

**CENTERPOINT HUMAN SERVICES  
JOINT CFAC MEETING  
Approved Minutes  
December 14, 2009**

Members Present: Tim Blake, Wini Kniejski, Bill Donohue, Janet Childress, Michielle Cutter, Obie Johnson, Jessica Romahn, Ricky Graves, Julie Whittaker, Tracey Goodwin

Members Absent: Marguerite Hutchinson-Rhodes, Michelle Brake, Ken Jordan, Mary Lee, Emma Oehman, Monica O'Dell, Kim Southard

Staff Present: Caroline Steele, Jeff Eads, Perry Carroll (Board Member/Stokes)

Division Staff Present: Suzanne Thompson

Guest Presents: Dennis Breeds, Jacob Dahlin, Yolanda Hayes

**I. Call to Order, Approval Of Minutes, Introductions and Welcoming**

Tim Blake, Chair, called the meeting to order at 6:00 p.m. and announced a quorum was present. No one signed up to speak in public session.

Dr. Donohue made a **motion** to approve the Forsyth and Stokes minutes of November 9, 2009 and November 30, 2009 sessions, respectively; seconded by Ms. Goodwin; **approved** unanimously. Davie County CFAC did not meet in November. Rockingham County's session's meeting's minutes were not received prior to tonight's session.

**II. Nominations for CFAC Chair Position – Open Discussion**

Mr. Blake opened discussion for CFAC chair nominations. Ms. Whittaker was asked if she were interested in the position, and she said she is not available at this time due to other commitments. No one in attendance was interested in being nominated for the Chair position.

Mr. Blake said he would continue as Chair until December 2010 if he would receive additional help from the other counties. According to CFAC Bylaws, facilitators can be elected from each representative county. There was discussion to elect county facilitators.

Mr. Blake expressed that the current CFAC is at a turning point and there is a need for greater independence among the counties. County facilitators would set up meeting date, time and location as long as they are coordinating with the Division, LME and Board representatives. Facilitators would also add items to their respective agendas based on each county's priorities. Division, LME and Board liaisons will continue to be represented at each county meeting and to communicate what is required. Ms. Steele suggested a need for more fluid communication among and between counties and liaisons.

Michielle Cutter made a **motion** to approve facilitators for each of the four counties: seconded by Ricky Graves; unanimously **approved**. CFAC Bylaws allow for a CFAC officer to also be a county facilitator. Mr. Blake volunteered to be the facilitator for Forsyth County. Julie Whittaker and Tracey Goodwin are considering being Davie County co-facilitators. In

Monical O'Dells absence, Ricky Graves stated that Monica agreed to be facilitator for Rockingham County. Stokes County facilitator is open.

Julie Whittaker made a **motion** for Tim Blake to remain Chair until December, 2010; seconded by Janet Childress; unanimously **approved**.

### III. Chair Report

#### A. Letters to prospective members resulting from Survey/Recruitment

Tim Blake mentioned that 18 CFAC survey respondents inquired about being involved with CFAC and becoming members. Letters and information about CFAC and CenterPoint were mailed to these in November, welcomed each to attend a meeting, and visit CenterPoint website for more information about becoming a CFAC member.

#### B. CFAC Survey – report from Survey Committee/Secretary:

The results of the CFAC Survey are now available. The data will be analyzed and presented within the next 2 to 3 months. Below is a top line summary of the results:

- Respondents by County: Forsyth – 90 %, Davie – 4%, Stokes – 6% and 0 % from Rockingham.
- Female – 52%, Male – 48 %
- Respondents by Disability Group: DD – 65%, MH – 48%, SA – 7 %.
- Respondents to question “Do you want to attend a day program but can’t access it now?”: Yes – 58%, No – 42%
- Survey completed by: Self – 42%, Family Member – 33%, Support Person – 25%
- 181 total respondents
- Data entry by Chris Kelsey, a non CFAC member, summation report provided by survey monkey and Gene Hudson, IT Department at CenterPoint. Many, many thanks to Chris, Gene with IT Department at CenterPoint.

There was lengthy discussion and a lot of interest expressed in the survey results. Below summarizes the comments made during the discussion.

- Need to clarify why 0% respondents were from Rockingham County. We know at least 2 people responded from Rockingham.
- The percentage breakdown of disability groups is roughly representative of CenterPoint’s services distribution.
- As many respondents may have a dual diagnosis, it is possible they are both MH and SA and could have checked only one (or only one was entered). We will check with Chris Kelsey on data entry.
- There are at least 3 more received responses that can be entered.
- Dr. Donohue commented that we should get better representation from the SA community. Tracey Goodwin offered to distribute several more surveys to SA community and will give responses to Wini Kniejski to ensure they are entered into results. Suzanne Thompson made comment that perhaps SA respondents did not think survey was relevant and that we should evaluate how it was distributed.
- Tim Blake suggested we request Dr. Ellen Nicola’s assistance in analyzing and presenting the results of the survey.
- Caroline Steele added that the QI committee can assist with the analysis.

- Suzanne Thompson commented that the analysis and feedback be provided in a reasonable timeframe.
- Julie Whittaker suggested a work session on the survey be scheduled in January.
- Dr. Donohue suggested sending out thank you notes to respondents for participating in survey via Friday email.

CFAC Survey/Next steps

Tim Blake and Wini Kniejski will meet with Dr. Nicola to discuss survey results, analysis and presentation. Hard copies of surveys will be evaluated to identify gaps in information (e.g. no Rockingham respondents).

C. CFAC BUDGET

Obie Johnson requested \$600 to attend a conference. Group agreed to discuss at next meeting after reviewing conference information, to be provided by Mr. Johnson. This is an issue for Forsyth budget. Michielle Cutter made a **motion** to discuss at January Forsyth County meeting; seconded by Tracey Goodwin; unanimously **approved**.

IV. LME Update (Jeff Eads - Residential Services for Children)

Endorsement is a pre-requisite for providers to deliver and bill for behavioral health services. National accreditation of providers is required to raise the level of quality for both service delivery and management. The Legislature defined the timelines and benchmarks for providers to achieve accreditation. Meeting the benchmarks demonstrates sufficient progress toward achieving accreditation and allows a provider to maintain its endorsement to deliver and bill for services. Nine (9) providers in Forsyth, Davie and Rockingham Counties that collectively serve seventeen (17) CenterPoint consumers failed to meet the mandatory first benchmark. The list of providers that will be terminated as a result of failure to meet the benchmark along with the list of available providers is on CenterPoint's website.

The providers received electronic notice on December 8 followed by a certified mail notice of failure to meet the benchmark. Since meeting the benchmarks is required by North Carolina law, failure to comply is not appealable. Children will be transitioned to new placements following Child & Family Team meetings with families and care-givers.

The second benchmark on February 7, 2010, requires that providers have an on-site accreditation survey scheduled following the provider's payment of its accreditation fee. Failure to comply may necessitate further withdrawals of endorsement at that time.

Implementation #63 – Critical Access Behavioral Health Agency (CABHA) is the comprehensive provider concept being implemented by the Division of MH/DD/SAS and the Division of Medical Assistance. CABHA applies only to the mental health and substance abuse disability areas. As community support goes away, small and midsize agencies need to attain CABHA certification. CABHA goals are the following.

- To have appropriate medical oversight.
- To have the most appropriate service based on clinical necessity.
- To develop a coherent service delivery to reduce fragmentation.

Critical Access Health Agencies must also have the following.

- 3 year accreditation required
- Minimally required staffing:

1. 1 full time Medical Director on site for a provider serving more than seven hundred and fifty (750) consumers.
2. 1 full time Clinical Director on site (no more than 2 individuals).

**V. Division Update - Suzanne Thompson**

- A. Implementation #64 - Critical Access Behavioral Health Care Agencies (CABHA and continued Availability of Community Support Services for Case Management Functions addresses the Medical Director for smaller providers. A provider with less than seven hundred and fifty (750) consumers may achieve certification as a CABHA with a half-time Medical Director.
- B. Implementation #65 - Payment Error Rate Measurement in NC, Provider Verification & Credentialing PCP Development by TFC Providers Changes in SAIOP, SACOT, and ACTT, CS Case management Component, CAP MR/DD Update, CABHA Service Array Clarification

The most pressing component is that Community Intervention Service Agencies have received the re-verification packets. It must be completed and returned immediately to ensure uninterrupted enrollment as a CIS provider. The center for Medicaid and Medicare services is using two national contractors to measure improper payments. This should create better services, streamline services, and help people more effectively.

Currently there is lawsuit on behalf of 2 consumers regarding elimination of service supports from MH community. Encouraged comments and communicating as individuals or as a CFAC body on any of this to Legislators and people charged with implementation.

**VI. Board Update**

Mr. Blake recognized Perry Carroll, a member of the Board from Stokes County. Mr. Carroll thanked Mr. Blake for all his hard work on behalf of CFAC. He said the Board wants CFAC members' input and will listen to their comments.

Julie Whittaker commented about the vacancy on CenterPoint's Board to represent Davie County and questioned status. Mr. Blake said no one has applied. The prospective Board member must be a publicly acknowledged consumer of services from one of the three disability groups in order to be considered for the position.

**VII. New Business**

There was no new business.

**VIII. ADJOURN**

Ricky Graves made a **motion** to adjourn meeting; seconded by Jessica Romahn; **approved** unanimously. The meeting was adjourned at 7:38 pm.

**NEXT MEETINGS**

Forsyth Subcommittee, January 11, 2010  
Davie Subcommittee, January 14, 2010  
Rockingham Subcommittee, January 25, 2010  
Stokes Subcommittee, January 28, 2010