

**CENTERPOINT HUMAN SERVICES
CFAC FORSYTH MEETING
FEBRUARY 9, 2009
APPROVED MINUTES
Location: Forsyth County, CenterPoint Human Services**

Members Present: Jessica Rowe, Bill Donahue, Janet Childress,
Emma Oehman, Julie Whittaker, Tim Blake,
Tracey Goodwin
Members Absent: Obie Johnson, Jr., Marguerite Rhodes, Michielle Cutter
Michelle Brake, Ken Jordan
Staff Present: Caroline Steele, Jeff Eads, Gladys Christian, Joe Kiser
Division Staff Present: Suzanne Bellian
Guest Present: Kathy Holland, Wini Kniejski,

I. Call to Order, Approval of Minutes, Introductions & Welcoming

- A. Tim Blake, Chair, called meeting to order at 5:30 p.m. Quorum was established. Guest present were acknowledged and introduced.
- B. Minutes were read for January 12, 2009 meeting where there were several changes. The date was changed to 2009. Emma Oehman was removed from members absent and the title changed from Quarterly Meeting to Forsyth Meeting. After these changes a motion was made to approve minutes, motion carried.

II. Public Comment

Kathy Holland, guest asked about the timing of a SA patient discharged from ARCA, "they were released on Sunday, and there were no services open on Sunday." She expressed the patient was very nervous and anxious about leaving and was told they were only approved for 3 days. Kathy asked couldn't there have been an extension on the stay? Jeff Eads of CenterPoint, shared there may have been a breakdown between the discharge planning and utilization review and it is certainly something that we would check in to. He advised there is an 800 number that the providers can use to request additional time on the weekends. Caroline Steele, CenterPoint, asked Ms. Holland for her contact information so she could follow-up with her that she would discuss this during the Care Coordinators meeting on Monday. The committee thanked Ms. Holland for bringing this very important concern to CFAC.

III. Housekeeping

- A. Tim Blake, Chair, distributed copies of minutes from previous meetings to be reviewed and voted on. It was since quorum was established that we needed to review and vote on previous months minutes from Forsyth, Stokes and Davie individual meetings. Time was given for committee to review. Motion was made and carried to accept the minutes as written. The minutes that were reviewed were: **Forsyth:** Jan 12, 09, Dec 8, 08 Quarterly. **Stokes:** Nov. 17, 08, Dec 8, 098 Quarterly, January 6, 09 (cancelled due to inclement weather). **Davie:** Oct. 13, 08, Nov 20, 08, Dec 8, 08 Quarterly, Jan 8, 09.

B. CFAC MEMBERSHIP

Tim reported we needed to do a blanket approval of quorum vote of the 13 members that are on our roster. This an action to correct membership status of members voted in at non-quorum meetings and election of new members by quorum vote. We are allowed 15 members according to our by-laws. Currently we have 4-MH, 4-SA, 4-DD. Due to the restructuring and loss of an administrative position during budget cuts we have been unable o locate a few files that were misplaced during the shuffle. Several members were asked to resubmit applications.

Applications were distributed and they will be returned to Caroline Steele by the end of the week. Records we do have: Jessica Rowe, Janet Childress, Timothy Blake, Marguerite Rhodes, Juliet Whitaker, Michelle Cutter, Obie Johnson, Jr. Records missing are: Bill Donahue, Mary Lee-Stokes, Emma Oehman, Michelle Brake, Ken Jordan and Tracey Goodwin.

IV. Division Staff Report

Suzanne reported on press release from Sec. Lanier Cansler on patient abuse incidents at Central Regional Hospital. He and Gov. Perdue discussed learning of three incidents at CRH involving patient care in the last few weeks. These incidents have been acted on and are currently under investigation with hospital management as well as being reported to law enforcement. Sec. Cansler's directives to all facilities of incidents involving patients must be immediately reported to hospital administrators and the Department and there is to be no deviation from this policy. There is already instituted a zero tolerance policy for all state-operated facilities involving the abuse and/or neglect of patients as well as failure to notify in the event of any knowledge of any incidents.

Suzanne discussed a memo from DMH Developmental Disabilities and Substance Abuse Services Director, Leza Wainwright and Tara Larson, Acting Director, pertaining to a revised plan of correction (POC) policy that was posted to the Web on Jan 2, 09.

Suzanne reviewed the 2009 Coalition Legislative Breakfast schedule. March 10 for Central Region (Forsyth & Stokes) and April 21st for Western Region (Davie) asking for volunteers and encouraged everyone to attend that could. The Coalition represents individuals and organizations statewide that advocate for persons needing services and support for MH, DD and SA. The Coalition sponsors several advocacy events to bring local advocates to Raleigh to speak with their state legislators. She noted due to space constraints CenterPoint counties are split and attendees must RSVP based on the county of residence, not LME. Tim asked since new Gov. and leadership team has come in has there been in reappointments. Suzanne advised not at this time, that everyone is continuing in the positions the held before elections.

V. LME Update

A. Jeff began with an updated on the retreat that the Board had over the weekend. A benefit design package for state dollars was presented. It is going to the Board to be voted on. This benefit design package is how we authorize care, etc. The program runs from July 1-June 30 and with state dollars once the money runs out - it's out. We really work hard for the dollars we have to serve those in need. We discussed the services-how many units will be offered, and the target population. Bill asked about dividing the dollars up in a way it makes sense eliminating the possibility of returning money because it was un-utilized.

B. Local Business Plan (LBP) Update

A copy of the 2nd Quarter FY09 LBP was distributed. We are now in 2nd Quarter of our 2nd year with the LBP being certified for three years. This report shows there are good things that are happening and where we need to make improvements. Jeff noted under Quality Management for Nov. 2008 the CARF survey was conducted. We received the highest accreditation, noted for employment of Peer Support Specialists and providing free medication for Patient Assistance Program. The report showed new consumers 88% satisfaction with the ACCESS process with is 4.4 on a 5-point scale. 8 out of 11 consumers participated in the survey.

C. Reports- QI

Jeff distributed reports from the QI Committee. Discussion was held on the QI Initiatives Quarterly Report, 2nd Quarter, FY09. The goal for housing units is 17% from 173 to 203 available to persons with MH disabilities in FY09.

There were no additional housing units added or funded this quarter. Funding that was previously awarded was received, but no new grants were approved this quarter. Current Status: Available for Occupancy - 163, Units Occupied - 157, six residents were moved to Sec 8 Housing which opened 6 units and applications are being processed to fill these vacant units.

D. Reports - Other

Jeff distributed the summary on the death and incidents reports we discussed at our last meeting. The summary was for Qtr. 2, FY09. The committee has a lot of concern and questions about the increase in incidents reported to last quarter and the Level III incidents that were attributable to deaths. It was discussed whether terminal/natural, or unknown. Tracey Goodwin, CFAC member who is on the Human Rights Committee advised us they will be meeting Feb. 25th and will ask specific questions on what is causing the trends and why the abuse and neglect has increased. She will report back to us at next meeting. Each member received the packet that providers use to report incidence.

E. Forsyth County Mental Health Community Collaborative Project

Report distributed. Jeff discussed the UW of Forsyth County, the Winston-Salem Foundation, Kate B. Reynolds Trust and CenterPoint Human Services agreed to share the cost of hiring a consultant to gather and analyze data, suggest positive steps to be taken and to assist the collaborative effort. Everyone was given a copy and asked to review. There were many concerns. We discussed the perception of the consultants. More discussion on the work that we do as a CFAC committee, how we sought out and became involved as individuals on this committee because of our personal desires and community responsibilities as consumers and family members. Jeff did pass out a report on CenterPoint's perception of the Project report. The general conscientious of the CFAC committee is we know the hard work we perform and the relationship that we have with CenterPoint that works only in the favor of our families and communities.

F. CenterPoint Sock Hop

Caroline Steele reported on the Sock Hop that was held at the Gateway Y. It was a great success and we raised \$450 for United Way. She thanked all those that participated. Caroline reported that each Provider who is endorsed through CenterPoint must go through an application process. She is looking for CFAC members to sit in on these panels. They are for SA, Residential MR/MI and Respite et al., MH. Bill Donahue signed up for Respite, Tim Blake for MH and Jessica Rowe will get with Caroline on her availability for MH panel. Jeff Eads discussed how much power that CFAC members have and they have their voices heard. Caroline said there are typically 4-5 professionals on each panel. Consumers and families listen to what the providers have to bring to the table and it usually last about 4 hours.

VI. Chair Report

A. Tim reported on the recruitment efforts at the Mayor's Council and the Sock Hop. He felt it went very well. He was able to put out the "CFAC Board" that brought attention and questions from many in attendance. He introduced, Wini Kniejski, family member, whom he met at the Mayor's Council and invited to attend a CFAC Meeting.

- B. Tim discussed the letter of support we voted on writing for the CON for the OVBH's application for new facility. The letter was dated January 13, 2009 and discussed CFAC's support for the expansion at Old Vineyard Behavioral Health Services.
- C. Tim spoke about his presentation to the CenterPoint Board of Directors on January 22, 2009 and distributed a copy of his presentation.

VII. Voting Vice-Chair

Nominations and voting was held for CFAC Vice-Chair. Nominees were Janet Childress and Jessica Rowe. After discussion on what this position responsibilities are and our nominees spoke of their willingness to serve a vote was held. Ballots were passed around and collected, counted by Secretary, Tracey Goodwin. Jessica Rowe was voted in as our CFAC Vice-Chair. Thanks and appreciation was given to Janet on her dedication and willingness to serve in this capacity.

- VIII. It was noted that Marguerite Rhodes-Hutchinson who was not present due to family emergency will be on the agenda for our next meeting to present the DD- Community Survey Presentation.

Due to lack of time, recruitment initiatives will be moved to New Business at next meeting.

VIII. MOTION TO CLOSE

Tim thanked everyone for coming and their dedication and participation. Bill made motion to close. Next meeting is scheduled for March 9, 2009, 5:30pm Boardroom, CenterPoint Human Services, Winston-Salem, NC.