



**Network Council  
Meeting Minutes  
March 7, 2008  
1:00 PM - 4:00 PM**

**Members Present:**

Ann Medlin, PBH Client Rights	Jeanne Duncan, RHA, Inc.
Bonnie Schell, PBH Consumer Affairs	Melissa Rivera, RHA, Inc.
Chuck Hill, PBH Network	Niels Eskelsen, PBH Finance
Cynthia Benjamin, PBH Provider Relations	Peggy Terhune, ARC Services, Inc.
Darlene Steele, PBH QM	Tammy Gilmore, PBH PDS
David Jones, PBH UM	Tina Kennon, Consumer Representative
Flay J. Lee, Hope Haven, Inc.	John Tillman, Excel Personal Development

**Members Absent:**

Arlana Dodson-Sims, Sims Consulting & Clinical Services, Inc.	
Diana Duncan, Diana's HomeCare, Inc.	Debra Rice, Family Services of Davidson
Angela Gill-Graham, PBH	Revella Nesbit, PBH Community Relations
Craig Hummel, PBH Medical Director	Billy West, Daymark Recovery Services, Inc.

**Guests:**

Jim Curtin, PBH Housing Committee	Pam Caviness-Rankin, PBH UM/Access
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**A. Welcome and Call to Order - Flay J. Lee**

It was established enough members were present as a quorum.

**B. Meditation Reading - Flay J. Lee**

David Jones read the meditation entitled "What is A Friend?"

**C. Approval of February 7, 2008 Meeting Minutes – Tabled to next meeting**

**D. Network Council Report - Flay J. Lee**

Conflict of Interest Statements for New Members - It was agreed everyone would sign and date the Conflict of Interest Statements, including the members from PBH.

**E. Provider Satisfaction Survey – Chuck Hill**

The draft and final copies of the Provider Satisfaction Survey were included in the Network Council folders. There was discussion on the length of the survey and how some of the questions were worded. The final survey was reduced to thirty (30) questions. The Urban Institute will be compiling the survey results. A motion to approve the Provider Survey was placed. Concerns were discussed. The motion was passed to accept the Provider Survey.

**F. Consumer Satisfaction Survey – Darlene Steele**

A handout tool was distributed to be reviewed for feedback from the Network Council members. The survey will be going out to Medicaid enrollees based on our contract. Historically it was sent out to

all enrollees, not just PBH enrollees. DMA has its own survey for state services which was distributed last year. Global CQI will have the opportunity to review the survey then Darlene will send it back out to Network Council to review the changes. Darlene thanked the Council for their feedback.

**G. DD Nominations – Flay J. Lee**

Flay reviewed the Notes from a Network Council Meeting handout. Out of seven nominees for the Network Council DD Representative, five have withdrawn.

**H. Housing Updates – Jim Curtin**

Jim announced PBH received approval from HUD for 10 Shelter Plus Care vouchers which are for consumers who are homeless and disabled. He discussed the low income housing tax credit.

The Housing Forum will be held March 27<sup>th</sup> at the All Saints Episcopal Church.

Jim will e-mail the Housing Sub-Committee updates to Heileigh for the Provider meeting folders by Monday, March 10, 2008.

**I. SA Plan – Pam Rankin**

Handouts: Designing the Substance Abuse Treatment System for Piedmont Behavioral Healthcare and Attachments from Where Are We Now, Where Are We Going?

The statistics were based on the total population, not the PBH catchment area. Recommendations from 2003 and the additional population growth and projected it out. There are no residential services for children at this time. The children usually have dual diagnosis. Pam will discuss the SA Plan at the March provider meeting.

**J. Provider Concerns**

Peggy mentioned there is a concern with providers about information passed down from the NC Council regarding reducing the number of providers in the state to 100. The phase out will take place through the threefold cost reporting and requirements in the service definitions. It was recommended PBH do a survey of providers to find out who is seeking accreditation

**K. Announcements**

NAATP – HR 1424 passed. See handout in folder.

Cynthia explained that PBH is now checking the exclusion lists for agencies whereas only the LIP's were being check before.

PBH has been informed by the State there will be a 3.5 million dollar cut to state funding for the agency.

ARC Services is changing its name to Monarch. ARC Services dba Monarch is moving into new offices. Peggy will announce the change from ARC Services to Monarch in April. The Advocacy section will retain the name ARC of Stanly.

RHA has been accredited by the Council. Melissa will present RHA as a spotlight agency at the March provider meeting.

Niels conveyed the Waiver Oversight Committee looks at residential areas and wants to separate the room and board rates from the service rates. The rates should be based on the intensity of the service so we would need to know what the level of Intensity is. Niels distributed a form for Network Council feedback. He will take the information gained to Waiver Oversight for review.

Flay informed Network Council the SA group has mentioned there is not a SA hours certification practice board. They would like to incorporate SA professionals into PBH trainings and are willing to give their time to do SA specific trainings.

Regarding accreditation issues with SA providers, the accreditation is based on service definitions. Darlene will bestow information to providers.

Niels was asked to write an article for the PBH Newsletter and needs topics. Rate Setting and Cost Reporting was suggested.

Bonnie reported the Peer Support Specialist Webcast for supervisors was set up and no one showed up therefore it will be set up at a later date.

**L. Development of Agenda for Provider Meeting March 14, 2008**

April Agenda – Peer Support Specialist.

ARC/Monarch announcement will go on the April provider meeting agenda.

The Agenda was approved.

A Network Council retreat for May or June was brought up to discuss by-laws, re-look at how we do things, and terms for consistency. Network Council was asked to think about agenda items.

Motion to adjourn; Motion seconded.

**The next Network Council Meeting is April 1, 2008.**

Minutes submitted by Secretary, Diana Duncan

Date Approved: 4.01.08

Signature of the Chairperson: 