC at this meeting.

CFAC Workshop Committee

Leslie reported that the committee met before the CFAC meeting, and that volunteers were needed for a number of activities related to the workshop, including help with setting out food, help hanging artwork the evening before the workshop, helping with registration, and helping with clean-up at the end of the day. Anyone interested in these or other volunteer opportunities should contact Leslie or Michael.

Peer Support Center Committee

Leslie reported that this committee is interested in having people step forward to head up the activities that take place on the 2nd Monday of the month. The schedule for NAMI Connections (which takes place the 4th Wednesday of each month) has already been arranged.

OPC Area Board

Heather said that Judy Truitt let the Board know that she has begun having monthly meetings with the executive committee of PBH, and that these meetings were attended by the directors of all 4 LMEs/LCOCs. Judy also updated the Board on the status of all the LMEs regarding their merger and waiver proposals.

State CFAC

Pam reported that there was no State CFAC meeting in August.

Check-in and Proposed Agenda for the September Meeting:

No agenda items were suggested at this meeting.

Respectfully Submitted,

Diane Dixon, CFAC Secretary
Michael Norton, Staff Liaison to CFAC