

Minutes of the OPC Area Board Meeting
Thursday, May 8, 2008
Administrative Office - Europa Center

BOARD MEMBERS PRESENT

Commissioner Tom Vanderbeck, George Greger-Holt, Lori Ireland, Amanda Blanks, John Stewart, Richard Edwards, Sue Schwartz, Henry Pleasant

BOARD MEMBERS ABSENT:

Commissioner Moses Carey, Commissioner Kyle Puryear, Sandra Herring, Lynn Ikenberry, Tina Williams, Virginia Hill

STAFF PRESENT:

Judy Truitt, Dave Jenny, Lynne Hamlet, Donna Prather, Debra Farrington, Ivy Williams, Tom Velivil, Cim Brailer, Michael Norton, Janine Reda

GUESTS PRESENT

Gwen Harvey, Orange County Assistant Manager
LeAnn Nease Brown, OPC Attorney

CALL TO ORDER

OPC Chair Sue Schwartz called the meeting to order at 7:03 p.m.

CALL FOR PUBLIC COMMENT

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

READING OF THE MINUTES

John Stewart motioned to approve the April 2008 minutes of the OPC Area Board meeting as written. Henry Pleasant seconded the motion. The motion carried with eight board members voting in favor and none opposing.

Ms. Schwartz entertained a motion for approval of the 2008 March Board minutes. Commissioner Tom Vanderbeck motioned to approve the March 2008 Board minutes. Mr. Stewart seconded the motion. The motion carried with eight board members voting in favor and none opposing.

There was also a motion on the floor pertaining to the approval of the March Balance sheet. George Greger-Holt motioned to approve the March 2008 Financial Balance sheet. Mr. Stewart seconded the motion. The motion carried with eight board members voting in favor and none opposing.

REPORT OF THE CHAIRPERSON

Ms. Schwartz had no report and deferred the remainder of her time for Ms. Truitt's report.

AREA DIRECTOR'S REPORT

1. Caring Family Network Transition Update

- a. Freedom House and Triumph continue to stabilize in Person County. The primary psychiatrist reports that the majority of his consumers are back on a regular schedule and new referrals are being accepted. Operations for Triumph and Freedom House in Orange County are also stabilizing, but

concerns have been identified regarding medication-only consumers and whether they were all successfully transitioned to new providers or re-established with psychiatrists at Triumph or Freedom House. Care coordination staff have been asked to look specifically at those consumers. In Chatham County, Freedom House and Therapeutic Alternatives are both up and running – some concerns have been identified regarding capacity to accept new referrals, which is impacted by the agencies' ability to recruit and hire credentialed staff.

- b. Ms. Truitt reported that Steve Carpenter, Person County Manager, has recommended that OPC work with the county and the three providers currently housed in the Person County Human Services Complex to determine a proposed rent schedule for FY09. Jim Martin has been asked to gather financial data from the three providers and assist in the development of the proposed plan.
- c. The Transition team continues to work with the STEP Clinic, as they are increasing their capacity to act as an outpatient provider in the catchment area.
- d. Finally, Ms. Truitt reported to the Board that Freedom House, who also provides crisis services in Durham County, was issued a Type B violation from the Division of Facility Services last year for their Durham program. Freedom House had appealed the finding, but they were recently notified by Division of Medical Assistance that the violation would prevent their opening any new service programs for six months (December 2007 through June 2008). Obviously this would call into question their entire expansion for OPC, so we contacted the DHHS Secretary and requested an exception to the six month moratorium. Upon investigation it was determined that the violation received did not qualify for the restriction to new services and the matter was resolved successfully.

2. Statewide Mental Health Update

- a. Ms. Truitt noted to the Board that a great deal of information had been forwarded via email recently and asked if there were any questions regarding the materials. She referenced the draft legislation and the perceived effort of the LOC to shift focus from governance to stabilization of the service system. This has had a very positive impact at all levels of the system.
- b. Ms. Truitt handed out a report recently distributed by the Division of Medical Assistance regarding the state-wide provider community and the number of consumers, by LME, who fall into the percentages of highest Medicaid community support utilization. It was noted that OPC's numbers are very low compared to other areas, which is consistent with multiple other indicators of system performance. Ms. Truitt noted that there are many concerns regarding the requirement that all providers achieve national accreditation prior to March 2009 and the likelihood that this will result in the loss of multiple providers across the state. DMH is proposing that providers be put on a timeline immediately which would provide indications as to the provider's ability to achieve the requirement and if not, start the process of transitioning the consumers.

- c. The Division of Mental Health is currently considering the possibility of implementing a statewide toll free number that would make it easier for consumers to access the system.
- d. Across the state there is a possibility that between \$25M to \$35M service dollars could be unspent this year and legislators, DMH and LMEs are very concerned about this. LMEs are being encouraged to do everything possible to draw down all funds and DMH is willing to consider requests that area programs transfer money between programs. The LOC does not want any money left on the table as they will not be able to ensure the money will be available for next year if is not used this year.

3. AQIC Report

Lynne Hamlet presented the third quarter AQIC report to the Board and highlighted the following information:

- a. Ms. Paula Newman joined the Quality Improvement/Provider Relations department as a Clinical Specialist. Board member Amanda Blanks joined the Client Rights Committee as their chair. Ms. Hamlet indicated that there were no formal complaints in the third quarter; however, there were 25 calls of concern. Calls of concern may be added to the AQIC report as many people are not interested in issuing a formal complaint but still have information they would like to speak to someone about.
- b. Ms. Hamlet added the trainings organized by OPC staff person Lisa Lackmann to the report. In the past Ms. Lackmann's trainings have not been included. Thirteen official trainings courses were offered, several more than once. Please see page 14 of the May OPC Board Packet for a list of the trainings offered during the 3rd Quarter.
- c. The Quality Improvement department conducted mystery shopper calls after hours to clinical home providers. The providers were asked a series of five questions and earned zero to two points per question. The average score was eight point five with a range from five to ten.
- d. OPC was appointed guardian of two new wards during the 3rd Quarter.
- e. Hospital Admissions are up slightly from the third quarter last year but are still greatly below what OPC has utilized in past years.

FINANCE OFFICER'S REPORT

Dave Jenny presented the Financial Activity Report for May Board Meeting:

- Wayne Terry of Larson Allen, LLP met with the Finance committee this month to keep the Board on track with the preparation for the 2007-08 audit. The scope and timing of the Audit was discussed during the Finance committee, auditors will be looking for fraud/risk, Gasby-34 cost out benefits for retirees
- We are planning on upgrading our ProFiler business system to the latest release, V.2008.01 by July 1, 2008. This will provide functionality not currently available to us, most notably for claims & billing. In preparation UniCare will be training our systems staff on-site on May 5, 6, & 7 and remotely on May 12 & 13. Upgrade timing is not firm yet, but expected during the week of June 23rd.
- A vacant position in our Reimbursement & Billing area was filled on April 22nd. Ms. Kimberly Fearington joined us as Eligibility Specialist. This completes staffing in our

Reimbursement & Billing area.

- Work has begun on formulating the budget for next fiscal year. Similar to last year, the budget is being developed assuming the same level of allocations we received this year. The budget will be completed and presented at the June board meeting. Also at the June meeting, the final budget revision for the current fiscal year will be presented.
- In the past month the Finance staff and Management Team have worked hard to iron out any concerns remaining from UNC Horizon's billing from last year.
- The Finance department has also helped the TASC program buy computers for their staff and two replacement cars.
- Mr. Jenny passed out the Financial statements. Mr. Stewart motioned to approve the Finance report. Commissioner Vanderbeck seconded. The motion carried with all Board members voting in favor and no one opposing.

COMMITTEE REPORTS

Finance Committee:

The committee is pleased with the on time auditing for the second year in a row. The next Finance Committee meeting will be held on June 12, 2008 at 6 p.m.

Provider Community/Quality Management:

The Provider Community committee met and there were twice as many people than at the last meeting. They aim to work on membership, including how to involve additional people. The committee also discussed monitoring tools, the FEM, evaluate providers, deciding how often the provider needs to be monitored in the future, and what information is needed for successful growth of the Area program/provider relationship. The next committee meeting will be held on June 12, 2008 at 5:30 p.m.

Service Management Capacity:

The Service Management Capacity committee met and reviewed Hospital utilization data, viewed a chart of bed days, discussed the new provider group the State is running with their crisis teams, and grant proposal for the Department of Social Services mental health liaison. The next committee meeting will be held on June 12, 2008 at 5:30 p.m.

Public Awareness and Advocacy:

The Public Awareness and Advocacy Committee did not meet. The next committee meeting will be held on June 12, 2008 at 5:30 p.m.

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. Blanks reported back from the Client Rights committee. At the last meeting they reviewed five plans and decided to move their meeting time back to 5 p.m. The committee also hopes to add an additional developmental disability advocate member. Their next meeting will be June 3rd at 5:00 p.m. in the AO Conference room.

Consumer & Family Advisory Committee:

The Consumer and Family Advisory committee is developing their budget for next year and reviewed the Community needs assessment at their last meeting, and they continue to try and recruit substance abuse advocate, developmental disability advocate members, and Person county and Chatham county members. Their next meeting will be May 15, 2008 at 6:00 p.m. in the Europa Training room.

Old Business:

OPC Property Workgroup update: John Stewart reported that the OPC Property workgroup met this evening to discuss issues related to the OPC properties. Discussion continued regarding Club Nova's proposal regarding the clubhouse and thrift shop properties and included consideration of a long-term lease. **The next committee meeting will be held on June 12, 2008 at 5:00pm.**

Ms. Truitt advised the Board that the White Oak property has been on the market for 71 days, with three prospective buyer visits and two additional visits scheduled, but subsequent no-shows. The broker has suggested that the price be lowered. Ms. Truitt has asked that John Runge follow up on several issues. Ms. Brown asked about the length of the leasing agreement with the current broker. Information will be gathered and presented at the next committee meeting.

Provider Survey Follow Up:

Ms. Blanks asked if there was any response to the Area Director's letter written in the Quality Improvement/Provider Relations newsletter. Ms. Truitt stated that several providers indicated they were glad the opportunity to speak with Ms. Truitt was presented but no one has yet requested a meeting related to the specific concerns expressed in the survey.

New Business:

Ms. Truitt encouraged the Board members to review the information for the Legislative Breakfast and do their best to attend. The Legislative Breakfast will be held on May 31, 2008 and begin at 9 a.m. Judge Joe Buckner is the keynote speaker and has been a great ally to mental health.

Board Meeting:

The next Board meeting will be June 12, 2008 at the Europa Center, Suite 490. The OPC Property Workgroup will begin at 5 p.m., 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:

Mr. Pleasant made the motion to adjourn the OPC Board meeting and Ms. Ireland seconded. The motion carried with all Board members voting in favor and no one opposing. The meeting adjourned at 8:37 p.m.

Respectfully submitted,

Amanda Blanks

Secretary