

**Minutes of the OPC Area Board
Monday, July 13, 2009
Administrative Office - Europa Center**

BOARD MEMBERS PRESENT

Commissioner Bernadette Pelissier, Commissioner Jimmy Clayton, Commissioner Tom Vanderbeck, Amanda Blanks, Rachel Winstead, Sue Schwartz, George Greger-Holt, John Stewart, Sandra Herring

BOARD MEMBERS ABSENT:

Lynn Ikenberry, Debbie Carson, Richard Edwards, Virginia Hill

STAFF PRESENT:

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

GUESTS PRESENT

LeAnn Nease-Brown, OPC's Attorney
Yvonne French, LME Systems Performance at Division of MH/DD/SAS
Gwen Harvey, Assistant Orange County Manager
Norman Milton, Alamance-Caswell Board Member
Debra Welch, Alamance-Caswell Human Resources Manager
Jandy Andrews, Alamance-Caswell Deputy Finance Officer

CALL TO ORDER

OPC Board Secretary Amanda Blanks called the meeting to order at 7:02 p.m. Ms. Blanks ran the meeting in the absence of the Chair and Vice-Chair.

CALL FOR PUBLIC COMMENT

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

READING OF THE MINUTES

There was a correction needed in the June Minutes. Sue Schwartz noted that she did not attend the June Board meeting. Janine Reda will make this correction on the final version. Commissioner Tom Vanderbeck motioned to approve the corrected June 2009 minutes of the OPC Area Board meeting. Commissioner Bernadette Pelissier seconded the motion. The motion carried with nine board members voting in favor and none opposing.

REPORT OF THE CHAIRPERSON

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

AREA DIRECTOR'S REPORT

1. Introductions

- a. Ms. Truitt noted that several guests were present, including two Alamance Caswell staff (Debra Welch, Human Resources Manager and Jandy

Andrews, Deputy Finance Manager), as well as Norman Milton, an Alamance Caswell Board member. The OPC Board, OPC staff and the guests introduced themselves, and the Board welcomed all of the guests.

2. Area Director Update

- a. Ms. Truitt updated the Board on the status of the state budget and the expected impact on local budgets. The fund balance issue appears to be off the table at this time, but it will likely resurface at a later date. Ms. Truitt is hopeful a state budget will be passed soon, and OPC will receive an allocation letter by the early fall.

3. Alamance-Caswell Update

- a. Ms. Truitt thanked the Board for working with her to electronically approve the letter of intent for Alamance-Caswell. The letter outlines the key issues related to a potential merger and if agreed upon would be used to begin formalizing a plan to move forward. OPC sent the letter of intent to Alamance-Caswell on July 1, 2009 and a formal written response is not due back to OPC until August 31, 2009. If any response is heard before then Ms. Truitt will notify the Board.

4. CARF

- a. Management Team reported that the Commission on Accreditation of Rehabilitation Facilities (CARF) visit went well. Lynne Hamlet expressed her thanks to Ms. Blanks and Richard Edwards for their participation in the survey visit. Ms. Hamlet also indicated that the CARF surveyors were very impressed by the involvement of the OPC Board and tried to capture their level of commitment in the report.

5. CDW Update

- a. Ms. Truitt advised Board members regarding the on-going problems that the agency is experiencing with the submission of data to DMH. She outlined the resources that have been dedicated to resolving the problems, as well as the impact that these efforts were having on our ability to bring our new system, Cardinal Innovations, on line. Ms. Truitt asked for Board approval to shift resources and emphasis to the new system, recognizing that this will likely mean that OPC's performance on state indicators will remain poor. Dr. Rachel Winstead motioned for OPC staff to devote their energy to preparing for the installation of the new business system. John Stewart seconded. The motion carried with nine board members voting in favor and none opposing.

6. Performance Contract

- a. Ms. Hamlet referred Board members to the SFY 2009 Performance Contract Third Quarter Report in their packets. OPC met six of seven report submission measures, with consumer satisfaction survey being the one area in which OPC did not meet the performance standard. Ms. Hamlet reported that OPC's provider participation in the survey had been very poor, with only

two providers returning the requested percentage (85%) of surveys. Following the publication of the Third Quarter Performance Contract Report, the Quality Improvement/Provider Relations Department requested plans of correction from those providers who did not submit at least 85% of surveys. The plans must address the steps the provider plans to take to ensure adequate participation in future surveys and identify the staff person who will be responsible for the submission of those surveys.

- b. OPC only met three of the nine data submission measures for the third quarter. The areas not met are related to submission of various CDW data elements, and Ms. Hamlet referred the Board to Ms. Truitt's previous discussion about CDW. OPC did meet six of seven report submission measures.

7. Care Coordination Update

- a. Debra Farrington reminded Board members that in September 2008 DMH notified OPC of their intent to remove the care coordination function from OPC if improvement was not noted in timely follow-up after inpatient care. This decision was based on data published by DMH which indicated "OPC did not meet the state average percentage of consumers receiving a community service within thirty days of discharge from a state hospital in the final two quarters of the SFY 07-08." Ms. Farrington further noted that OPC disagreed with the Division findings and sent a letter stating its position. Nonetheless, staff worked tirelessly on efforts to improve our outcomes in this area. Several changes were made in provider practices, special billings procedures were implemented and in May 2009 OPC helped create a Hospital Transition Team. In June 2009 OPC was notified by Yvonne French, OPC's DMH Liaison, that the statewide average was met for persons receiving care after an inpatient stay for the third quarter of this fiscal year. OPC is still awaiting an official letter indicating DMH's findings, but Management wanted the Board to have the news and recognize the dedicated work of Laura McKay, Andy Mulcahy, Matt Hunter and Teresa Church in helping us achieve these outcomes.

FINANCE OFFICER'S REPORT

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

- Finance staff continue to work closely with UniCare to correct problems with billing issues and ProFiler reporting problems with CDW information. Staff are currently testing ProFiler's new reporting program and reporting bugs back to development.
- Alpha CM met with user groups from each functional area to discuss outstanding information/decisions in a follow-up meeting on June 19. There are still a few design issues to be decided. OPC is scheduling a meeting with PBH personnel to learn how they use their data and reports to shape their service system.

- Wayne Terry of LarsonAllen attended the Finance Committee meeting and discussed the scope of the 2008-2009 audit.
- Finance and Information Technology (hereafter referred to as IT) participated in the CARF visit on June 11 and 12, 2009. The Finance interview covered financial planning and reporting to the State and the Board. IT documentation was of such high caliber that Ken Jarvis was excused from being interviewed.
- Mr. Jenny handed out the preliminary financial statements for June at the Board meeting. June final closing doesn't occur until after the July 13th deadline for provider billing of May and June services. He will provide the Board with the final income and balance sheet next month.
- Ms. Schwartz motioned to accept the finance report. George Greger-Holt seconded. The motion carried with all Board members voting in favor and no one opposing.

COMMITTEE REPORTS

Finance Committee:

The Finance committee had no further information beyond Mr. Jenny's report. The next Finance meeting will be held on August 10, 2009 at 6 p.m.

Provider Community/Quality Management

The Provider Community/Quality Management committee briefly discussed the CARF site visit, the Annual Provider Status Report and the Local Monitoring Tool. The Committee also reviewed the provider inventory that was included as part of OPC's 2009 Needs Assessment, the third Quarter Performance Contract Report and NC-TOPPS. Michael Norton reviewed several NC-TOPPS reports with the Committee. The Committee was interested to see the similarities in outcomes for consumers in the OPC and the ACR regions. The committee will next meet August 10, 2009 at 5:30 p.m.

Service Management Capacity/Public Awareness and Advocacy:

The Service Management Capacity/Public Awareness and Advocacy committees did not meet. The committees will next meet August 10, 2009 at 5:30 p.m.

Human Resources:

Mr. Stewart met with the Executive Committee tonight and discussed Ms. Truitt's evaluation, which will be shared with the Board in closed session.

Client Rights Committee:

Ms. Blanks reported to the Board for the Client Rights committee. The Client Rights committee reviewed questionable incident reports from previous meetings. Their next meeting will take place Tuesday, August 4, 2009.

Consumer & Family Advisory Committee (CFAC):

A guest speaker from Recovery NC spoke with CFAC at their June Meeting. CFAC spent a majority of their meeting completing a survey. CFAC is also interested in learning more about the potential merger and their role in the merger. Sandra Herring directed the Board's attention to the letter of intent and noted that the letter of intent didn't prescribe a seat for a CFAC member. Ms. Herring voiced her concern; CFAC worked diligently to have a CFAC member hold a full voting seat on the Board and Ms. Herring wanted confirm CFAC's seat into future. The Board agreed they would also like to continue supporting CFAC maintaining a full seat on the Board. The next CFAC meeting will be July 16, 2009 at 6 p.m. in the Europa Training room.

OLD BUSINESS:

There was no old business at this time.

NEW BUSINESS:

Mr. Stewart motioned to move into closed session related to a personnel matter. Mr. Greger-Holt seconded. The motion carried with all Board members voting in favor and no one opposing.

At 8:18 p.m., the OPC Board returned to open session with agreement on Ms. Truitt's performance evaluation. Commissioner Vanderbeck motioned to approve the evaluation, authorizing Mr. Stewart to review the evaluation with Ms. Truitt on behalf of the Board. Commissioner Pelissier seconded. All Board members voted in favor.

Board Meeting:

The next OPC Board meeting is scheduled for August 10, 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 Vanderbeck motioned to adjourn the OPC Board meeting and Mr. Stewart seconded. The motion carried with all Board members voting in favor and no one opposing. The meeting adjourned at 8:28 p.m.

Respectfully submitted,

Amanda Blanks
Secretary