

**Community Service Network 3 Meeting  
 Augusta Civic Center, Augusta  
 Date: June 1, 2009**

**DRAFT Minutes DRAFT**

**Members Present:**

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| <ul style="list-style-type: none"> <li><input checked="" type="checkbox"/> <b>Allies Inc</b> - Brent Bailey</li> <li><input checked="" type="checkbox"/> <b>Alternative Services Inc</b> – Dick Willauer</li> <li><input type="checkbox"/> Assistance Plus – Olivia Lake (sub.)</li> <li><input checked="" type="checkbox"/> <b>Care &amp; Comfort</b> - Joe Tinkham</li> <li><input checked="" type="checkbox"/> <b>Catholic Charities of Maine</b> – Don Harden</li> <li><input checked="" type="checkbox"/> <b>Charlotte White Center</b> – Charlie Clemons (alt.)</li> <li><input checked="" type="checkbox"/> <b>Community Care</b> – Tracy MacDonald</li> <li><input checked="" type="checkbox"/> <b>Consumer Council</b> - Elaine Ecker</li> <li><input checked="" type="checkbox"/> <b>Cornerstone Behavioral Care</b> – Donna Ruble</li> <li><input checked="" type="checkbox"/> <b>Crisis &amp; Counseling</b> – Lynn Duby</li> <li><input checked="" type="checkbox"/> <b>ESM</b> – Jean Gallant</li> </ul> | <ul style="list-style-type: none"> <li><input checked="" type="checkbox"/> <b>Graham Behavioral Services</b> – alt. Jen Raymond</li> <li><input checked="" type="checkbox"/> <b>Hope Recovery Center at Maine General</b> – Carla Beaulieu</li> <li><input type="checkbox"/> Inland Hospital</li> <li><input type="checkbox"/> Kennebec Behavioral Health – Tom McAdam</li> <li><input type="checkbox"/> LINC Club</li> <li><input type="checkbox"/> ME Children’s Home For Little Wanderers</li> <li><input checked="" type="checkbox"/> <b>MaineGeneral HealthReach Network – Emilie van Eeghen</b></li> <li><input checked="" type="checkbox"/> <b>MaineGeneral Medical Center</b> – Emilie vanEeghen</li> <li><input type="checkbox"/> Merrymeeting Behav. Services – James Talbott <b>EXCUSED Absence</b></li> </ul> | <ul style="list-style-type: none"> <li><input checked="" type="checkbox"/> <b>Motivational Services Inc.</b> – Richard Weiss</li> <li><input type="checkbox"/> Mount St Joseph – Kerry Sirois (alt.)</li> <li><input checked="" type="checkbox"/> <b>NAMI-ME</b> – Carol Carothers</li> <li><input type="checkbox"/> NAMI-ME – Families – Ann Lang</li> <li><input type="checkbox"/> <b>EXCUSED Absence</b></li> <li><input checked="" type="checkbox"/> <b>Redington-Fairview Hospital</b> – Lori Michaud</li> <li><input checked="" type="checkbox"/> <b>Riverview Psychiatric Center</b> – Mary Louise McEwen</li> <li><input checked="" type="checkbox"/> <b>Sebastcook Valley Hospital</b> – Sharon King</li> <li><input checked="" type="checkbox"/> <b>Spring Harbor Hospital</b> – Ric Hanley</li> <li><input checked="" type="checkbox"/> <b>Sweetser</b> – Bob Fowler</li> <li><input checked="" type="checkbox"/> <b>Youth and Family Services</b> – Lora Wilford-McManus</li> </ul> |
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**Others Present:**

- CCSM – Melissa Caswell, Outreach Coord.
- MMC – Deborah Thibodeau, Voc. Emp. Coord/Spec
- AIN – Monica Elwell

**Guest Speakers:**

- DHHS Office of MaineCare – Carol Bean
- DHHS Office of MaineCare – Debbie Blanchette

**Staff Present:**

DHHS Team Leader – Sharon Arsenault, DHHS OAMHS – Don Chamberlain, DHHS, OAMHS – Leticia Huttman, Muskie – Linda Kinney, Phyllis VonHerrlich

Agenda Item	Discussion
I. Welcome, Introductions & Reminder to Sign In	Sharon Arsenault welcomed attendees.
II. Review and approval of minutes	The minutes for May 5, 2009 were reviewed and approved with one correction. <b>Action:</b> May 5 <sup>th</sup> minutes were approved as corrected.
III. Primary Care Case Mgmt. Program	<ul style="list-style-type: none"> <li>• A PowerPoint handout on MaineCare Managed Care was provided by Debbie Blanchette, who then reviewed the program.</li> <li>• Debbie also let the group know that patients need to be educated on how to access care. Any MaineCare provider in the MaineCare Managed Care must provide 24/7 coverage.</li> <li>• Concern was expressed that those in need often get letters from MaineCare that are vague, unclear or confusing.                             <ul style="list-style-type: none"> <li>○ When asked how someone could get questions answered in a case such as this, Debbie told them to call MaineCare member service number on the back of their cards (1-800-977-6740, opt. 3)</li> <li>○ 5,000 more people are being added to MaineCare that were on the wait list.</li> </ul> </li> </ul> <p>Information is readily available in the Maine Care member Handbook at the following link:  <a href="http://www.maine.gov/dhhs/oms/pdfs_doc/mainecare%20member%20handbook/mainecare_mbr_handbook_05012008_12182008.pdf">http://www.maine.gov/dhhs/oms/pdfs_doc/mainecare%20member%20handbook/mainecare_mbr_handbook_05012008_12182008.pdf</a></p>

	<p><b>Action:</b> MaineCare will work with Elaine on communicating how to use the card and reference number on the back. Elaine suggested a “cheat sheet” of some kind be put together of facts and information that people could put on their refrigerator for easy access to this kind of information.</p> <p><b>Action:</b> Debbie was asked to be more clear about dual eligibility at future meetings.</p> <p><b>Action:</b> Don will get further info from Debbie on questions and will either distribute via the Dept. or through Muskie to CSN 3 members.</p>
<p>IV. Preliminary Results of the CSN questionnaire</p>	<p>Don reported they have tallies of 6 of the 7 CSN meetings in May. By mid-week they should have final tally for state-wide. Members proceeded to discuss other ideas and offered some suggestions.</p> <p>A few themes and ideas :</p> <ul style="list-style-type: none"> <li>• Presently the #1 value of CSNs was information sharing; #2 was collaboration</li> <li>• Functional advisory bodies and topical advisory bodies had high favorable responses</li> <li>• Over the course of time, meetings were more on information and less on what CSNs started out to do</li> <li>• Some proposed monthly information come from Central Office</li> <li>• If teams or subcommittees meet in the off months, they can bring info to the Quarterly Meeting.</li> <li>• Don felt they could come up with ways to do things differently with the CSNs and still meet the courtmaster’s interest and concerns.</li> <li>• People felt there was value in seeing other organizations, meeting face to face, and didn’t want the meetings to be totally abandoned but consistent feedback was, the meetings weren’t working the way things are going now.</li> </ul> <p>Other opinions expressed:</p> <ul style="list-style-type: none"> <li>• A lot of good communication happens but no resolutions and no action</li> <li>• We leave meetings thinking but no further actions or resolutions happen – not doing full loops</li> <li>• Participant’s ideas should be considered as they might even work.</li> <li>• Some felt they were in a stalemate; who really is collaborating when DHHS is the only one making the decisions?</li> </ul> <p>Extended discussion about the CSN meetings, the function and the control over delivery of MH services ensued. A few expressed concerns that these meeting were supposed to be consumer driven and lead, but they really weren’t. And that they needed clearer ideas as to what the Department wants.</p> <p>Suggestion was they meet in Sept. with a facilitator, other than someone from the Department, who would run the meeting and go over the key issues they need to address. They wanted to have everyone at the table be equal and work on getting some consensus on where we want to go.</p> <p><b>Action: Vote taken and accepted to hold the next CSN #3 meeting on September 14<sup>th</sup> to make decisions about the future direction of CSN #3 using an external facilitator and all parties at the table equal.</b></p> <ul style="list-style-type: none"> <li>• Ric Hanley, Spring Harbor Hospital, suggested a sub-committee to meet in July to organize as a group and come up with an agenda for the September meeting.</li> <li>• <b>Action:</b> Ric was voted to chair this committee.</li> <li>• Others volunteering to be part of the sub-committee were: <ul style="list-style-type: none"> <li>○ Carol Carothers - NAMI-ME</li> <li>○ Emile VanEeghen - MaineGeneral Medical Center</li> <li>○ Sharon King - Seabasticook Valley Hospital</li> <li>○ Monica Elwell - AIN</li> <li>○ Jean Gallant - ESM</li> <li>○ Richard Weiss - Motivational Services Inc.</li> </ul> </li> </ul>

	<ul style="list-style-type: none"> <li>○ Lynn Duby - Crisis &amp; Counseling</li> <li>○ Deborah Thibodeau - MMC</li> <li>○ Tracey McDonald - Community Care</li> <li>○ Elaine Ecker - CCSM</li> <li>○ Sharon Arsenault – DHHS</li> </ul> <ul style="list-style-type: none"> <li>● This committee will select a facilitator and involve him or her in the developing of the agenda for September. They will also figure out how to pay the facilitator.</li> </ul> <p><b>Action:</b> Don wants to discuss the set up of a monthly webinar or phone informational meeting at the CSN #3 in September.</p> <p><b>Please note:</b> The next CSN meeting will be the morning of Sept. 14<sup>th</sup> as the usual meeting date falls on Labor Day.</p>
V. Feedback on OAMHS Communications	None
VI. Employment Report – <i>Report from KBH on Employment Initiative</i>	<p>Deb Thibodeau reported for Tom. She passed around a handout covering CSN #3 Employment Outcomes and a ESN3 Update. Deb has 4 openings for clients from agencies outside of the host agency. She will explain the WorkReady Program, a 60 Hour program led by Dept. of Labor and local employers and offered by the Career Center, at the next meeting. They are teaching soft skills criteria needed at 8<sup>th</sup> grade read and math levels. She suggested they may want to make part of the 60 hr. training concentrate on math and reading to help people better prepare.</p> <p>Deb also offered to do in-service with UMA – educate staff to recognize signs of MI and how that might present in the classroom.</p>
VII. Consumer Council System of Maine Update	<p>Elaine reported that the consumer Counsel is signing a lease for office space on Middle St. by the end of June. This space will also accommodate their monthly meetings. She let the group know that the council is presenting a workshop at the HOPE conference this year.</p> <p>Elaine informed members the council is advertising for a part time administrative assistant. She also said that Region I is advertising for an Outreach coordinator. The counsel is in the process of working on a strategic plan to clarify goals and plans for the next 5 years.</p>
	Brief Break
VIII Legislative/budget Update	<p>Don reported:</p> <ul style="list-style-type: none"> <li>● That the last round of adult world MH went unscathed somewhat but children’s service took major cuts.</li> <li>● After July, LOCUS approval is the new instrument instead of GAF for determining eligibility for Sec. 17 services applied to new admissions.</li> <li>● PTP – Legislation passed as amended – age dropped to 18: duration can be extended an additional 6 months but has to go back for judicial review.</li> <li>● Legislature regarding involuntary commitment recommended to be carried over to next session. Stakeholder groups are to convene to work on the bill.</li> <li>● Legislation for MH commission was tabled.</li> </ul>
IX. Other	<ul style="list-style-type: none"> <li>▪ Dick Willauer reported that in April management of Community Corrections Alternatives concluded the need to cease operations. They met with several providers to find someone to pick up employment of some of their staff, if possible, and clients. Alternative Services was one of the agencies. They ended up providing services in 3 areas, Daily Living Support, 5 PNMI beds and Case Management. They are working in collaboration with Lynn Duby to pick up med management. They also hired some of CCA’s employees. Alternative Services has also agreed to lease the office facility and the PNMI building. This is working out well in service continuity. Most consumers elected to stay.</li> <li>▪ The Department a sent mailing to all consumers of service of CCA at the time to explain their options and said they could seek</li> </ul>

	<p>counseling elsewhere or go with the new group.</p> <ul style="list-style-type: none"> <li>▪ Lynn Duby said the crisis plan for CSN #3 was approved by the state.</li> <li>▪ The new MaineCare rules re: prior authorization for psychiatric admissions will not apply to Riverview, Dorothea Dix, Spring Harbor or Acadia.</li> <li>▪ Riverview Search – Committee and Ron met with recommendations from the group. 3 people have been interviewed but no public decision yet.</li> <li>▪ Leticia notified everyone the 2009 HOPE conference would take place on June 25 and she passed out brochures to everyone.</li> <li>▪ Don Chamberlain reported that effective July 1<sup>st</sup>, existing scattered PNMI sites go out of existence. Service has been developed from a work group called Community Rehabilitation which include community integration, daily living and skills development bundled together.</li> </ul> <p><b>Action:</b> A MaineCare mailing will be sent to consumers regarding changes, options and their rights. Elaine will be sent a copy.</p>
X. Public Comments	There were no public comments.
XI. Meeting Recap and Agenda for Next Meeting	<p><b>ACTION:</b> Subcommittee will meet on July 29 at 2:00 PM at NAMI at Cony Circle in Augusta. A conference call number will be available for those needing to call in.</p> <p><b>NEXT MEETING:</b> September 14 in the morning in the Sebago room at Riverview Psychiatric Hospital in Augusta.</p>