

February 2012

Cumberland County Mental Health Center



The Centerpiece

Employee of the Month

Charles (Danny) Southard has been employed with the Cumberland County Mental Health Center for nearly 20 years in a variety of positions.

Currently, Danny is a member of the Juvenile Court Outreach (JCO) Services Team. JCO serves as the local mental health liaison to the juvenile justice system and the 12th Judicial District Court of Cumberland County. The primary functions of JCO are to ensure that juvenile court orders for mental health services are logged, tracked and that the services are followed.

Danny has been instrumental over that past 15 years in ensuring compliance with these orders by the Mental Health Center. What is extraordinary about this responsibility to the courts is that the Area Director of the Mental Health Center is actually the person that the court is ordering to make services available. Danny, along with other members of JCO, has ensured that no member of the Senior Management Team including the Area Director has had to appear in person before the court. This is not true among other public county agencies.

Late at night when no one can or wants to work, Danny goes to the Regional Juvenile Detention Center to assess high-risk youth and to provide detention staff with recommendation for care while in secure custody. Because of his dedication and knowledge of the at-risk and delinquent youth populations, he is considered by many of JCO's collaborative partners and the courts as a "subject matter expert" in terms of assessing mental health needs.

He is one out of a handful of state Certified Forensic Screener Evaluator. Danny enjoys the support of the judiciary, behavioral services providers, peers and contemporaries as being a valued resource in juvenile court.



Danny Southard

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Congratulations Danny!



February 2012



Mental Health Center

Agency Update

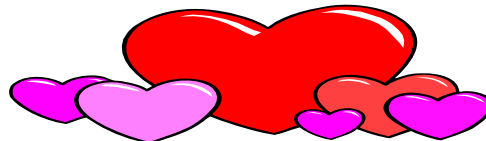
- Provider Relations held its monthly provider meeting on January 9, 2012 at 3:00 p.m. Forty five (45) providers from various agencies, a guest speaker from the Fayetteville Police Department and eight (8) Cumberland County Mental Health staff attended. The new Provider Orientation and Carelink training was held on January 11, 2012. The LME covered multiple topics with providers to ensure they are aware of expectations and protocols for delivery of services. The LME also continues to offer formal and informal technical assistance by staff in all departments based on needs of providers. The LME also communicates via email and the Provider Newsletter.
- A power point presentation was shared with the providers on the 1915 b/c Medicaid waiver and how this is being implemented for Cumberland County. Included in the presentation were things providers can start to do now in preparation of changes with the waiver, particularly around credentialing. Providers were advised that there would be ongoing trainings, technical assistance sessions and updates during the next few months.
- On January 17, 2012, the Area Director and Medical Director met with Cumberland County Health Department Board. The Board unanimously approved the recommendation to transition the psychiatric and outpatient mental health services to operate under the Health Department effective July 1, 2012.
- On January 24, 2012, the Agency Executive Team hosted an Area Board Orientation/Training for new board members and recently appointed board members. The training was also attended by the Cumberland County Manager, Deputy County Manager and Assistant County Manager.
- On January 25-27, 2012, selected staff attended North Carolina MCO Waiver Standardization Training.
- On January 26, 2012, the Area Director and selected staff attended the Cumberland County Behavioral Health Team meeting in collaboration with Cape Fear Valley Health System to address the emergency department utilization of individuals with behavioral needs.
- The Area Director and selected staff attended the Jail Health Care Committee Meeting on January 26, 2012 at the Detention Center. These meetings are held quarterly.
- On January 27, 2012, selected staff attended the Eastern Regional Program Director's meeting at Cherry Hospital Conference Center. Meetings are held monthly to discuss matters of interest regarding state hospital admissions.

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Mental Health Center

Agency Update

- Staff from Durham, Cumberland, Johnston, and Wake counties continues to participate in multiple workgroups designed to implement the 1915 b/c waiver. These included the MCO Executive Steering Committee, Care Coordination Work Group, UM/UR Care Management Work Group, Communications Work Group, Quality Management Work Group, MIS Work Group and the Customer Services Call Center Work Group. Staff also participated in a subcommittee of the Care Coordination Work Group to focus specifically on the needs of IDD consumers. The decision has been made to have a specialized Care Coordination for IDD consumers group, to ensure all aspects of the transition to the Innovations Waiver are addressed. These work groups are meeting twice per month at this time with the frequency expected to increase as the LMEs move from planning and development to implementation of the waiver. Staff also participated in webinars and site visits to preview telephone systems and MIS systems that meet Waiver and accreditation standards.
- LME Administrative staff from Cumberland, Durham, Johnston and Wake Counties participated in the Interdepartmental Monitoring Team (IMT) call with DMA and DMH which focuses on DHHS monitoring of the MCO implementation of the Waiver Project Plan. LME staff also participated in weekly Think Tank calls with others LME Medicaid Project Directors. This group has been focusing on the application and credentialing process for providers, the MCO contract between DMA and DMH, contract between the MCO and local hospitals as well as issues related to prioritization of consumers for the Innovations Waiver.
- On January 31, 2012, the Clinical Director attended the North Carolina CIT Advisory Board meeting in Raleigh. The Advisory Board meets quarterly. Items addressed at the January meeting included the impact of mental health reform on local CIT programs, the development of officer safety training modules, and augmenting the mental health training component in Basic Law Enforcement Training (BLET).
- New technology in the area of server virtualization continues to be researched. Meetings have been held with vendors to discuss how this technology could be used at the Center and the benefits that it would bring.
- A new web filter appliance has been implemented. This appliance will help to protect against online threats such as spam, malware and spyware. Help Desk software continues to be monitored. Changes are made as needed. New software patches and maintenance releases are loaded into the test partition. These patches and maintenance releases are moved to the live partition once testing has been completed. All current updates and maintenance releases have been loaded, tested and moved to the live partition. Monitoring of the Avatar PM, MSO system is ongoing.

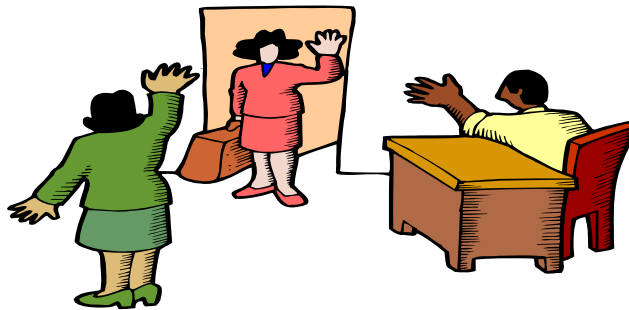


Human Resources Updates

The following are leaving or have left:

Adelina Smith, Patient Relations Rep. IV-
Patient Accounts

Mary Kavanaugh, Processing Asst. IV-
Provider Relations



AMBASSADOR AWARD

The "Ambassador Award" seeks to recognize employees who have gone "the extra mile" on behalf of a client, family members, employee or visitor. Examples would be acts of kindness, courtesy, generosity or other deeds which reflect very positively upon the agency & our staff. Nominations are submitted to the Employee Incentives Committee on a monthly basis, sanitized of the employee name, & then voted upon by the Committee.

The winner will receive an "Ambassador Award" certificate presented in front of peers and be recognized in the agency newsletter "The Centerpiece" as the winner. Winner also receives dinner for two and two movie passes to a local cinema to enjoy with family or a friend.

Please call Vince Wagner, Employee Incentives Committee Chair at ext. 6313 or 222-6129 with questions. To nominate, use the form below & send to Vince Wagner (form can also be found on the Company folder under Forms).

AMBASSADOR AWARD NOMINATION FORM

Nominee's Name: _____

Actions Observed: _____

Signature: _____ Date: _____



ANNOUNCEMENTS



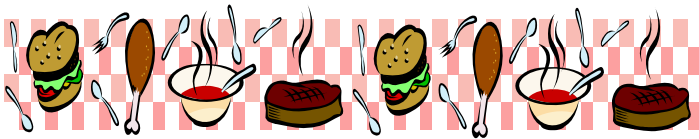
You are invited...

In appreciation for all you do, the CCMH Human Relations Committee (HRC) would like to treat you to a free lunch.

Friday, February 17th
Bradford Center
11:30 am until 2:00 pm

Please join us!

Menu:
baked and fried chicken
macaroni and cheese
tossed salad
green beans
rolls



Congratulations!

To April Chambers in the MIS Department. Her daughter, Alayna Chambers, 2nd grade, has been selected as a Harnett County Young Author. Her poem will be published in the Harnett County Reading Council's 2012 Young Author Book – "The Treasures of North Carolina". Her poem has been sent to the State competition. Her family is very excited and proud of her!

Way to go Chambers family!



Alayna Chambers

Congratulations!

To Marilyn Felten in Finance on the birth of a new grand daughter, Keira Ainsley Felten Born 1/28/12 at 10:11 am to Ryan and Estee Felten She weighed in at 6 lbs. 9 ozs. and measured 19-1/2 inches Look at that sweet face!



Our co-worker, Rose-Ann San Martino Bryda is in this play!!

Gilbert Theater presents
Clusters
Written by Stephen Miles

February 2-19, 2012
Thu-Sat, 8PM, Sunday 2PM

DIRECTED BY Stephen Miles

This is an original play set in a retirement home for senior citizens and touches on topics relating to Alzheimer's, aging, and right-to-die issues.

Season ticket holders may reserve via phone message or email. Simply provide your name, the number in your party and the date you wish to attend. In addition, if making the reservation by phone, please leave a contact number.

FOR ALL OTHERS

For all others: Reservations are accepted online with **Etix** through our website. **If you would rather purchase your ticket through our box office we will have on-site Box office hours** on Thursdays, February 2, 9 and 16th from **5-6:30PM**. **During these hours ONLY you may purchase your tickets at the theater or call and pay with a credit card via phone.**

Walk-ups are always welcome to attend our plays, but we can't guarantee seat availability. Doors and box office open 1 hour prior to start of performance. We can accept cash only if purchasing tickets at the door. Tickets are \$12.00.

You can also access this information on our website. Simply click on the "Purchase Tickets" tab on our homepage. www.gilberttheater.com

Gilbert Theater is physically located at 116 Green Street, Fayetteville, NC 28301 in the same building as the Fascinate-U Children's Museum. Our entrance is on the Bow Street side of the building. Parking: On weekends and during the week after 5 you can park in any of the spaces around the theater, with the exception being the clearly marked handicap and fire spaces. www.gilberttheater.com, 910-678-7186

This project is supported by the Arts Council in part by contributions from businesses and individuals, and through grants from the City of Fayetteville, Cumberland County and the North Carolina Arts Council, an agency of the Department of Cultural Resources.





HAPPY BIRTHDAY

February

Susanne Almon	2/7	Vince Wagner	2/12	Henry Esdorn	2/18
Marta Rodriguiz	2/7	Carlese Davis	2/15	Shaunee Gunnings	2/19
Atul Kantesaria	2/8	Bernadine Autry	2/17	Rosa Bethea	2/26
Thomas Turner	2/10	Barbara Godfrey	2/17	Phyllis Potter	2/28

March

Dr. Honi Gluck	3/1	Latoya Cain	3/14	Terrasine Brown	3/26
George Krolick	3/6	Kitty Stewart	3/21	Sylvia Edwards	3/28
Phyllis Wallace	3/14	Debbie Jenkins	3/22	HAPPY BIRTHDAY!!	2/U!