

Minutes of the OPC Area Board
Monday, February 8, 2010
Administrative Office - Europa Center

BOARD MEMBERS PRESENT:

Commissioner Bernadette Pelissier, Commissioner Jimmy Clayton, Commissioner Tom Vanderbeck, Richard Edwards, Lynn Ikenberry, Amanda Blanks, Rachel Winstead, Sue Schwartz, John Stewart, Heather Nash

BOARD MEMBERS ABSENT:

George Greger-Holt

STAFF PRESENT:

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

GUESTS PRESENT

LeAnn Brown, OPC's Attorney
Yvonne French, DMH LME Liaison
Leslie Matthews, CFAC
Pam Chevalier, CFAC

CALL TO ORDER

OPC Board Chair Richard Edwards called the meeting to order at 7:17 p.m.

CALL FOR PUBLIC COMMENT

Mr. Edwards opened the floor for public comment. There were no comments.

READING OF THE MINUTES

John Stewart motioned to approve the December 2009 and the January 2010 minutes of the OPC Area Board meeting. Dr. Rachel Winstead seconded the motion. The motion carried with all board members voting in favor and none opposing.

Commissioner Bernadette Pelissier inquired about the OPC Mission Statement and Code of Ethics approved during the January 2010 Retreat. Judy Truitt responded that CFAC had several recommendations and OPC staff would send copies to interested Board members.

REPORT OF THE CHAIRPERSON

Mr. Edwards welcomed the guests in attendance; specifically, Mr. Edwards welcomed Yvonne French of the Division of Mental Health/Developmental Disabilities/Substance Abuse Services (DMH) Local Management Entity (LME) Liaison. Mr. Edwards then deferred the remainder of his time to Ms. Truitt.

AREA DIRECTOR'S REPORT

1. Collaboration

- a. Ms. Truitt updated the Board on OPC's conversations with Piedmont Behavioral Health (PBH). PBH approached OPC and Five County about joining with PBH to enhance and expand their Medicaid waiver. Since receiving approval from the Board to learn more OPC has discussed with PBH how their waiver works and how the waiver would affect OPC's catchment area. During the last week, OPC and Five

County have created a preliminary work plan. The first step in the work plan is for the organizations to define what a local presence would look like and how it would function in relation to an administrative entity. On Friday, January 29, 2010 Five County, OPC and PBH participated in a conference call to determine what functions would be centralized and what functions would remain local. During the call there was discussion about the creation of a new organization that would perform the administrative functions and manage the Medicaid waiver. PBH's position regarding local presence was consistent with OPC's initial recommendations and it appeared during the conversation that PBH would plan to design their presence in local communities in the same manner that would be seen in Five County and OPC.

- b. On Thursday, February 11, 2010, Management Team and several OPC Unit Managers will be visiting PBH. Ms. Truitt is hopeful that PBH, Five County and OPC will continue to learn more about how each entity operates and they can agree on plans for the future.
- c. Commissioner Vanderbeck inquired if OPC moved forward with PBH what would be a reasonable timeframe. Ms. Truitt indicated that DMH will be accepting applications in 2010 for the additional Medicaid waiver sites and hopes to go *live* with the two new sites in January 2011. We do not believe that this timeline would affect PBH and their waiver, but it does seem as though PBH wants to set the precedent for expanding the waiver. PBH will likely move forward with their plans regardless of whether OPC is interested in becoming a part of their waiver.
- d. Commissioner Jimmy Clayton asked if the Legislature was likely to approve these plans when they return to session. Ms. Truitt noted that the Legislature was the initial body encouraging additional Medicaid waiver sites and would likely strongly support such a venture.

2. Area Quality Improvement Committee (AQIC) Second Quarterly Report

- a. Lynne Hamlet presented the highlights and changes in the Second quarter AQIC report:
 - i. **Client Rights Committee**
 1. The Client Rights Committee has a new member. The individual is a Person County resident and CFAC member
 - ii. **Changes to Complaints Graph Occurrence**
 1. The complaints chart will no longer be included in the quarterly reports; they will be included in the AQIC Annual Report. The quarterly charts were removed as the small number of complaints seemed to exaggerate the results when placed in a pie chart.
 - iii. **FEM**
 1. On page 13 of the February 2010 OPC Board packet, the new numbers for providers were noted using the Frequency and Extent of Monitoring (FEM) tool. The purpose of the tool is for LMEs to determine the frequency and extent of regularly scheduled local monitoring for individual MH/DD/SA service providers in their catchment area. Initially, the tool is to be utilized following the LME's endorsement review and is to be updated every three years or when significant changes occur that may affect the frequency of scheduled monitoring. Utilizing the tool, 24 OPC providers have moderate scores, 14 providers scored high (the last time the FEM was completed only seven providers scored high) and five providers scored low. Out of the five providers who scored low, four are new and have been providing services for less than six months.

iv. **Progress Indicators and Performance Contract**

1. In the Progress Indicators Matrix (attachment one on pg. 25) OPC met 11 out of 21 standards and scored a 52%. This was mostly due to a raise in the standards and OPC's continuing issues with data submission.
2. OPC met 7 of 7 report submission measures for the Performance Contract Data for the first quarter, but only met 3 of 9 data submission measures. The percentage of expected NC-TOPPS assessments received and the percentage of assessment submitted on-time continue to rise. While the timeliness measure did not meet the standard of 90%, OPC has exceeded the state average for the past two quarters and continues to monitor providers' compliance with the requirement.

v. **Guardianship**

1. OPC received two new wards during the quarter, bringing the total to 27. One provider that serves five of OPC's wards is closing. Staff have been working diligently to locate new providers for those five wards.

vi. **Mystery Shopper Calls**

1. During the second quarter OPC staff made 17 calls to OPC providers to assess the quality of the providers' after-hours telephone crisis response. Thirteen of the calls were answered by a live person. Three providers did not return the call and one provider called back three hours later; these four providers will be required to submit plans of corrections. For more information please see page 13 of the OPC February 2010 Board Packet.

vii. **Gun Permits**

1. Commissioner Clayton inquired why OPC is processing Durham concealed gun permits. The Durham Sheriff's office sends the requests to neighboring counties in order to more fully investigate if citizens applying for these permits have received services in the past.

3. Identity Theft Policy

- a. Ms. Hamlet presented a new policy for the Board's review.
 - i. This policy would have OPC aligned with all federal and state laws and reporting requirements regarding identity theft. The purpose of this policy is to identify, detect and respond to identity theft in connection with new or existing covered accounts and implement proper controls to promote compliance with red flag and address discrepancy rules. OPC would do this by conducting risk assessments to determine its risk for consumer identity theft.
 - ii. The Quality Improvement and Provider Relations Director will act as the Red Flags Officer who is responsible for overseeing the implementation of this policy.
 - iii. For a more detailed report please see pages 30-33 of the OPC February 2010 Board Packet.
- b. Commissioner Clayton motioned to approve the *Identity Theft Prevention* policy. Commissioner Vanderbeck seconded the motion. The motion carried with all Board members voting in favor and no one opposing.

4. Cultural Competency Update

- a. The OPC Area Board and CFAC first reviewed and approved the Cultural Competency Plan in 2008. Ivy Williams presented an update on the plan and the agencies activities since the plans approval.
 - i. OPC continues to work to reflect the diversity of the community in the staffing of the agency, the network of providers, and the members of the Board.
 - ii. OPC will soon implement a Sage Publishing seminar for several staff members and the provider community on multi-culturalism.
 - iii. A new Screening-Triage-Referral staff member was hired who speaks English, Spanish, and Portuguese.
 - iv. When possible, agency documents are printed in multiple languages, and the OPC website is now translatable into 12 languages using Babelfish®.
- b. For a more detailed report please see pages 59-65 of the OPC February 2010 Board Packet.

FINANCE OFFICER'S REPORT

Dave Jenny presented the Finance Update and the Financial Activity Report:

- The Finance and Care Management Departments have been working diligently on the data dump in preparation for the new Cardinal Innovations (CI) business system. Much of the information has needed cleaning up so it will smoothly enter into CI's system. The more accurate the data entered into the new system the fewer start-up issues OPC will experience.
- Staff are working with UniCare to recover IPRS checkwrite information that didn't post correctly on 11/27/09. Otherwise the billing system is working adequately at the present time.
- The State is still not seeing revenues meet projections. Therefore our funding from the State is behind. As of January 25th four IPRS checkwrites are outstanding (\$878,538), as are the December and January LME funds (\$752,466).
- Mr. Jenny distributed the final 2008-09 audit reports from LarsonAllen during the Board meeting.
- Mr. Jenny then presented the Financial Activity Report. Mr. Stewart motioned to approve the budget revision. Commissioner Vanderbeck seconded the motion. 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 March 8, 2010 at 6 p.m.

Human Resources Committee:

The HR Committee is currently meeting on an as-needed basis.

Client Rights Committee (CRC):

Ms. Blanks reported that the Client Rights Committee did not meet recently due to the inclement weather. Their next meeting will take place Tuesday, February 16, 2010.

Consumer & Family Advisory Committee (CFAC):

Heather Nash relayed the events of the CFAC meeting. CFAC discussed the Needs Assessment as it relates to the new Crisis Intervention Team Training held in January 2010. They also elected new CFAC officers for 2010. CFAC next meets on February 18, 2010 at 6 p.m.

OLD BUSINESS:

Ms. Blanks inquired about the status of the White Oak Property. Ms. Truitt and Mr. Jenny indicated that Mr. Edwards had signed the paperwork earlier in the evening allowing the property to be placed on the market. The goal is to have the listing posted by the end of business on Tuesday, February 9, 2010. Mr. Jenny also stated that the renovation project is going well.

NEW BUSINESS:

There was no new business at this time.

Board Meeting:

The next OPC Board meeting is scheduled for March 8, 2010. The Finance committee will begin at 6 p.m. The Finance committee will disband at 6:30 p.m., the System Updates conversation will be from 6:30 p.m. to 7:15 p.m., and the Board will officially convene at 7:15 p.m.

Adjournment:

Commissioner Vanderbeck motioned to adjourn the OPC Board meeting and Commissioner Pelissier seconded. The motion carried with all Board members voting in favor and no one opposing. The meeting adjourned at 8:17 p.m.

Respectfully submitted,

Amanda Blanks
Secretary