

PROVIDER COUNCIL
Alamance-Caswell Area MH/DD/SA Authority

August 5, 2005

The **Alamance-Caswell Provider Council met, August 5, 2005** at 10:30 am. at the Human Services Center, 319 N. Graham Hopedale Road, Burlington, North Carolina.

Providers; Debbi Kennerson-Webb, Triumph; Richard Edwards, Easter Seals UCP; Ann Wood, Caring Family network; Karen Garafola, ADS and Gene Rodgers, Healthforce.

Staff: Julie Foster, Connie Windham, Linda Jones, Jean Gibson, Lynn Inman and Carmen Morrow.

AGENDA	DISCUSSION/RECOMMENDATIONS
Welcome & Review Previous Minutes	Minutes were reviewed from July meeting. There were no changes.
Updates	Connie reported on the Town Hall Meeting that was held on Wednesday, August 3 ^d at Paramount theater. Mike Mosley introduced management staff from the Division, gave an overview of MH Reform, and addressed the service definitions delay. There were many providers from Alamance/Caswell in attendance as well as a number of providers from surrounding counties. The question/answer session was mainly centered on service definitions. There were several clinical questions referred to Dr. Mike Lancaster. CFAC hosted a dinner before the meeting for CFAC members and division staff. Linda indicated that Rockingham Endorsement training would be held on Monday, August 8 th in Rockingham Co. for providers.

PROVIDER COUNCIL

Alamance-Caswell Area MH/DD/SA Authority

AGENDA	DISCUSSION/RECOMMENDATIONS
Community Resource	<p>Linda introduced Lynn Inman, Resource Development specialist for the LME. Lynn is also involved in developing the Provider Newsletter. Lynn requested information from council members on where they believed gaps in services existed and what services would benefit consumers such as: step down resources, support groups, aftercare programs, etc. Providers suggested more peer run groups because consumers need places to go such as Drop-In Center. The intent of the Drop-In Center is to be available for all consumers in the future.</p> <p>Suggestion made that there need to be more community resources in various places, not just Burlington, Mebane and Graham. Faith based ministries, after school programs and parks & recreation departments do meet the needs for some consumers, but not all. Discussions ensued about faith Based ministries in the local area. Lynn is gathering information regarding programs/services already offered by local churches. Sean Schreiber reported that in Durham County, a faith based website has been created where consumers/case managers can view what programs are offered and also post assistance requests.</p> <p>Action: Sean will forward website address to Connie.</p> <p>Discussions continued about how providers are accessing community resources. Most providers are utilizing the United Way website. Discussions continued about transportation problems for our consumers. ACTA is available, but \$5.00 is a lot for some consumers to pay for transportation. Most community programs need to be available in different locations due to lack of transportation. AA/NA consumers will usually car pool to help out with transportation.</p> <p>Question was asked about available data to help track the underlying problems such as transportation, locations, etc.. Data should include items such as tracking of discharges, non- target population, and non-insured. The information would be helpful in developing grants.</p> <p>Linda discussed the survey that was given at Town Hall meeting to consumers. And asked if providers would be interested in giving this out to consumers. Suggestion was made that the surveys be available at the next provider Forum.</p> <p>Lynn asked providers to think about community resource needs and grant information and send suggestions/comments to him – he can be reached at extension 4226.</p>

PROVIDER COUNCIL

Alamance-Caswell Area MH/DD/SA Authority

AGENDA	DISCUSSION/RECOMMENDATIONS
Provider Forum Agenda for September	<p>Suggestion made to provide A to Z handout with all new forms. Discussed accreditation process – it may be helpful to have separate training. Action: Linda will discuss with Amy to see if separate training is needed. Update on Community Capacity expansion money – need clarity if providers will be able to use. Update on child crisis resources – CMSED funds. Authorizations – Providers questioned whether there are plans to enable electronic submission at some point. Publicize Provider Council meetings at next forum to increase participation. Partnership for Prescription Assistance - Richard Edwards will present at the next forum. Action: The forum agenda items will be presented at the next Provider Forum. Connie will follow up with the appropriate managers with system issues.</p>
System Issues	<p>Discussed system issues – The following items were discussed:</p> <p>Poor communication –There needs to be written procedures in place and distributed to providers, especially when procedures change. Fax Machines – there are only two functioning machines in the building, tremendous amount of volume waiting to send faxes. Phone problems – difficult to access LME area that the provider wants because prompt options for providers only rings to Access or Provider Relations DD Issues –Plan for ongoing communication with DD Providers. Gene stated DD Directors meeting still occurs in Wake County. Durham County has a PRN meeting as needed.</p> <p>Connie stated that David Sykes could meet periodically to discuss any DD issues. Action: Connie and Lee will discuss DD responsibilities for David Sykes.</p>
Announcements	<p>Lee Hall-Worthington announced DSS meeting will take place on Friday, September 9th @ 9am in the Boardroom at HSC. Lee asked for representatives from all providers.</p> <p>Connie stated that the provider relations department would be seeking feedback from the council when policies and procedures are developed or revised.</p>
Next Meeting	Friday, September 2nd at 10:30 am in Room G32 at HSC building.