

**Minutes**

<b>Committee Name:</b>	Client and Family Advocacy Committee Meeting
<b>Date:</b>	January 13, 2009
<b>Time:</b>	6:00 pm – 7:00 pm
<b>Meeting Place:</b>	Morganton Community House
<b>Members Present:</b>	Laurie Bradshaw, Chip Jones, Sharon Williamson, Dandron Armstrong, Marjorie Bivens, Maria Benfield, Hazel Peterson, Shirley Stapleton, Lisa Allison
<b>Members/Others Absent:</b>	Donna Hollar, Cynthia Houser
<b>Guest/Speakers/Others Present:</b>	Beverly McKelvey, Jana Branch, Josephine Benfield, Judy Dahlstrom, Vanessa Anderson, Sherry Clanton, Cathy Kocian
<b>(Agenda Item #1)</b>	<b>Welcome and Introductions</b>
<i>Presenter:</i>	Chip Jones
<i>Action:</i>	Chip Jones Called the meeting to order and welcomed everyone. Judy Dahlstrom mentioned that all minutes would include last names of members unless otherwise requested by a member.
<b>(Agenda Item #2 )</b>	<b>November 11, 2008</b>
<b>Minutes:</b>	
<i>Action:</i>	The minutes were approved.
<b>(Agenda Item # 3)</b>	<b>LME Access Unit Overview</b>
<i>Presenter:</i>	Beverly McKelvey
<i>Information Presented:</i>	<p>Ms. McKelvey presented information about the Access Unit at Mental Health Partners. The unit serves two counties: Burke and Catawba. They also handle between 1800 and 2000 calls a month.</p> <p>When a call comes in to the Access Department, a qualified professional answers the phone and depending on the nature of the call, Mobile crisis may be called, an appointment may be scheduled or a referral may be made. Assuring the caller is safe is the Unit's priority.</p> <p>In order to "get into the system" for services, a good number of questions have to be asked.</p> <p>The Access line is maintained 24 hours a day/7 days a week. When the LME is closed all Access calls are routed to Crossroads Mental Health. Crossroads evaluates the need of each individual and gives the information to help the person. If a person needs a face to face evaluation then they are told to go to the Emergency Department closest to them. Mobile Crisis is called to assess the situation.</p> <p>Ms. McKelvey reported that the call volume has increased due to the stress of the economy and people losing their jobs and or homes.</p> <p>When a person is discharged from the hospital, the Access Unit at the LME is contacted to set up an appointment within 5 days. Care coordinators who work at the MHP's worked with them until they get into services and /or treatment. We have 3 care coordinators that will assist with this. Care coordinators responsible for helping to keep someone from returning to the hospital.</p> <p>When someone with an adult child calls, the Access department will give information that can be of help to them but they can not make appointments for the person over 18 unless the parent has been appointed legal guardian.</p>

	<p>A decision was made by Catawba Valley Behavioral Healthcare to move their Stabilization Unit to Catawba County. This is a 23 hour service in which a person can stay in a safe environment, stabilize and go back home if appropriate. Sometimes all that is needed is a cooling off period. This is manned so that the person can be observed.</p>
<b>(Agenda Item #4)</b>	<b>Accreditation, Community Needs Assessment Update, Client Assistance Funds for Burke County</b>
<i>Presenter:</i>	Judy Dahlstrom
<i>Information Presented:</i>	<p>We are half way through our accreditation process. During the month of May an Intent to Survey will be submitted to CARF. In September or October, CARF will visit the LME. After the visit in 6-8 weeks the accreditation decision will be rendered.</p> <p>With the Community Needs Assessment, there has been greater public awareness of service availability. Public service announcements were aired on local radio stations in October, specifically about Mental illness Awareness Week. The ads will run indefinitely. Once monthly ad runs in the Morganton and Hickory paper with Access information. About 9,000 ACCESS and Customer Service business cards were distributed though the community.</p> <p>MHP received additional funding for the existing Mobile Crisis team serving Burke and Catawba Counties. With this funding come specialized reporting requirements.</p> <p>MHP received funding for the development and implementation of a Psychiatric Walk-In-Clinic with tele-psychiatry capacity.</p>
<b>Agenda #5</b>	<b>New Business, Plan for Reminder of Year, State Update, Open/Public Comments</b>
<i>Presenter:</i>	Sharon Williamson
<i>Information Presented:</i>	<p>A subcommittee has been formed to decide on a project to do for the year. A few suggestions were: Mental Health Fair at the mall with possible depression screenings, A Super Saturday, or a CFAC retreat and have speakers' come in. A training session about advocacy was suggested. The project committee is headed by Maria Benfield. The members are: Hazel Peterson, Marjorie Bivens, and Chip Jones. Maria Benfield will set up the first meeting and notify with in two weeks so the budgetary issues can be submitted accordingly.</p> <p>Another subcommittee was formed to make provider visits. It was suggested that a report card system might be established to record and make available the findings. The members of this committee are: Dandron Armstrong, Sharon Williamson, Shirley Stapleton, Maria Benfield, and Marjorie Bivens. Judy will set up the first meeting.</p> <p>Cathy Kocian presented the state update. On the website for North Carolina Department of Health and Human Services there is a newly posted "Outcomes at a Glance." This is an online dashboard. It allows the public to view and print graphs showing current State and MLE information of meaningful outcomes for substance abuse and Mental Health consumers. The website address was included in the handout. Also handed out was a letter to Governor Purdue. This was a letter of congratulations and also requesting to set up a meeting with the secretary to</p>

	<p>discuss the mental health system. The SCFAC will be meeting every month except July and December. Chris Phillips is overseeing the Consumer empowerment Team until the hiring freeze is lifted. Also this years Needs Assessment Update must be completed and submitted by March 31, 2009.</p> <p>Judy Dahlstrom handed out a copy of the newspaper clipping from the <i>Hickory Daily Record</i> concerning the Point in Time Count of the homeless individuals that will be on January 28<sup>th</sup>.</p>
<b>Adjournment:</b>	<b>The meeting adjourned at 7:20 P.M.</b>
<b>Next Meeting:</b>	<b>February 10, 2009 @ 6:00 P.M. Dinner @ 5:30 P.M.</b>
<b>Respectfully Submitted By:</b>	<b>Sherry Clanton</b>