



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

**Members Present:**

Cynthia Benjamin, PBH Provider Relations	David Jones, PBH UM/Access
Arlana Dodson-Sims, Sims Consulting & Clinical, Inc.	Flay J. Lee, Hope Haven, Inc.
Diana Duncan, Diana's HomeCare, Inc.	Ann Medlin, PBH Client Rights
Jeanne Duncan, RHA, Inc.	Bonnie Schell, PBH Consumer Affairs
Niels Eskelsen, PBH Finance	Darlene Steele, PBH QM
Angela Gill-Graham, PBH QM	Peggy Terhune, ARC Services, Inc.
Chuck Hill, PBH Network	John Tillman, Excel Personal Development

**Members Absent:**

Tammy Gilmore, PBH/PDS	Melissa Rivera, RHA Health Services, Inc.
Craig Hummel, PBH Medical Director	Billy West, Daymark Recovery Services, Inc.
Tina Kennon, Consumer Representative	

**Guests:**

Judy Coble, PBH Outreach	John Giampaolo, PBH Provider Relations
Amy Ford, PBH UM/Access	Helen Leak, PBH, Community Relations

**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**

Flay read the meditation entitled "*Watching Over You*"

**C. Approval of March 7, 2008 Meeting Minutes – February minutes tabled to May meeting.**

Motion made by Debra Rice to except minutes; seconded by Cynthia Benjamin; minutes approved.

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

Conflict of Interest Statements were distributed to members that had not signed them at the last meeting. Communication Bulletin #90 – Update given by Cynthia Benjamin. Keep this on the agenda through July. It is the responsibility of the Provider to key in this information. Discussion was held on these issues.

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

Survey has not been completed yet, but will be made available on the website later in April. There are no results at this time.

**F. Residential Survey – Niels Eskelsen**

A handout tool was distributed to be reviewed for feedback from the Network Council members. The survey will be going out to all Residential Providers of DD/MR/MI based on PBH's contract. A suggestion was made by James Johnson to change the name of the survey from "Residential Survey"

*Creating solutions, One person at a time*

to “DD/MR/MI Residential Survey”. Peggy Terhune further suggested that the survey be more explicit with regards to the breakdown of the DD MR/MI group.

**G. PBH Olmstead Plan – Judy Coble, Amy Ford, John Giampaolo**

See the Community Transition handout for details. The presenters requested partnering with providers to assist with the implementation of this project and asked Network Council about presenting this piece at the May Provider meeting.

**H. Client Rights/Conference Planning Committee – Ann Medlin**

PBH’s Client Rights Committee will now review samplings of Provider’s Client Rights Committee minutes. The Self-Assessment Survey developed by PBH’s Client Rights Committee was distributed for review before sending it to providers. There was discussion about state requirements and client rights. Darlene Steele clarified there is not a mandated format for client right’s minutes. The Council asked who will analyze the results for the Client Rights Committee. Ann Medlin stated that the Committee would review the results themselves. The Network Council recommended Ann Medlin, Chair of the Client Rights Committee, present the Client Rights Survey at the May 9, 2008 Provider Meeting to receive feedback from the network.

**I. Provider Concerns**

N/A

**J. Announcements**

The PBH Innovations C-Waiver has been approved effective April 1, 2008.

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.

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 May. The Advocacy section will retain the name ARC of Stanly.

**K. Development of Agenda for Provider Meeting April 11, 2008**

The April Agenda was approved.

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

Minutes submitted by Secretary, Diana Duncan

Date Approved: 5.01.08

Signature of the Chairperson: 