

MeckLINK BEHAVIORAL HEALTHCARE

**SECOND QUARTER 2013 REPORT TO THE BOARD OF COUNTY COMMISSIONERS
(As required by 122C-115.1(e))**



VISION

To be a community that supports individuals and families who are fully empowered to lead healthy and independent lives.

MISSION

To assist persons, families and communities affected by mental illness, substance abuse, or developmental disabilities to achieve their life goals.

I. Consumer and Family Advisory Committee (CFAC)

The following are the key activities and accomplishments of the Mecklenburg County Consumer and Family Advisory Committee for the **2nd quarter of FY 2013**:

CFAC continues to be an influential voice for consumers and families receiving services through the Mecklenburg County LME.

- Met monthly to review and influence the LME’s new waiver policies, activities and plans specific to improving quality of consumer care, service provision that achieves positive outcomes for consumers and expanding community engagement. Received extensive updates on waiver readiness.
- Implemented strategies to achieve CFAC’s FY 13 priority goals for consumer education and communication about the waiver and continued CFAC education.
- Continued to partner with LME staff, PSI staff, local advocacy and peer support agencies and the Provider Council Executive Board to implement the Waiver Communication Plan for consumers, families and community stakeholders so that all receive accurate and consistent information. Participated in weekly LME Communications Committee to write Information Sheets and waiver notification letters for 155,000 Mecklenburg County Medicaid recipients.
- Participated in the RFP review panel that chose 2 new providers for Innovations Waiver services of Agency with Choice and Community Guide.
- Participated in eight twice monthly community forums targeting specific consumer populations to provide information about the transition from case management to care coordination and the transition from the CAP-MR/DD Waiver to the Innovations Waiver.
- Participated in the revision of the LME’s Consumer Handbook to ensure it contains relevant information that is clearly organized and easily readable.
- Actively participated in the monthly waiver IMT conference calls with LME staff and staff from the State’s Division of Mental Health and Division of Medical Assistance to provide consumer/family perspective on waiver implementation.
- Elected three new members representing parents and consumers of Intellectual and developmental disability and mental health services.
- Membership on and voting rights in all key LME committees including Quality Management.
- Membership on the Provider Council’s Executive Board and participating in their committees.
- Participated in monthly waiver education sessions for providers and the quarterly InfoShare with representatives of all provider agencies.
- Actively participated in the bi-monthly State CFAC to local CFAC conference calls to identify common issues across the NC mental health system.
- Continued review and suggestions for updates to the LME’s website with particular attention to the consumer section so that it becomes a valuable resource for consumers and families.
- Received monthly updates from State Consumer Empowerment staff on critical state level issues impacting Mecklenburg consumers.

II. Local Management Entity/Managed Care Organization (LME/MCO)

HUMAN RESOURCES

Current Quarter	AMH	MCO		Prior Quarter	AMH	MCO
Employees as of 12/31/2012	58	140		Employees as of 09/30/2012	62	46
New Hires	4	64		New Hires	2	15
Retirements	0	0		Retirements	0	0
Vacancies	24	37		Vacancies	19	120
Turnover Rate	5.17%	0.00%		Turnover Rate	1.30%	2.17%

FINANCIAL MANAGEMENT

	<u>Budget</u>	<u>Actual</u>	<u>% Received</u>
Revenue Source			
Medicaid & CAP	7,047,768	1,374,103	19.50%
State and Federal	27,361,354	9,585,934	35.03%
County	27,084,859	122,844	0.45%
Total Revenues	61,493,981	11,082,881	18.02%

	<u>Budget</u>	<u>Actual</u>	<u>% Spent</u>
Service Continuum			
Child & Adolescent Services	12,013,093	2,049,690	17.06%
Adult Mental Health	7,348,128	1,128,453	15.36%
Adult Substance Abuse	6,749,468	1,469,447	22.17%
Local Management Entity	7,614,230	1,507,778	19.80%
CHS Contract Mental Health	10,528,173	0	0.00%
Developmental Disabilities Managed Care Organization (MCO)	9,526,112	1,816,156	19.07%
	7,714,777	3,084,357	39.98%
Total Expenditures	61,493,981	11,082,881	18.02%
Net (Revenues - Expenditures)	0	0	0%

PROVIDER RELATIONS AND SUPPORT

Consumer Complaints

Category	First Quarter FY2013	Second Quarter FY2013
Total Complaints	24	40
Resolved	24	40
Pending	0	0

Monitoring and Compliance

Category	Second Quarter FY2013
Monitoring Visits*	105
Plans of Corrections (POC) Issued **	9
Plans of Corrections Resolved	8
Provider Enrollment Application Reviews***	12

*Monitoring visits may include targeted monitoring, licensed facility reviews, incident and complaint reporting; compliance reviews and monitoring of Unlicensed Adult Family Living (AFL) Homes.

**Plans of Corrections are issued when a provider is not in compliance with contract requirements, memoranda of agreement, and all applicable federal and state rules and regulations.

***In preparation for the 1915 b/c waivers Provider Relations is currently in the process of Medicaid Enrollment Application reviews. A review of the Medicaid Enrollment Application, policy and procedure manuals, core rules self study and supporting documentation for the Medicaid originating from Mecklenburg County.

Fully Contracted and Credentialed Providers

Category	Second Quarter FY2013
Agency Providers	141
Licensed Independent Practitioners	36
Group Practices	14

Note: All providers will have to be credentialed and contracted with MeckLINK Behavioral Healthcare in order to bill for services rendered to enrollees for behavioral health services who have Medicaid originating from Mecklenburg County.

Community of Providers by Populations Served

Child Mental Health Providers	Adult Mental Health Providers	Developmental Disabilities Providers	Substance Abuse Providers	CAP-MR/DD
106	74	39	32	59

*Note: Some providers serve more than one population.

UTILIZATION MANAGEMENT

Screening, Triage and Referral

Category	First Quarter FY2013	Second Quarter FY2013
Total day time calls	4,600	5907
Total after hours calls	766	665
Average speed to answer	14 seconds	16 seconds
% Calls answered < 30 seconds	95%	100%
Call Abandonment Rate	2.85%	0.54%
New consumers enrolled	1,225	1798

**Utilization Management
Bed Days Utilization**

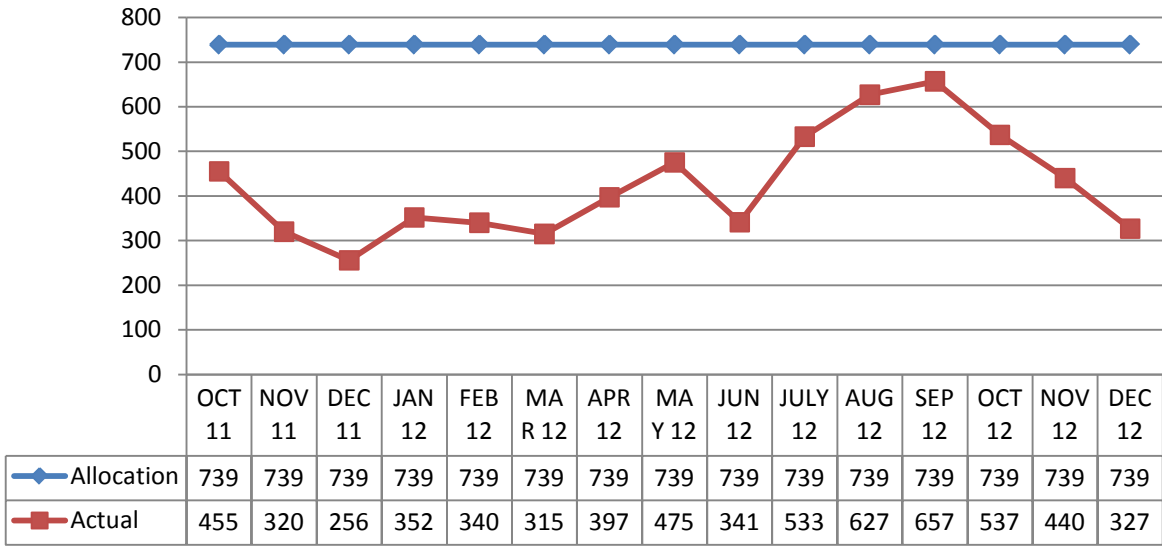
NOTE: Bed day utilization data is available only through November 2011 for this report. Please note that official allocations of bed days to Area Mental Health by the Division are no longer in effect and are only given as benchmark data.

Mecklenburg LME Total State Psychiatric Hospital Bed Days

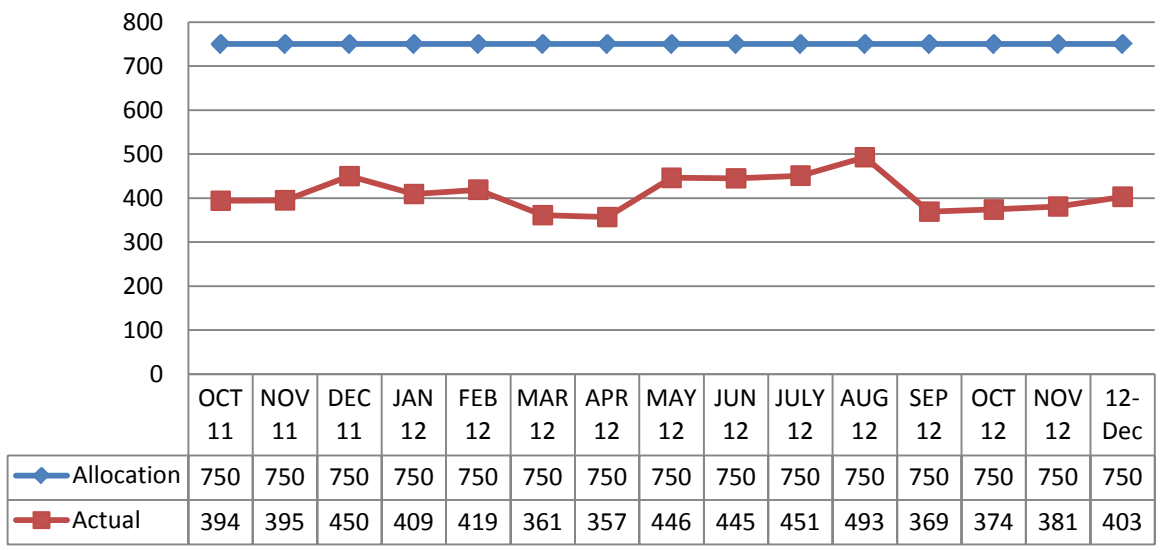
FY 2012- FY 2013

Note: This chart refers to bed days utilized in the 'admission' unit and not the actual number of consumers admitted in a given month.

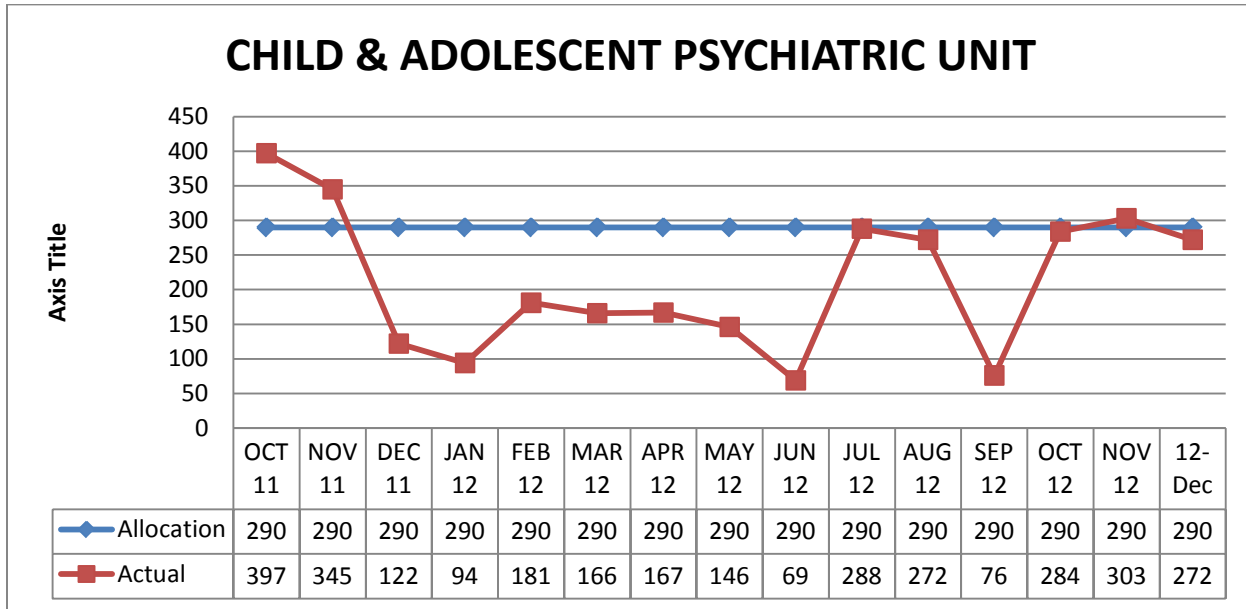
PSYCHIATRIC ADULT ADMISSIONS



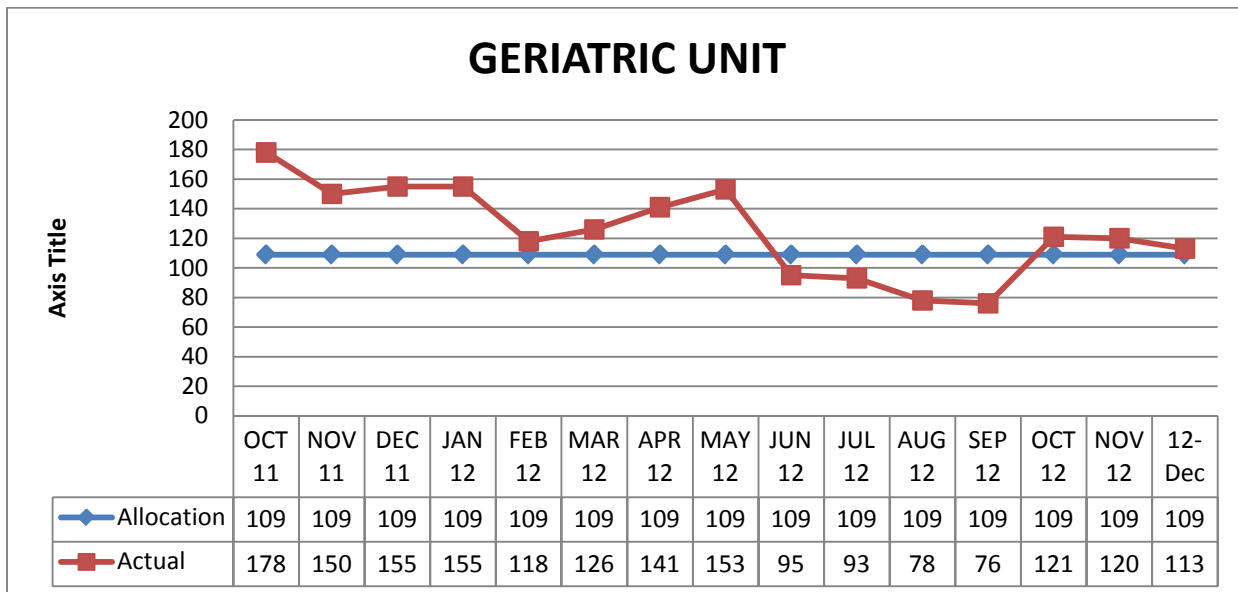
ADULT LONG TERM PSYCHIATRIC UNIT



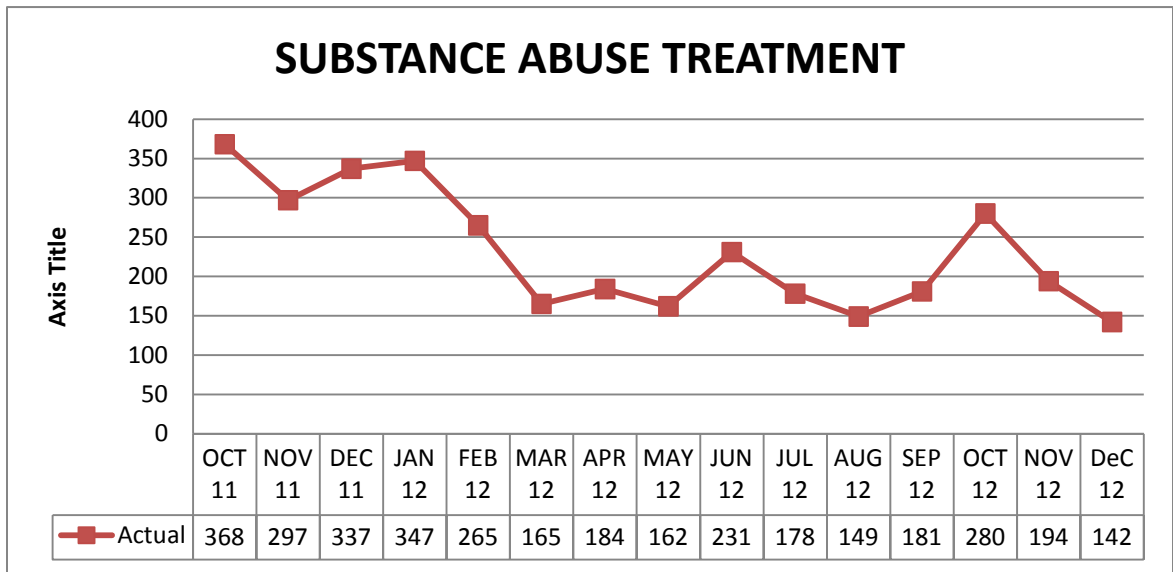
Adult Long Term Psychiatric: There is a notable decrease in bed days for adult long term psychiatric from October to December 2012. This decrease is attributable to movement of long term stable senior aged adults to the geriatric units.



Child and Adolescent: Notable spike in bed days is likely attributable to an admit of three consumers to the unit with a diagnosis of Psychotic Disorder that lead to a longer length of stay as well as admission of two non-English speaking consumers who also required longer lengths of stay.



Geriatric: Increase in bed days is attributable to planned admissions from long term adult to the Geriatric unit reported last quarter.



Consumer Transportation

Category	First Quarter FY2013	Second Quarter FY2013
Total Trips	9606	9844
Consumers Transported	604	N/A
Daily Bus Tickets distributed to consumers	8540	8863
Weekly Bus Tickets distributed to consumers	260	290

IV. MeckCARES - System of Care

MeckCARES BOCC Report
2ndQtr. FY 2013 (October 1 – December 31)

1. During this quarter, 2 referrals for enrollment were received, both of which did not complete the enrollment process. Zero (0) consumers completed enrollment.
2. Number of Care Review Sessions - 12
3. MeckCARES Training Institute (MCTI) delivered 18 training sessions this reporting period to 578 child serving professionals and community representatives.
4. The child/adolescent Flex Funding has been discontinued as of September 30, 2012.
5. Reid Park Academy- This project continues to provide intensive technical assistance to the providers and teaching staff for the Reid Park Initiative, a System of Care based pilot of Care Coordination services by 3 lead agencies (Department of Social Services, Communities in Schools, and Mélange Health Solutions) and Reid Park Academy (prek-8) staff. Currently, they are seeking two more lead provider agencies. The goal of the initiative is to provide wraparound services to 150 youth within the first year of the pilot. This community collaboration with participation and contributions from MeckCARES staff and subcommittees, UNCC, Council for Children’s Rights, Charlotte Mecklenburg School System, Mecklenburg County Management, and over 50 provider agencies services.