

FIVE COUNTY PROVIDER COUNCIL AGENDA AND MINUTES

DATE: 8/12/16 **TIME:** 9:30 – 11:00 **LOCATION:** Upstairs Conference Room **MATERIAL NEEDED:**

PROVIDER REPRESENTATIVE	PRESENT	FIVE CO. COC REPRESENTATIVE	PRESENT	GUESTS	PRESENT
Jerry Earnhardt, President Daymark	No	Voting FC Staff:		Leslie Gerard, Cardinal Innovations, Network Development Director	Yes
Jeanne Harrison – Vice-President Alliance Rehab. Care, Inc.	Yes	Elliot Clark, Director FC Community Office	No		
Sharon Garrett, Secretary Vision Behavioral Health Services	Yes	Lynn Widener, Regional Network Manager – Triad and Northern	Yes		
Bobbie Jo Hopf Youth Villages	Yes	Michael Norton, Northern Region QM Manager	Yes		
Cheri Howell Community Workforce Sol.	Yes				
Chuck Hill RHA Health Services	No				
Donna Duggins Strategic Interventions	No				
		Non-Voting FC Staff:			
Florence Ikechukwu Spring Life Behavioral Care	No	Barbara Epanchin, Network Specialist	Yes		
Gladys Washington DD Residential Services	Yes	Stephanie Callahan, Network Specialist	Yes		
Janeen Gordon Recovery Innovations International	Yes	Gina DeMent, Community Engagement	Yes		
John Mattocks Vance Recovery Services	No	Virginia Hughes, QM	No		
Rasheede Hicks, LPC Rasheede Hicks, LIP	Yes	Lynn Veldkamp, Network Support	Yes		
Rosemary Lewis, CFAC Rep.	No				

<u>Items for Discussion</u>	<u>Responsible Party</u>	<u>Action</u>
1) Welcome and Introductions	Jeanne Harrison	Jeanne called the meeting to order and welcomed everyone. Introductions were made.
2) Review and Approval of 6/10/16 Meeting Minutes	All	Minutes from the 6/10/16 meeting were reviewed. Action: There were not enough voting members present to have a forum and to vote on the minutes. Minutes will be held until next meeting to be approved.
3) Provider Forum Planning	Jeanne Harrison	<p>There was discussion regarding the upcoming Provider Forum scheduled for Friday, September 16, 2016. Lynn Widener informed the group that the Q&A on the new Waiver and the Cardinal Vision for 2017 topics would be addressed at the planned October Provider Café.</p> <p>Action: Jeanne will be on vacation and Gladys will get the key to the church to open Lynn Widener will present on general Cardinal updates and also on the College of Direct Supports. Sharon will contact Revella Nesbit regarding the types of trainings they have already conducted, that provided training credits (CEU's), to see if there are any that they may be able to use at a future Provider Forum. Janeen Gordon, Recovery Innovations International will provide the Provider Spotlight. Janeen Gordon will provide the food (snacks) Sharon Garrett will provide coffee Gladys Washington will provide water and paper products Bobby Jo Hopf, Gladys, and Jerry will help with setup and cleanup</p> <p>Rasheede Hicks asked to present the "Provider Spotlight" segment at the December meeting.</p> <p>Jeanne Harrison will have Fluent Language Solutions present at the December Meeting (she handed out a flyer with an overview of their services)</p>
4) Updates:	All	Cardinal Network Council: Meets quarterly in Burlington at Alamance-Caswell office. The last meeting was held July 11 th , Jeanne did not attend. Jerry Earnhardt did attend, but wasn't present at this Council meeting to present. Lynn Widener stated that she did attend and that individual Provider Councils gave their updates, Revella Nesbit presented on College of Direct Support and CEU's and UM shared data regarding re-authorizations/denials.

Cardinal Innovations Update:

- Leslie Gerard is the new Development and Field Staff Director Lynn Widener is the new Regional Manager, Network – Triad and Northern Regions
- There is a new Provider Engagement Model designed to have network specialists out meeting with providers
- Cardinal is reviewing contracts
- Cardinal Network Specialists will be working with Providers correcting taxonomy and NPI numbers – an immediate focus
- Gina DeMent passed out flyers regarding the NC MedAssist Free Over the Counter Medicine Give Away, scheduled for September 30, at Halifax Community College. There will also be another scheduled for Granville County on September 16th. Gina encouraged folks to promote the event and also stated the need for volunteers. Anyone interested in helping should contact Gina DeMent at gina.dement@cardinalinnovations.org.

College of Direct Supports: Lynn Widener

Presented on College of Direct Support, a free training available to Providers on line. (Handout)

- Three MCO's, Cardinal, Smoky Mountain, and Trillium are collaboratively working together in a workforce development initiative that will provide free training for all our network providers direct care staff and their supervisors.
- This is a cost savings for Providers
- This free evidence based training is portable – employee can take to new employer
- Credits earned will contribute toward staff's certification, earning certificates and transcripts, satisfying Cardinal's requirements
- All courses are web based
- To register, agencies may contact Kimberly Knotts, DirectCourse System Administrator at 704.986.7291
- Lynn will also be presenting information on College of Direct Supports at the September 16th FC Provider Forum and bring handouts
- It was unanimous that this was a positive initiative and all were pleased that Cardinal is offering to Providers

		<p>Cultural Competence Update: Sharon Garrett Reported that the Cultural Competency Plan for FC is now complete and part of the Corporate Plan. Cardinal has started holding trainings for Providers; these trainings will assist providers in developing individual Plans and also review the Cultural Competency Monitoring Tool that will become part of the routine provider monitoring process beginning September 1. Training occurred August 4 at the Henderson Library and the second one is scheduled for August 18 at the Warren County Public Library, 10:00 a.m. – 1:00 p.m. There has been good response and this training is already at capacity. The FC Cultural Competency Subcommittee will be meeting September 9th at the FC Community Office. Sharon encouraged anyone interested in joining the group to contact her. She is also going to extend the invitation to join at the FC Provider Forum. The monitoring tool can be accessed from the June 15th InfoSource https://www.cardinalinnovations.org/docs/infosource-june-15-2016.pdf. There is a separate tool for LIP's. Michael Norton will have Virginia Hughes forward a copy to Rasheede Hicks. To access additional free Cultural Competency web-based trainings go to: http://nccti.org/</p> <p>QM Update: Michael Norton Almost finished with Cultural Competency pilot reviews. There has been good feedback from providers. Will fold the Cultural Competency piece into the routine reviews starting September, first time will offer technical assistance, no score. Three staff will be coming for reviews/interviews. QM trainings coming in September. Corporate is assigning QM staff more geographically and there may be a change in provider's QM staff. Providers will be notified if there is going to be a change.</p>
6.) Next Meeting	Jeanne Harrison	The next meeting will be held September 9, 2016, at 9:30 at the Five County Community Office.

Respectfully submitted,

Lynn Veldkamp, Network Support