

**Consumer Family Advisory Committee (CFAC)
Minutes
September 13, 2010**

Members Present:		Members Absent:
Latasha Jordan		James Henry
Vivian Harris		Emmanuel Edwards
Colleen Kilsheimer	LME	Deborah Kolesar
Joe Kilsheimer	Rob Robinson	David Smith
James Dan Shaw	Todd Day	Samruddhi Thaker
Robyn Hart		Guests:
Susan Gutierrez		Tammy Harrington
	State Staff:	
	Eric Fox	

Start Time

CFAC Agenda Item	CFAC Discussion, Conclusions, Recommendations	CFAC Action, Follow-up	Person Responsible
Introductions	Introductions	NA	NA
Meeting minutes	There were not enough members present to approve the August meeting minutes. They will be reviewed at the next meeting.	CFAC members will review the August meeting minutes at the October meeting.	CFAC
Relational Agreement	The CFAC executive committee and some other members had a phone conference to review what the Area Board executive committee sent back to CFAC. There were only a few comments. Suggested revisions were sent back to the Area Board executive committee. The members were fine with all the suggested changes they had with making the agreement more user friendly. The executive committee had one area where they were asking about the CFAC executive committee having an alternate. The	CFAC	CFAC, Area Board, and LME

	<p>alternate will always come to the CFAC executive committee but not the joint meeting. At the next meeting on September 14, 2010, they will look at the relational agreement and finalize it.</p>		
<p>Update from The Durham Center</p>	<p>URAC application was submitted and was due September 1, 2010. The next step is to implement what we submitted. The hope is to URAC accredited shortly. URAC, an independent, nonprofit organization, is well-known as a leader in promoting health care quality through its accreditation, education and measurement programs. Originally, URAC was incorporated under the name "Utilization Review Accreditation Commission." However, that name was shortened to just the acronym "URAC" in 1996 when URAC began accrediting other types of organizations such as health plans and preferred provider organizations. URAC offers a wide range of quality benchmarking programs and services that keep pace with the rapid changes in the health care system, and provide a symbol of excellence for organizations to validate their commitment to quality and accountability. Through its broad-based governance structure and an inclusive standards development process, URAC ensures that all stakeholders are represented in establishing meaningful quality measures for the entire health care industry.</p>	<p>The LME will continue to provide CFAC with updated information.</p>	<p>LME</p>
	<p>Rob Robinson presented information regarding The Durham Center's reorganization. The reasons for the reorganization are for URAC accreditation, utilization review, for the hopes of becoming a North Carolina waiver site, and should The Durham Center pursue future projects. Got feedback from staff and brought in some outside consultants who have expertise in reorganization. TDC looked at other LMEs, specifically Piedmont Behavioral Health and their organizational chart. TDC looked at</p>		

	<p>creating both a clinical and a business side. Through the reorganization more growth is created for staff. All of the administrative staff will be pooled together in order to make them available to assist the entire agency. TDC has created a call center which will integrate STR and Customer Service. TDC is integrating SOC and Care Coordination departments. Carla Alston-Daye will be the training and outreach coordinator, which is a newly created position. Last year TDC sought approval from the county commissioners to add 7 positions as TDC takes on utilization management. The expectation is to finish the reorganization by January 1, 2011.</p>		
	<p>The Durham Center is scheduled to go live with Medicaid utilization management on September 20, 2010.</p>		
	<p>The Durham Center has been awarded a six-year, \$5.9 million grant by the U.S. Substance Abuse and Mental Health Services Administration to implement the BECOMING (Building Every Chance Of Making It Now and Grown-up) project in Durham County. Project development will begin in October. It will target high-risk 16-21 year olds, who have a serious mental illness and significant problems functioning in their relationships, at school or in the community. As a result, these young people have become disconnected or are at risk of becoming disconnected from the services and supports that can assist them with a successful transition to adulthood. Under the grant, System of Care will be hiring 6 or 7 staff and eventually a total of 15.</p>		

CFAC materials	In order to save paper and postage, the CFAC members have agreed that any materials will be brought to the meetings instead of mailing them out. The board packets will be received at the CFAC meetings	CFAC will assess how this is working in a few months.	CFAC and LME
Committee Reports	Robin stated that Quality management did not meet in the summer months of June and July. The last meeting was in August where they reviewed policies that were going before the board. They were passed. One was the utilization review process. Robin has copies to share. The next one was marketing and press release guidelines to provide a process for public communication. These were done for URAC accreditation.	NA	NA
	CFAC executive committee did have a phone conference that went really well. They discussed the relational agreement, and information was sent to the executive committee. The meetings are held on the third Monday of the month. The next meeting will be held on October 18, 2010.		
Additional Announcements	The Kilsheimers went to the state ARC convention in Wilmington several weeks ago and shared information regarding SOC in other LMEs as related to individuals with developmental disabilities. "The highlight of the NC Arc convention was the session on "System of Care" being extended to the DD Population in the Gaston County area." The suggestion that the Durham Center should investigate utilizing this type of program was presented.	NA	NA

	J. Dan Shaw attended the NAMI conference and presented information regarding how the health care laws will effect mental health and habilitation services. Most of the presentations are on the website.		
Eric Fox	<p>Eric Fox mentioned on October 11, 2010 there will be a regional CFAC meeting including 12 LMEs held in Fayetteville. The flyers and agenda were sent to each CFAC member. They are expecting about 100 people to attend this event. There will be speeches, lunch, and breakout sessions on a variety of topics. Registration deadline is October 1, 2010.</p> <p>Eric also discussed the details of implementation #78.</p> <p>The NC Council Fall Conference in December 1-3 2010 was discussed to find out who is interested in attending. There will be further discussion.</p> <p>Eric presented information regarding the CFAC Partnership Assessment Tool as related to the LME.</p>	NA	NA
Next meeting	The next meeting will be held on October 4, 2010.	NA	CFAC