



Alamance Caswell Provider Network Council Meeting
May 26, 2016 from 10:30am - 12:30pm
AC COC • Burlington • NC 27215

Attendees:

- | | |
|--|---|
| <input checked="" type="checkbox"/> Tom Lesniak- RHA | <input checked="" type="checkbox"/> Elliot Clark - Cardinal Innovations |
| <input checked="" type="checkbox"/> Garry Wiley – Universal MH, DD, SAS | <input checked="" type="checkbox"/> Michael Norton – Cardinal Innovations |
| <input checked="" type="checkbox"/> Ron Osborne – RTSA | <input checked="" type="checkbox"/> Jodi Meacham – Cardinal Innovations |
| <input checked="" type="checkbox"/> Phyllis Elliot – Easter Seals, UCP | <input checked="" type="checkbox"/> Debra Welch – Cardinal Innovations |
| <input checked="" type="checkbox"/> Todd Posey - Children’s Home Society of NC | <input checked="" type="checkbox"/> John Teer – Cardinal Innovations |
| <input checked="" type="checkbox"/> Ron Rau – Alcohol & Drug Services | <input checked="" type="checkbox"/> Revella Nesbit – Cardinal Innovations |
| <input checked="" type="checkbox"/> Megan Johnson – Carter’s Circle of Care | <input checked="" type="checkbox"/> Jean Richardson – Cardinal Innovations (Scribe) |
| <input checked="" type="checkbox"/> Patty Thompson – AC CFAC Representative | |

Minutes:

AGENDA ITEM	DISCUSSION	ACTION, DECISION OR OUTCOME	RESPONSIBLE
1) Welcome / Introductions – voting of new members	Garry Wiley welcomed everyone and introductions were made. Ron Osborne made a motion and seconded by Megan Johnson to add two new members to the Provider Network Council. Miriam Cowan – Trinity Behavioral Health and Todd Posey - Children’s Home Society of NC. Mr. Posey will be replacing Alicia Bowles on the council. Garry welcomed new member Todd Posey. Miriam Cowan was not in attendance.		
2) Approval of last meeting minutes	Garry asked council members to review the meeting minutes of March 24, 2016. Minutes approved unanimously.	Minutes Approved	
3 Update – CFAC Patti Thompson	<p>CFAC Updates from Patty Thompson:</p> <ul style="list-style-type: none"> • Ms. Patty Thompson noted several CFAC members attended the Behavior Health Provider Fair and shared CFAC information with providers. • Ms. Thompson noted three committee members attended the Statewide Collaborative CFAC meeting in Asheville. Secretary Rick Brajer was in attendance and participated in a Q&A session. • Ms. Thompson provided an overview of the Q&A session: <ul style="list-style-type: none"> ○ Why is it necessary for the consolidation of LME/MCO’s - Creates a larger provider 		

AGENDA ITEM	DISCUSSION	ACTION, DECISION OR OUTCOME	RESPONSIBLE
	<p>network to compete. Consolidation needs to be complete before Medicaid Reform roll out.</p> <ul style="list-style-type: none"> ○ There are concerns in regards to services provided by CenterPoint still being available after the merger with Cardinal Innovations. ○ Detox therapy –majority of participants are still using during treatment. ● May 19th & 20th several members attended the System of Care Collaborative Conference - Greensboro <ul style="list-style-type: none"> ○ System of Care discussion (parents needing non-traditional hours for services). ○ There is an initiative to encourage faith-based communities to assist in system of care- Congregation Linking and Supporting Schools. (CLASS) ○ Break out session with the Department of Public Instruction: Behavioral Health Resources in Public Schools. Schools are sending their teachers to Positive Behavioral Intervention & Support (PBIS) training. Caswell County has no PBIS staff trained in their schools. ● CFAC is recruiting for additional members. Currently has 13 members and needs 2 more members. 		
4) Update – SCFAC / Ron Rau	<p>SCFAC Updates from Ron Rau:</p> <ul style="list-style-type: none"> ● General Assembly back in session. ● Two Primary Goals: <ul style="list-style-type: none"> ○ Get NC to expand Medicaid - SCFAC will not give up (Kate B Reynolds/Cone Health Foundation study show what positive results could be obtained with Medicaid expansion). ○ Submit the 1115 Waiver by June 1st – (the 1115 Waiver is the restructuring of the physical health piece) State is still on schedule to submit. ● Mergers: On March 17th Secretary Brajer announced the LME/MCO mergers should have a plan in place by September. Also, having some push back from some of the Boards from the LME/MCO regarding forced mergers. Effective July 1st, Cardinal Innovations Healthcare will merge with CenterPoint. ● \$152 million cut is being mandated by statute for the new fiscal year starting July 1st. It was \$110 million this year that ends on June 30th. ● Governor’s budget was favorable for behavioral health which included \$30 million in “new money”. This is from the results of the MH/SA Task Force recommendations and a lot of it was focused on crisis services. This budget was then sent to the House budget and got cut from \$30 million to \$20 million. ● If what’s in the House budget comes to pass then the \$30 million of the \$110 million in this 		

AGENDA ITEM	DISCUSSION	ACTION, DECISION OR OUTCOME	RESPONSIBLE
	<p>year that ends June 30th will be given back to the LME/MCOs. In the new fiscal year the \$152 million will be cut by \$30 million and will be another \$30 million that will be based on any savings in Medicaid. Therefore, the \$152 million could possibly be reduced by as much as \$60 million depending on how the fiscal year goes.</p> <ul style="list-style-type: none"> • Heroin Summit on May 12th in Raleigh - more first responders recruiting Naloxene (Narcan). 		
<p>5) Update – Advisory Cultural Competency Committee / Tom / Revella Nesbitt</p>	<p>Advisory Cultural Competency Updates from Revella Nesbitt:</p> <ul style="list-style-type: none"> • Ms. Revella Nesbitt gave a brief presentation around implementation of Cultural Competency Monitoring Tool. • Cultural Competency Monitoring Tool will be implemented with LGBTQ Pilot Providers in July 2016. Ms. Nesbitt will work with Network to provide a list of these pilot providers. • NBCC credits will be offered. • Full implementation of Cultural Competency Tool rolls out on September 1, 2016. • InfoSource covered an article regarding Cultural Competency Monitoring Tool last week along with providing a list of upcoming trainings for Cardinal Providers. • AC Cultural Competency Monitoring Tool training will be held on July 27th at Cardinal Innovations Alamance Community Office from 1:00 to 4:00 pm. • Core Competency areas being discussed in the trainings: <ol style="list-style-type: none"> 1. Infrastructure 2. Policies, Procedures, and Practices 3. Personnel Practices 4. Skills & Training 5. Organization Composition & Climate 6. Programs & Services 7. Communication 	<p>Attached – Ms. Revella Nesbitt’s Power Point Presentation – Implementation of Cultural Competency Monitoring Tool</p>	
<p>6) Provider Fair Discussion</p>	<p>Garry Willey gave an update on the Provider Fair:</p> <ul style="list-style-type: none"> • 35 Providers attended the Behavior Health Fair. • Very few stakeholders attended – the hope is that more will attend if the fair is marketed well in advance. • Providers were able to strengthen collaborations with other providers. • Discussed having another provider fair in the fall. • Discussed having the fair at the Burlington City Park-Central Location. • Discussed having representation of providers at the Carousel Festival, Caswell Day, and Caswell Hoedown. 	<p>Garry will check into the Carousel Festival to see if a cost is involved.</p> <p>Patty will check into the cost for Caswell Day and Caswell Hoedown.</p>	

AGENDA ITEM	DISCUSSION	ACTION, DECISION OR OUTCOME	RESPONSIBLE
	<ul style="list-style-type: none"> Discussed providing tents for providers. 		
7) Discussion of next Provider Forum	Members decided to have their next Provider Forum at Cardinal Innovations- Burlington office training room on October 13, 2016 from 9:30am to 11:30am.		
8) Updates – Cardinal Innovations	<ul style="list-style-type: none"> Debra Welch updated members on The Stepping Up Program -This program is a function of the North Carolina Association of County Commissioners. Through the appointment of local task forces, efforts are underway to reduce the number of people with mental illnesses in jails. Alamance County Commissioner Bob Byrd is chairperson of the Alamance County task force. The local group is currently seeking a \$300,000.00 grant to facilitate the work. Debra also gave an update on Critical Time Intervention. She noted it has been operating in the Alamance-Caswell catchment area working with the homeless shelter under the Crisis Solution Initiative Grant. The grant ends June 30, 2016. A new service definition will be released by the State for implementation on July 1st. Elliot Clark updated members on the CenterPoint transition. Cardinal staff did a two-day training for providers in the CenterPoint network in Winston-Salem. There were over 200 providers at the training. Leslie Gerard will be coming on board in charge of field operations for network. Lynn Widener will be coming on board as Network Manager for CenterPoint. Rhonda Outlaw will be coming on board as the Community Operations Director. On July 1st, CenterPoint will officially be called Cardinal Innovations Triad Community Office. Also, will maintain some of their wellness centers in their outlying counties. Michael Norton updated on QM: The QM staff are in the middle of their annual Licensed AFL reviews. Also, providers of ACDS services starting the first phase of six month follow-ups. The target is to have it completed by the end of June. 		
9) Provider / Agency Updates	<ul style="list-style-type: none"> RTS – Ron Osborne Updates: <ul style="list-style-type: none"> Getting started on training for Electronic Medical Records. May 1st they had their brick patio dedication. On May 17th held banquet at the Country Club with guest speaker Phil Ford. September will have their jewelry benefit sale. November 4th will have their Bid & Boogie benefit (dinner, dance, silent auction and a live auction). 		

AGENDA ITEM	DISCUSSION	ACTION, DECISION OR OUTCOME	RESPONSIBLE
	<ul style="list-style-type: none"> • RHA – Tom Lesniak Updates: <ul style="list-style-type: none"> ○ Started a 2nd SAIOP group beginning the first week of June. Being held 3 times a week and are 3 hour sessions for adults between 6-9pm. • Carter’s Circle of Care – Megan Johnson Updates: <ul style="list-style-type: none"> ○ As of May 20th they have 4 staff who are quality rated providers for CPT (Cognitive Processing Therapy-Adults) ○ Located property on 2154 Woodland Ave, 4 bed brick ranch, property on 1/2 acre; that will close on June 13. Facility will treat individuals with complex clinical needs, dual diagnosis, IDD and MH. New type of therapy, bring the family together for therapy and will be licensed as a 5600. • Children’s Home Society of NC – Todd Posey updates: <ul style="list-style-type: none"> ○ They will be a part of the Clinical Study with UCLA for the Adoption Specifics Psychotherapeutics Model that will be on going for the next year. 		
10) Work Plan	<p>Garry noted at the last meeting members discussed having a purpose for the council and having an actual work plan for the group.</p> <p>Members suggested.</p> <ul style="list-style-type: none"> • Electronic Health records • Cross definitions training (disabilities are siloed) • Strengthening the family <p>Garry discussed having a spot light section during the meeting with about 10 minutes for providers to discuss the services provided. Also, do some break-out sessions with different disciplines getting together to start building training collaborates and then come back together to start a resource guide for the community.</p>	Megan Johnson will send to Jean a template on provider spotlights.	
11) Motion to Adjourn	Garry Wiley made a motion to adjourn the meeting.		
Next Meeting	Thursday, July 28, 2016 @10:30 AM		

Implementation of Cultural Competency Monitoring Tool

Revella H. Nesbit, M.Ed., LPCS

Disclaimer

Information provided in this presentation pertains only to the counties in the Cardinal Innovations Healthcare service area. This information is specific to the Cardinal Innovations service area and may not apply to other organizations, providers, stakeholders or individuals outside the Cardinal Innovations service area.

Presentation slides are brief, bullet-points of information and should not be used out of context.

Why is Providing Culturally & Linguistically Competent Care Important?

Improves Member Engagement

Improves Therapeutic Relationship Between Provider and Member

Improves Treatment Retention and Outcomes

We are striving to be consistent with.....

National Standards for Culturally and Linguistically Appropriate Services (CLAS) in Health & Health Care

Intended to *advance health equity, improve quality, and help eliminate health care disparities* by *establishing a blueprint* for health and health care organizations.

Principal Standard:

Provide *effective, equitable, and understandable*, and *respectful* quality care and services that are *responsive* to diverse cultural health beliefs and practices, preferred languages, health literacy, and other communication needs.

Cultural Competency Plan Development

- **One** plan with regional components
- Serve as a guide and best practice for providing culturally competent care within the Cardinal Network
- Regional Cultural Competence Provider Councils are developing Regional sections of the plan
- Consistent plan structure across the regions

Upcoming Trainings for Cardinal Providers

- Trainings offered to in-network provider organizations at no cost
- When applicable, NBCC Continuing Education Credits will be offered
- Trainings will be listed in InfoSource & www.cardinalinnovations.org
- Trainings will be relevant and practical
- Trainings will be live, in – person. Trainings that are appropriate for web-based learning, will be transitioned to that mode over time

Cultural Competency Monitoring Tool

Core Competency Areas:

1. Infrastructure
2. Policies, Procedures, & Practices
3. Personnel Practices
4. Skills & Training
5. Organization Composition & Climate
6. Programs & Services
7. Communication

LGBTQ Pilot

- Child & Adolescent Residential Providers selected
- Provide a “Safe Place” for LGBTQ Youth
- Receive training: Creating Space Spaces: Effectively Engaging LGBTQ Clients
- Cultural Competency Monitoring Tool will be implemented with LGBTQ Pilot providers **July 2016**

Implementation

September 1, 2016

- Cultural Competency reviews will occur during Routine Provider Monitoring
- Providers will receive technical assistance during their 1st review year
- Following the initial review year, Cultural Competency review scores will be combined with the Routine Provider Monitoring score
- Monitoring data will be reviewed quarterly by the Cultural Competence Advisory Council and the Cultural Competence Provider Councils
- Additional trainings will be developed and scheduled based on monitoring data and provider needs

Upcoming Trainings for Cardinal Providers

- Ethics of Cultural Competency in Behavioral Health
- Creating Safe Spaces: Effectively Engaging LGBTQ Clients
- Cultural Competency Plan Development & Monitoring Tool

Upcoming Trainings for Cardinal Providers

June 7th @ Milestone - Corporate

9am to 12pm

June 23rd @ Chapel Hill Community Office

9am to 12pm

July 14th @ Mecklenburg Office Community Office

1pm to 4pm

July 27th @ Alamance-Caswell Community Office

1pm to 4pm

August 4th Location TBD Warrenton, NC

1pm to 4pm

August 18th Location TBD Henderson, NC

9am to 12pm

Questions