

**Consumer Family Advisory Committee (CFAC)
Minutes
November 1, 2010**

Members Present:	Latasha Jordan	Members Absent:
Joe Kilsheimer	Vivian Harris	Allan Lang
Colleen Kilsheimer		
Deborah Kolesar	LME	
Samruddhi Thaker	Todd Day	
James Henry	Monica Portugal	
Robyn Hart	Robert Robinson	Guests:
Emanuel Edwards	Bill Young	Tammy Harrington
David Smith	State Staff:	Joe
Susan Gutierrez	Eric Fox	

Start Time

CFAC Agenda Item	CFAC Discussion, Conclusions, Recommendations	CFAC Action, Follow-up	Person Responsible
Introductions	Susan Gutierrez' father Joe from TX, visited.	NA	NA
CFAC meeting minutes	The October meeting minutes were reviewed and approved by the committee members.	Meeting minutes will be distributed and placed on The Durham Center website.	Todd Day
Bill Young/Monica Portugal	Frequency-Extent-Monitoring Tool and Provider Monitoring tool was develop to satisfy the state requirements, and that was to give a standard across the state as to what LMEs are doing as far as provider monitoring, the extent and the frequency of monitoring (the tool was sent out in the packet). The tools were developed to standardize the process. It can be considered as a pre-test to providers and a score is given to determine how often and	Follow up to see what kind and how much involvement CFAC can have in the monitoring process.	Eric Fox

	<p>what areas need to be monitored. After the initial monitoring, the provider having a high score is monitored minimally every 3 years or earlier if there is a change (i.e. adding a service or an investigation) and a low score would call for monitoring twice a year. No matter what catchment area you are in you will receive the same monitoring criteria. Incident reporting is also looked at and it is 20% of the tool which could really impact the final score. Public provider score cards were tried at one time, but they are currently not being made public because the public would not know the determine factors or tools used to come up with that score. Incident reporting is a part of the agency's score. Do they report incidents timely and are they reporting the types of incidents that they are supposed to. It should be remembered that this is the first step to the process of monitoring and training the providers. CFAC members expressed interest in being involved in the monitoring process.</p>		
Relational Agreement (Robert Robinson)	Relational Agreement Update: Rob has it ready for CFAC chairperson to sign. There should be no changes in the agreement from last meeting.	Sign Agreement	Samruddhi Thaker
TDC Strategic Plan	Rob has the feedback from CFAC and wants to go over it and discuss with Ellen.	Updates will be e-mailed to members.	Rob Robinson
NC Council Fall Conference Registration	Todd passed this on to Carla since she had been the one working with this and she should have contacted all the appropriate people. The registrants want some feedback to make sure that everything is good because it is non-refundable.	Follow-up	Todd to check with Carla

<p>Nominations to QM Committee</p>	<p>Samruddhi wanted a follow up of the names that she had submitted, but there was no follow-up. She suggested that Robyn continue to go being that she was nominated again.</p>	<p>Follow-up</p>	<p>Rob</p>
<p>Update from the Division of MH/DD/SA (Eric Fox)</p>	<p>Eric gave a follow-up of all the items that were on the list. He basically said that if anyone has any questions, they can send an e-mail to him and he will help get a response. The doors of communication with the state are open. Vivian asked that the state just post their minutes and everyone agreed that they would send a request as a group. Also all questions should come from the group. Any issues should be brought to the table at each meeting so they can be discussed and so that one person's personal agenda is not being sent. Vivian volunteered to be the person designated to send the issues to the state with David being the back up. Once an issue is discussed and declared system-wide, it can then be submitted.</p> <p>CABHAs—(a sheet was passed around) As of October 15th, 86 were certified and 4 were housed in Durham (B&D Behavioral Health, Carolina Outreach, Covenant Community Partners, and Turning Point Family Care). This list is not complete Some have been added since then. Carolina Outreach will be doing adult and children services. Triumph was certified in Winston Salem, but provides services within Durham. Rob said we are expecting approximately 18 CABHAs. Some providers are still in the process because they have not completed satisfactory paperwork. There are about 35 people on</p>		

