

**Minutes of the OPC Area Board
Wednesday, February 25, 2009
Administrative Office - Europa Center**

BOARD MEMBERS PRESENT

Commissioner Tom Vanderbeck, Commissioner Jimmy Clayton, Amanda Blanks, Sue Schwartz, Richard Edwards, George Greger-Holt, Lynn Ikenberry, Debbie Carson, Rachel Winstead

BOARD MEMBERS ABSENT:

Commissioner Bernadette Pelissier, John Stewart, Sandra Herring, Virginia Hill

STAFF PRESENT:

Judy Truitt, Dave Jenny, Lynne Hamlet, Donna Prather, Debra Farrington, Ivy Williams, Michael Norton, Janine Reda, Karla Hayes, Peggy Yonuschot, Cim Brailer

GUESTS PRESENT

Yvonne French, OPC Liaison to Division of MH/DD/SAS
Gwen Harvey, Assistant Orange County Manager

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

George Greger-Holt motioned to approve the November 2008 minutes of the OPC Area Board meeting as written. Commissioner Tom Vanderbeck seconded the motion. The motion carried with nine board members voting in favor and none opposing.

Commissioner Vanderbeck motioned to approve the 2009 Board Retreat minutes with one correction – in the OPC Code of Ethics change the wording from ‘compiling’ to ‘complying’. Mr. Greger-Holt seconded the motion. The motion carried with nine board members voting in favor and none opposing.

REPORT OF THE CHAIRPERSON

Ms. Schwartz accepted a motion by Dr. Rachel Winstead to approve a revised agenda. Commissioner Jimmy Clayton seconded. The motion carried with nine board members voting in favor and none opposing.

Ms. Schwartz deferred the remainder of her time to Judy Truitt.

AREA DIRECTOR'S REPORT

1. Introduction of OPC's DMH liaison.

- a. Ms. Truitt introduced Yvonne French, OPC's liaison from the Division of Mental Health.

2. LME Monitoring

- a. Ms. Truitt reported on the recent LME monitoring site visit. OPC and seven other LMEs were designated for monitoring because we did not meet or exceed 65% on performance indicators. Mark Grimaldi and Mark O'Donnell performed the monitoring. The monitoring team was scheduled to meet with OPC staff on Monday, Tuesday and Wednesday, February 16-18, 2009, but completed their review before lunch on Tuesday. Lynne Hamlet, Debra Farrington and Finance staff did an excellent job in preparing the necessary documentation for review.
- b. The majority of the monitors' comments were positive. They asked that Board minutes more accurately reflect how Board members reacted to information regarding the Local Management Entity (hereafter referred to as LME), and that Management Team minutes reflect thorough discussion of Quality Management topics. Mr. Greger-Holt commented that he felt strongly the minutes were an accurate reflection of the Board meetings.
- c. Management Team will make sure that the minutes reflect the necessary review of programmatic activities.

3. Alamance-Caswell-Rockingham LME

- a. Alamance-Caswell Area Program merged with Rockingham Area Program in 2004. At that time Rockingham County gave up their management role so they could continue providing services. Alamance-Caswell assumed the management role, but it appears that the overall relationship did not stabilize.
- b. Last week, Rockingham announced at the Alamance-Caswell-Rockingham Board meeting that they would be leaving the LME and joining CenterPoint LME.
- c. Following this announcement Ms. Truitt spoke to Alamance-Caswell-Rockingham's Area Director, Dan Hahn and he indicated he was interested in discussing a possible consolidation with Five County and OPC.
- d. Commissioner Vanderbeck made a motion allowing Judy Truitt to initiate discussions with Five County and Alamance Caswell regarding possible consolidation. Dr. Winstead seconded. Commissioner Clayton asked when a decision would be needed. Ms. Truitt indicated that the mergers which have occurred thus far have taken up to 12 months to bring to completion. In addition state statute speaks to the timelines around dissolution of an area authority. Richard Edwards then asked if we were considering a merger of all three programs (Five County, OPC and Alamance Caswell) or if this would just be OPC and Alamance Caswell. Ms. Truitt indicated that the initial conversations had focused on the latter, with the understanding that Five County could be a potential partner in the future. The motion carried with nine board members voting in favor and none opposing.

4. Chrysalis

- a. Ms. Truitt updated the Board on the Chrysalis' transition.

- i. The Work First program manager is now a temporary employee of OPC. She will transition to Horizons upon approval of a new position in the UNC system.
- ii. Transition of the Hope Meadows service program to Horizons continues. Horizons will not be using the Hope Meadows property which will likely be sold, but they will resume operations of the service component at another location.
- iii. Therapeutic Alternatives has assumed operational management of Club Insight in Chatham County and that has moved very smoothly. Club Creative's transition has not been as seamless, but Therapeutic Alternatives continues to work with Chrysalis and OPC. Club Creative will likely be closed for a two week period to allow us the opportunity to complete renovations. OPC's care coordination staff and Therapeutic Alternatives will monitor consumers during the interim period.
- iv. In regard to the Chrysalis properties, an agreement has been reached with Empowerment to provider operational management. Discussions continue with CASA of Raleigh regarding the properties. OPC has requested funding from DMH to assist with emergency repairs and maintenance on the properties pending their transfer to CASA or another like agency.

5. Business System Update

- a. Ms. Truitt reminded the Board that OPC purchased a new business system, Profiler in 2002, with the expectation that the system would be fully functional and implemented by 2004. However, Profiler remains only partially operational and OPC is not meeting performance expectations in regard to submission of client data to DMH. The vendor has announced that they will discontinue support of the older portion of the system in December 2009, which would mean that OPC would not be able to process any billing.
- b. Debra Farrington presented information on three business systems currently in use by various LMEs across the state. Management Team previously shared information on two of these to the Board: Netsmart and DeFran. Since the initial presentation, OPC has also investigated a third system currently in use at Piedmont Behavioral Healthcare (PBH). PBH's system was customized for the LME system and is owned by the LME. Ms. Farrington, Mr. Jenny and several other key staff members visited Onslow Carteret Area Program, The Guilford Center and PBH to evaluate each business system in the live environment. OPC staff were very impressed with the functionality, cost and utility of the PBH system, called Cardinal Innovations (CI). Of all the business systems evaluated CI seemed to be the closest aligned to functions of an LME. While not every LME is designed exactly the same way, each LME is required to perform the same functions. PBH would host the program, although OPC would have access to all OPC records including client data, reports, claims and other information in the system. PBH designed this system and has an agreement with Alpha CM to maintain, support and market the CI product. Alpha CM is a NC operated

and owned company which provides technical support and design expertise to PBH and other LMEs purchasing the CI product. The fact that Alpha CM employs software developers for support and design gives Management Team more confidence that the service and technical support would be timely and very supportive.

- c. Mr. Jenny noted that PBH is very interested in marketing their product and would be willing to spread payments out over time. The overall cost would be \$324K in the first year and \$180K each following year. OPC currently pays \$2600 a month for the maintenance and support of Profiler currently; the first year of Profiler implementation was more costly.
- a. Commissioner Vanderbeck motioned to proceed with negotiations regarding purchasing the Cardinal Innovations system. Commissioner Clayton seconded. The motion carried with all Board members voting in favor and no one opposing.

6. Staff satisfaction Survey

- a. Ms. Truitt noted that aggregate results of the recent staff satisfaction survey were included in the Board's packet. Results were generally positive, with concerns noted regarding space issues, etc. One concerning response was related to a staff member who indicated that they did not feel safe at their job. At the recent all-staff meeting Ms. Truitt asked that this person meet with her or another member of Management Team to discuss and resolve the concerns.

7. Quarterly Needs Assessment Update

- a. Cim Brailer presented the Needs Assessment Update. Ms. Brailer reviewed a handout that carefully describes the work Care Management staff are doing in preparation for the 2009 Needs Assessment due on March 31, 2009.
- b. DMH/DD/SAS provided OPC a Needs Assessment Guidance Document, with template and assessment tools and surveys, in mid-January. They initially stated that this guidance document would be mandatory (this was later rescinded). OPC then attempted to resume its internal process (discontinued per the direction of DMH/DD/SAS needs assessment workgroup consultants in October 2008). Due to the time frame, OPC decided to move forward with the Division-generated surveys.
- c. Four surveys are now active; the Stakeholder, Provider Staff, Consumer and Provider/CEO surveys. Ms. Brailer encouraged Board members to fill out the survey. Peggy Yonuschot was also very diligent in asking fellow OPC employees to share the link with committees outside the agency they attend or chair.
- d. The 2009 Needs Assessment will be discussed at the April Board meeting.

8. HUD Funding

- a. Ms. Brailer also asked the Board to approve OPC's decision to apply for HOME funds through the Orange County Consortium HOME Program. The funds are for rehabilitation costs for 23 housing units currently owned by the

Chrysalis Foundation for Mental Health, Inc. and located in Orange County. The Board understands that a portion of the funding being applied for will be used as a cash match for OPC's HUD Supportive Housing grant for which OPC will become the grantee on April 1, 2009. The HUD Supportive Housing grant provides operational dollars for eight of the 23 units and requires a \$9,000 cash match by OPC. The HOME funds will be used as OPC's cash match to avoid taking this amount from OPC's general budget. The remaining HOME funds being applied for will be subcontracted to the future owner or property manager of the Chrysalis housing units for much-needed rehabilitation and repairs on the units.

- b. Commissioner Vanderbeck motioned to approve OPC applying for HOME funds. Mr. Greger-Holt seconded. The motion carried with nine board members voting in favor and none opposing.

9. Accessibility Survey

- a. Dr. Donna Prather informed the Board that OPC asked every person who entered the administrative offices in the past week to fill out an Accessibility Survey. Dr. Prather asked the Board members to do the same. This will help OPC prepare for accreditation.

10. Area Quality Improvement Committee (hereafter referred to as AQIC) Second Quarterly Report

Ms. Hamlet indicated that the DMH monitoring team had very positive comments about OPC's Area Quality Improvement Committee (AQIC). Ms. Hamlet then directed the Board's attention to the 2nd Quarter AQIC Report found on page 23 of the OPC February 2009 Board Packet and addressed several highlights from the report:

- During the second quarter of FY 08-09, the Customer Services Department processed six complaints and eight concerns. All eight concerns and four of the complaints have been resolved, one complaint has been appealed, and one is still within the time period for which to appeal.
- OPC community support providers have done well with meeting the current required percentage of qualified professional time. Of the sites that did not meet the 25% requirement during this time period, one provider had already voluntarily withdrawn their community support endorsement, and the other provider (with 2 sites) requested reconsideration and was able to provide evidence to support that those sites did meet the 25% requirement. Mr. Greger-Holt indicated his belief that more professional involvement with consumers should always have been the norm.
- Quality Improvement staff have been diligently finalizing the provider lending library, and a list of available resources should be on the website soon.
- OPC hosted a meeting with Wake AHEC and Durham Community College to discuss possibility of piloting a certificate program for Community Support Paraprofessionals in OPC's catchment area. Mr.

Greger-Holt and Commissioner Vanderbeck inquired about Central Community College's involvement. Ms. Hamlet indicated that they haven't been included in the discussions but if they were interested Senga Carroll would be the contact person for OPC.

- The Policy and Procedure Manual has been posted on a drive accessible by all OPC staff, and several policies were forwarded to all staff via three editions of the CARF Newsletter. At Mr. Greger-Holt's suggestion from an earlier meeting, the electronic version of the Policy and Procedure Manual is searchable and contains hyper-links to aid in finding specific policies.
- AQIC recently published results from the 2007 statewide MH/SA consumer satisfaction survey. On the Adult survey, OPC's results were above the state average on 40 out of 41 questions. On the Child/Family survey, OPC's results were above the state average on only 11 of 43 questions. However, it was noted that the results were based on 26 or less surveys, as last year one large child provider did not submit any surveys. The QI/PR Department will continue to encourage providers to submit their 2008 surveys, so that there will be a more accurate picture of consumer satisfaction.
- On the 1st Quarter Performance Contract Report OPC met 8 of 15 requirements (53%). There was a noticeable improvement in the NC-SNAP and NC-TOPPS scores, but there continue to be issues with the submission of certain CDW elements. The problems with CDW can be attributed to the underperformance of OPC's current business system.
- On the 1st Quarter Community Systems Progress Indicator report OPC met or exceeded the performance standards on 11 of 21 indicators. Plans to address some of the areas where the standard was not met include: continuing to work with providers to submit paperwork and billing in a timely manner, including another reminder in the provider newsletter about timely initiation and engagement requirements, and working with current information system to correct billing issues and pursue purchase of new information system.
- During the 2nd Quarter, OPC was appointed guardian for one individual. OPC Area Program is currently serving as guardian for 25 individuals.
- Quality Improvement staff notified providers in December that OPC would institute a requirement for a Plan of Correction in 2009 if 10% or more of their NC-TOPPS interviews are submitted after the due date for three months.
- Based on the latest information from DMH, during the first two quarters of this fiscal year, there were a total of 153 admissions to state hospitals from the OPC catchment area. This figure represents a decrease when compared with 174 admissions for the same period in FY 07-08 and 232 in FY 06-07.

FINANCE OFFICER'S REPORT

Dave Jenny presented the Financial Report for January and February:

- ❖ OPC performed poorly on the most recent Progress Indicator's report. This seems directly correlated to OPC's inability to process CDW data. This is one of many reasons OPC must move forward with a new business system.
- ❖ The Chrysalis Foundation's consumers are being transitioned appropriately to new providers and OPC is helping keep the doors open at the club houses and in other properties until March.
- ❖ Budget Reductions
 - LME funds have been cut 6.5% for the full year. Management Team has been brain storming on how to absorb the cuts to administrative funding without reducing staffing. One possible option would be furloughs, defined as staff being asked to take day(s) off without pay. This would save the agency around \$10K in salary cost per day.
 - All trainings are on permanent hold and OPC will continue to offer internal training.
 - Service dollars have been cut 2.3%
- ❖ Mr. Jenny will present the budget modifications at the March 2009 meeting.

Ms. Blanks motioned to approve the Income Statement and Balance sheet. Commissioner Vanderbeck seconded. The motion carried with all Board members voting in favor and no one 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 March 25, 2009 at 6 p.m.

Provider Community/ Quality Management:

Ms. Blanks indicated many of the topics discussed at the Provider Community committee were again discussed at the Board meeting and she had nothing to add. The next committee meeting will be held on March 25, 2009 at 5:30 p.m.

Service Management Capacity/ Public Awareness and Advocacy:

Mr. Greger-Holt confirmed the Service Management committee met jointly with the Public Awareness and Advocacy committees and they also discussed the topics covered by the Board. The next committee meeting will be held on March 25, 2009 at 5:30 p.m.

Human Resources Committee:

No report from the Human Resources Committee.

OPC Area Board Election of Officers:

Mr. Greger-Holt presented the slate of 2009 Board officers. The nominations include Richard Edwards as Chair, Dr. Lynn Ikenberry as Vice-Chair, and Ms. Blanks as Secretary. Commissioner Vanderbeck motioned. Commissioner Jimmy Clayton seconded. The motion carried with all Board members voting in favor and no one opposing.

Ms. Truitt extended a huge thank you to Ms. Schwartz for her service. The Board showed their appreciation with warm applause.

Client Rights Committee:

The Client Rights Committee held December, January, and February meetings. Until recently they were modifying their tasks in preparation for the new Client Right Committee rules. DMH just decided to forgo any structural changes in the committee. Ms. Blanks indicated the committee is interested in seeing how their role will be affected by the change in rules. The committee has continued reviewing Incident Reporting. They will next meet on April 7, 2009 at 4:15 p.m. in the Europa AO conference room.

Consumer & Family Advisory Committee (CFAC):

CFAC met last week and reviewed the 'Needs Assessment' with Ms. Yonuschot. CFAC also contemplated a reduction in their budget. If necessary they are willing to give a \$5K portion of their budget back to support services for consumers. Mr. Edwards asked Mr. Norton to please share the Board's thanks with CFAC. CFAC meets regularly on the third Thursday of the month at 6 p.m. in the Training Room at the Europa Center.

OLD BUSINESS:

OPC Area Board Schedule:

The Board reviewed the existing schedule for Board meetings, which is the fourth Wednesday of the month. The fourth Wednesday of the month conflicts with three Board members' schedules; therefore the Board is considering moving the date to the second Monday of the month. Commissioner Vanderbeck has a conflict with the second Monday but will see if his meeting can be rescheduled. The second Monday of the month was compatible with other Board members' schedules; Janine Reda will check with those members not present. **The March Board meeting will be held on March 25, 2009.**

OPC Property Issue:

Management Team is suggesting taking the White Oak property off the market. The Board agreed due to the economy and little interest this would be best. Ms. Truitt hopes Vanessa Neustrom, OPC's Housing Coordinator, can find a family in need to live in the space in the while the economy strengthens.

OPC Area Board By-Laws:

Ms. Truitt distributed copies of the OPC Area Board by-laws, as well as a draft resolution for the Board of County Commissioners. Ms. Truitt noted revision to the by-laws to include statutory language regarding Board composition. Ms. Truitt asked the Board to review the bylaws in preparation for the March meeting, which would represent the FIRST READING of recommended revisions.

Ms. Truitt then asked Board members to review the draft resolution which was prepared to allow the appointment of OPC Board members by the full Boards of Commissioners in each county. Commissioner Clayton indicated that he believed his Board has already acted on the matter – Ms. Truitt will follow up with all three counties.

Europa Lease:

Mr. Jenny plans to meet with Europa leasing staff shortly to renegotiate the Suite 490 lease. Once he has the figures, he will present them to the Board. The lease must be signed before the end of the fiscal year.

NEW BUSINESS:

Commissioner Vanderbeck requested Ms. Truitt's presence at a Chatham County Commissioner Business meeting. He would like Ms. Truitt to discuss OPC and mental health services in Chatham County. Ms. Reda will speak to Chatham County staff about arranging this presentation.

Commissioner Vanderbeck also provided the Board with information he recently received about Wright and Whitaker Schools. Ms. Truitt stated that these schools bring value to our communities and she will pull the numbers and determine how many children in Orange, Person and Chatham counties will be affected by the closure of these programs.

Board Meeting:

The next OPC Board meeting is currently scheduled for March 25, 2009. The subcommittees will meet at 5:30 p.m. The Finance committee will meet at 6 p.m. and the Board will convene at 7 p.m.

Adjournment:

Commissioner Clayton motioned to adjourn the OPC Board meeting and Dr. Ikenberry seconded. The motion carried with all Board members voting in favor and no one opposing. The meeting adjourned at 9:57 p.m.

Respectfully submitted,

Amanda Blanks
Secretary