

Consumer Family Advisory Committee (CFAC)
Minutes
December 3, 2012

Exec. Committee Members Present:	David Curro	ABHC Staff
Vivian Harris- Co chair	Amelia Thorpe	Debra Duncan
Marc Jacques- Co chair	Gene Cook	DeDe Severino
Caroline Ambrose- Secretary	Sharon O’Brian	Pattie Beardsley
Anna Cunningham- IDD representative	David Smith	Ann Oshel
J. Dan Shaw- MH representative	Cynthia Daniels Hall	Doug Wright
Members Present:	Eric Hall	Carlyle Johnson
Herman Bennhausen	Jim Henry	Tracy Hayes
Frank Edwards	Maribel Rivera-Elias	State Staff:
Joe Kilsheimer	Israel Pattison- Guest	Glenda Stokes

Start Time

CFAC Agenda Item		CFAC Action, Follow-up	Person Responsible
Welcome/Introductions	The CFAC group participated in a short icebreaker to begin to build a cohesive team.	There will be more icebreaker activities in the future.	Debra Duncan
Approval of Minutes	The minutes were approved with the changes mentioned: Correct attendance to include David Smith and correct Frank Edwards name spelling, DWAC: DHHS Waiver Advisory Committee, in the future include explanation of executive committee in attendance tally.		
Introduction to the Alliance Behavioral Healthcare (ABHC) Attorney	Tracy Hayes is the new ABHC attorney. She has extensive experience with NC DOJ and Due Process. CFAC asked if copies of the new policies and procedures could be shared with CFAC, prior to voting, for comments. AllianceBHC is currently working to compare and contrast state and federal guidelines (for compliance purposes) for the Maintenance of Services/Continuation of Services when authorization expires during an appeal.	Tracy agreed that the final version could be shared with CFAC for comments	

Alliance BHC will offer support (interpreters, computer access, etc) during the appeals process for consumers. . Tracy reiterated that the consumer/guardian must always sign an appeal.

All grievances must be logged into the Alpha system and addressed within 90 days. The question as to whether all documents were the intellectual property of ABHC if developed by ABHC was posed. This is being determined. The CFAC Relationship between ABHC, Johnston and Cumberland County was brought up in this meeting. Johnston and Cumberland County must have their own CFAC as required by State law. The Consumer Affairs Department is working to facilitate communication between all three CFAC's.

There was great discussion about the changes in services for personal care. The General Assembly has convened a Blue Ribbon Commission to determine how best to transition the service changes for consumers not in group homes.

ABHC will begin handling State funded services in late December to avoid confusion in the processes when ABHC becomes responsible for Managed Care in February. ABHC has requested a delay in the GO LIVE date (delay until February1) in order to provide adequate time for provider information entry in the network.

There will not be another MERCER Review. ABHC will participate in a weekly conference call to make sure that everything is progressing as expected and required. CFAC members may contact Doug Wright if they have any questions or concerns.

Office of Community Affairs

Doug Wright is the ABHC director of Community Affairs Department. He shared a power point with the group. There will be more staff hired once the job descriptions are developed. Doug will work to facilitate the communication all of the questions, comments and concerns of CFAC to ABHC. The ABHC website has a Community Affairs page listed. Questions about the strategic plan were shared and one

CFAC member asked “How is ABHC including the Hispanic Community in the planning process?”
CFAC would like to have access to a phone in the training room so that other CFAC member may participate in the meetings.
ABHC is looking for Mystery callers. Please let Doug know if you are interested.

The Human Rights Committee will be reconvening and would like to invite CFAC members to participate. A form will be sent out to CFAC members to complete and return if interested. Once forms are reviewed, interested parties will be interviewed and recommendations for membership will be made.

The ABHC Board will participate in a budget retreat on February 12. ABHC would like a Designee from each disability group to participate.

CFAC members requested that the time line (schedule) for the strategic plan and other ABHC meetings be shared.

CFAC members asked how risk assessments are being handled. How is information being shared with ABHC corporate from other sites?

ABHC would like to know what trainings and community events CFAC would like to see offered/sponsored. Several ideas were discussed: Cross training for all sites, Tours of sites, highlighting success from each site shared with consumers/CFAC; trainings be done by and in cooperation with CFAC members.

NAMI Connection meeting facilitated by Pearlie Williams is being held at Grey Stone Baptist Church on

Doug is looking into this.

Doug will look into this.
Maribel, Anna, Faye, Carrie, Israel, Eric, Jean and Amelia indicated interest.

Doug will send out this form as soon as it is available.

Doug will send the all call out to CFAC members.

ABHC management team meets daily, Director (Ellen), Deputy Director (Rob) and site directors meet weekly.

CAFC members should communicate any ideas with Doug.

	<p>Hillsborough Rd in Durham on January 7-10:00 am-12:00noon. There was concern expressed that this was being held during the work day and not in the evening. CFAC expressed interest in events/trainings/successes happening in Cumberland and Johnston County. Can we learn from their work?</p>		
<p>Draft Letter to LME/MCO supporting CFAC members on the Area Board</p>		<p>Vivian will send a copy of this out to the group. Feedback is due by Friday, 12/4/12. Please copy entire group with your responses.</p>	
<p>Relational Agreement</p>	<p>Executive Committee met via computer and developed a draft of the Relational Agreement. Please look at this and provide feedback.</p> <p>There was concern that ABHC went before the County Commissioners concerning the new ABHC Board structure and did not include CFAC at this meeting. All four counties approved the new structure proposal which does not include a CFAC member. This proposal will be presented to the state for approval. CFAC requests that Doug inform ABHC that they are very upset about how this was handled. CFAC would like a breakdown of all ABHC board members and their titles- “do they represent specific populations?” CFAC feels that ABHC is not being straightforward with them concerning the board composition. There is a great deal of concern over ABHC seeking of the current exception of board composition. It was discussed that CFAC hopes that the current composition is only temporary.</p> <p>CFAC members discussed how they should stay informed about community meetings (county board meetings, committee meetings), attend open meetings and report back to the CFAC group.</p> <p>A motion was made by Anna Cunningham “DATACOM become a subcommittee of ABHC”. Maribel seconded this</p>		

	<p>motion. The motion was approved by all CFAC members in attendance.</p>		
<p>Pinehurst meeting /Training</p>	<p>Marc Jacques will attend. Colleen is not feeling well and will not attend.</p>		
<p>Updates from Area Site Directors (Ann Oshel/Durham and Carlyle Johnson/Wake)</p>	<p>Durham ABHC is almost completely staffed. IDD Care Coordinators have been meeting with all IDD consumers to assist with the changes in case management. The Crisis Reduction plan is in the works. Durham is using the CIT program to assist with this. Urgent Cares are being used to divert admissions to the ED. The CIT program (DPD, EMS, and DFD) has a business agreement with ABHC. Wake is still hiring staff. They will be moving to the new site in February. UNC will take over Wakebrook. The remaining services will be divested throughout the county.</p>		
<p>Transportation</p>	<p>Debra spoke with Triangle Transit Authority (TTA). She provided copies of the application for disability transportation to all interested. TTA is the business office for the Wake and Durham Transit system.</p>		
<p>State Announcements</p>	<p>A new staff member has been added to the Customer Service Team: Roanna Newton. Roanna will be assisting with complaints to the state. The state is offering training at the Wednesday Council training on Network training.</p>		

Next subcommittee meeting: Durham- January 7 at Trosa

Wake- January 15 at Wake site

Next ABHC/CFAC meeting: February 4, 2013 Corporate Office-4600 Emperor Blvd