

**Minutes of the OPC Area Board Meeting
Thursday, March 13, 2008
Administrative Office - Europa Center**

BOARD MEMBERS PRESENT

Commissioner Moses Carey, Commissioner Tom Vanderbeck, Amanda Blanks, John Stewart, Sandra Herring, Richard Edwards, Sue Schwartz, Henry Pleasant, Tina Williams

BOARD MEMBERS ABSENT:

Commissioner Kyle Puryear, George Greger-Holt, Lori Ireland, Lynn Ikenberry, Virginia Hill

STAFF PRESENT:

Judy Truitt, Dave Jenny, Lynne Hamlet, Donna Prather, Debra Farrington, Ivy Williams, Jim Martin, Janine Reda

GUESTS PRESENT

Gwen Harvey, Orange County Assistant Manager
LeAnn Nease Brown, OPC Attorney
Giles Blunden, Club Nova Board member

CALL TO ORDER

OPC Chair Sue Schwartz called the meeting to order at 7:05 p.m.

CALL FOR PUBLIC COMMENT

Ms. Schwartz opened the floor for public comment. There was none.

READING OF THE MINUTES

Commissioner Moses Carey motioned to approve the February Board minutes. Amanda Blanks indicated that the minutes should reflect the start time for the Client Rights committee as 5:15 p.m. John Stewart seconded the motion to approve with the noted revision. The motion carried with nine board members voting in favor and none opposing.

Amanda Blanks motioned to approve the January 2008 Board retreat minutes. Commissioner Carey seconded the motion. The motion carried with nine board members voting in favor and none opposing.

Sandra Herring then moved to approve the January/February Financial balance sheets. Mr. Stewart seconded. The motion carried with nine board members voting in favor and none opposing.

REPORT OF THE CHAIRPERSON

Ms. Schwartz had no report this evening and conferred the rest of her time to Judy Truitt.

AREA DIRECTOR'S REPORT

1. Caring Family Network Update

- a. Ms. Truitt reported that the transition continues to go well. Lynne Hamlet, with the help of the Transition Team, composed a Question and Answer document and the response has been very positive. Caring Family Network

(hereafter referred to as CFN) notified OPC at the end of January that they would be pulling out as a provider of outpatient services. In Person County, Triumph and Freedom House are working together to transition consumers into their systems and are settling into the Person County Counseling Center space. Phyllis Boatwright a reporter from the Roxboro Courier Times has been very helpful in passing vital information to the Person County community.

- b. Freedom House and Triumph are expanding capacity in Orange. Triumph's Durham office will be accepting new community support referrals and they have increased capacity in northern Orange as well. Several other providers are included in the expansion conversations for Orange County; Space for both Freedom House and Triumph continues to be an issue.
- c. CFN is still present in Chatham County and they are currently maintaining nursing services for all three counties. In addition, CFN is aiding in the transfer of medical records for the doctors and the new providers. Therapeutic Alternatives, a new provider to OPC is moving into Chatham and planning to share space with Freedom House. The system CFN developed for sharing the nursing services across the counties worked well and the Transition Team is encouraging Freedom House, Triumph and Therapeutic Alternatives to follow that model, thereby sharing the cost of one nurse. The nurse would be on a circuit and would visit the various sites once or twice a week.
- d. OPC has been approached by UNC about increasing their presence in the service community. UNC was impacted by the transition of CFN out of Orange County and experienced a significant increase in the number of calls that they were managing. They have also expressed a great deal of concern regarding the perceived failure of the "safety net" for the public mental health system.
- e. Several long-term providers in the OPC system have expressed concerns that they were not approached by OPC staff in the initial stages of transition planning. Ms. Truitt indicated that a provider meeting was held; surveys were distributed and providers were selected based on their ability to increase capacity at a significant level. Providers who are able to accept new referrals on a smaller or incremental basis are reviewed and added to the provider listing as appropriate. Obviously OPC appreciates and values all the providers in the network and will continue to work with all of our partners.

2. State of the State

- a. Ms. Truitt acknowledged the recent series of articles in the N&O, as well as the follow up articles that came from the Governor's comments. Ms. Truitt indicated that she believes the general community does not understand the relationship between the losses in community support services and area programs like OPC and is concerned that this particular issue will be seen as a local failure. She reviewed for the Board that a Community Support consumer with Medicaid deals directly with ValueOptions. ValueOptions

handles how many hours the consumer received and the provider does re-authorizations directly through ValueOptions. Providers are expected to notify the LME about Medicaid consumers who receive their services, but until very recently that was the only way OPC would know of that consumer's existence in the system. The only part of the Community Support situation that the LME participates in (for Medicaid consumers) is the endorsement of providers, and the policies OPC follows to endorse providers are rules created at the state level.

- b. At the Area Director's Forum tomorrow, the Area Directors agreed that they will create a formal response to the issues that have been raised about the community support crisis as being the LME's fault. They hope to create a reasoned and thoughtful response. One of the points Governor Easley made during his press conference was he wants the Legislature to approve a policy stating that the Secretary of the Department of Health and Human Services (hereafter referred to as DHHS) will have the authority to hire and fire Area Directors and appoint a percentage of the members to the Area Boards. Many Area Directors, including Ms. Truitt, question how this power if implanted a year ago would have affected the decisions made in the past year by the Area Board or the LME. Ms. Truitt feels confident it would not have changed any of OPC's decisions.

3. Person County Space

- a. Ms. Truitt continued the discussion with Person County Manager, Steve Carpenter, regarding the Person County Counseling Center space. Mr. Carpenter and the Person County Commissioners agreed to waive the rent for the remainder of the fiscal year. There have been other pressing matters on the forefront for both Person County and OPC, therefore, Ms. Truitt and Mr. Carpenter agreed to table the conversation temporarily and come back to it in a month.

4. Community Needs Assessment

- a. Debra Farrington and Cim Brailer announced that Care Management staff are working on a service gap analysis. When the new contract from DHHS was distributed in the fall it contained a clause requiring a needs assessment determining where service gaps exist. The assessment will include the number of consumers served in OPC during this time period. It will also include a plan to begin quarterly updates next fiscal year.

5. Provider Satisfaction Survey/ Feedback Survey

- a. A survey requesting providers to give suggestion and comments relating to their satisfaction with their relationship with OPC was developed and distributed in February. Providers can complete the survey anonymously or include the name of their agency. Mr. Stewart asked to view the summary of response; Lynne Hamlet will compile the data and provide it at the next meeting.

Dave Jenny presented the Financial Activity Report for February and March:

- Five County can now access our network directly. Several Five County personnel visited OPC on February 20th for training. This increased efficiency and accuracy of the claims adjudication process.
- Budget requests for the 2008-09 fiscal year have been submitted to all three counties for consideration in their budgeting process. With the service rate and allocation reductions by the state this year county support becomes critical to maintain services to our consumers.
- Tentative dates have been established for the 2008 audit. Compliance testing is scheduled for the week of June 2nd and final field work is scheduled for the week of August 25th. Wayne Terry of LarsonAllen will meet with the finance committee at our May 8th committee meeting to discuss the audit.
- The latest version of our business system, ProFiler version 2008, has been installed in test mode. Preliminary testing shows some needed capability for reporting data to the state, as well as a claims/billing module. Some snags have been identified and are being pursued with the vendor, UniCare.

Mr. Jenny then described the budget revisions to the Board. Commissioner Tom Vanderbeck motioned to approve the budget revisions. Mr. Stewart seconded the motion. The motion carried with nine board members voting in favor and none opposing.

COMMITTEE REPORTS

Finance Committee:

The committee had no further information beyond Mr. Jenny's report above. The next Finance Committee meeting will be held on April 10, 2008 at 6 p.m.

Provider Community/ Quality Management, Service Management Capacity, and Public Awareness and Advocacy:

The new subcommittee continued working on committee outlines and discussing the possibility of providers sitting on the committees. LeAnn Nease Brown, OPC Attorney, indicated there would be no problem with providers sitting on the subcommittees as long as they had signed a conflict of interest statement. The subcommittees will begin meeting as separate groups beginning in April. The committee members are asked to meet in the Europa Training room on April 10, 2008 at 5:30 p.m., and from there will be instructed to where their committee will be meeting.

Human Resources Committee:

Mr. Stewart indicated that there was no report for the HR committee. The HR committee is currently meeting on an as-needed basis.

Client Rights Committee:

Ms. Amanda Blanks informed the Board that the Client Rights Committee met on March 4, 2008 and reviewed a plan. They will next meet on April 1, 2008 at 5:15 p.m. in the Europa AO conference room.

Consumer & Family Advisory Committee:

Michael Norton presented for CFAC; Jim Martin attended the February CFAC meeting and spoke to CFAC about the CFN transition. Mr. Norton expressed the committee's reassurance by what Mr. Martin presented. Ms. Blanks wanted Mr. Norton to voice the Board's appreciation of the two CFAC members who were participating in the new subcommittees. CFAC meets regularly on the third Thursday of the month at 6 p.m. in the Training Room at the Europa Center.

Old Business:

Ms. Truitt updated the Board about the status of the Employee of the Month program. There have been three winners so far: Vanessa Neustrom from Care Management for Positive Attitude, Ken Jarvis from IT/Finance for Teamwork, Lynne Hamlet from Quality Improvement/Provider Relations for Leadership. The March Employee of the Month category is "Outstanding Customer Service".

Tina Williams presented an update from the OPC Property Workgroup. On March 26-27 the workgroup will be available to meet with the current occupants of the OPC owned properties. This session will be for the workgroup members to hear the providers' suggestions about the future of the properties. Ms. Williams will update the Board at the April meeting as to the status of the workgroup.

New Business:

There was no new business.

Board Meeting:

The next Board meeting will be April 10, 2008 at the Europa Center, Suite 490. The subcommittee meetings will begin at 5:30 p.m., excluding the Finance committee, which will begin at 6 p.m. The Board Meeting will begin at 7:00 p.m.

Adjournment:

Tom Vanderbeck made the motion to adjourn the OPC Board meeting and John Stewart seconded. The motion carried with all Board members voting in favor and no one opposing. The meeting adjourned at 8:21 p.m.

Respectfully submitted,

Amanda Blanks
Secretary