

Consumer/Family Involvement in Monitoring Activities

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Division of Mental Health, Developmental Disabilities and
Substance Abuse Services
Advocacy and Customer Service Section

Consumer/Family Involvement in Monitoring Activities

- The Local Management Entity's (LME) responsibility for oversight and improvement of the local service system includes many quality management (QM) activities.

Consumer/Family Involvement in Monitoring Activities

- Many LMEs have discovered that the unique perspective and active participation of consumers and family members in these activities can be immensely beneficial.

Consumer/Family Involvement in Monitoring Activities

- LME is charged with directing all QM activities in the local service system
- LMEs are encouraged to enlist consumers and family members in certain QM functions

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- They are acting on behalf of the LME and should receive the same training, demonstrate the same competencies and abide by the same agreements and standards of practice as other QM staff

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- CFACs act as policy advisory groups to LME reviewing and making recommendations on the LME's system of quality management

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- Various processes of monitoring services in the catchment area are utilized
- And evaluation of data at the aggregate level and the identification of opportunities for improvement are made

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- **Considering the amount of work and attention that this broader policy role entails, it would be impractical and inappropriate for CFACs, as a group, to be used for actual on-site monitoring.**

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- **This is not meant to exclude any individual CFAC members from participating in monitoring activities but rather to emphasize that CFAC members participating in these activities are doing so as individual consumers and family members and not as CFAC representatives.**

Consumer/Family Involvement in Monitoring Activities

- The importance of maintaining the confidentiality of consumers receiving services cannot be overemphasized

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- Consumers should be notified as part of the LME's and provider's standard privacy notification process if their individual information is likely to be accessed by other consumers or family members working on behalf of the LME in a QM monitoring role.

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- CFACs, as a group, should not be given access to information from QM activities that identifies individual consumers

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- I hope this information and the handout communication memo is helpful in answering questions related to the role of both CFACs and consumers and family members in monitoring activities. Should you have further questions, please contact dmh.advocacy@ncmail.net