

System Updates
March 14, 2011
Administrative Office – Europa Center

1. Triumph Transition

- a. During the summer of 2010 Triumph, LLC informed OPC of their growing concern for the long-term viability of their Person County site. In the fall it became apparent that Triumph was planning to leave Person County; potentially, by the end of December 2010. At that time key OPC staff met with the directors of Triumph and Freedom House to discuss transition of services in Person County, while Triumph continued to provide services in Person County.

In early February 2011, Triumph notified OPC that they would indeed be making changes and that they were stopping Community Support Teams (CST) in almost every region and they would no longer operate a site in Person County. In correlation with this announcement, Freedom House's Executive Director Trish Hussey met with Triumph staff, OPC and her staff to begin planning the transition.

On February 10, 2011, Triumph sent stakeholders official notification of their closures. Key staff members were laid-off at this time; including, the Division Director from the OPC region. This transition affected 143 Outpatient consumers (82 kids and 61 adults), 27 CST consumers (8 in Person, 19 in Orange) and approximately 8-10 staff.

Freedom House is now performing medication management, psychiatry, CST, and the injection clinic. Triumph continues to serve intensive in-home and targeted case management from their Hillsborough office.

The official transition occurred on Monday, February 28, 2011; OPC provided some money to help with transition, thereby allowing Triumph to continue providing services for two additional weeks.

It is being reported that things are going relatively well. It helped that all of the medication management consumers and Dr. Jackson continued onward, as well as the office location did not change.

2. OPC Peer Support Specialist Training Project

- a. The Division of Mental Health, Developmental Disabilities and Substance Abuse Services (DMH) released a Request for Application (RFA) in September 2010 for funds to provide training free-of-charge to consumers who wanted to pursue certification as a Peer Support Specialist. The intent is to offer a pool of qualified applicants Peer Support Services through our local Critical Access Behavioral Health Agency (CABHAs) beginning on July 1, 2011 (the effective date of the service definition).

OPC applied for the funding, and the application was supported by the Consumer and Family Advocacy Committee and three of our CABHAs: Easter Seals UCP, Triumph, and XDS, Inc. In November 2010, OPC

was informed its application was approved. The total amount of funds awarded was \$23,000 per Local Management Entity (LME).

Under the terms of this grant, OPC is expected to have a minimum of 20 consumers complete the process of becoming certified a Peer Support Specialist. This requires completion of a total of 60 hours of training, the bulk of which occur in a 40-hour block of "Peer Support Specialist" training. An additional 20 hours of relevant training supplements this core training. The grant funding covers all costs included with providing this training, so that consumers may complete the certification process with little or no out-of-pocket costs.

Fifty applications were received by the due date, 45 of which met the minimum eligibility requirements for certification:

- Be a current or former consumer of Mental Health or Substance Abuse services
- Have a minimum of one year established recovery

All applications were screened by a committee comprised of LME staff, provider staff, CFAC members, and two certified Peer Support Specialists. In the end, the Selection Committee approved 25 applicants who were residents of the OPC catchment area, and five who resided in surrounding counties.

All 30 participants who began the training on Monday completed the training at the end of the week. The next training to be offered is "Wellness Recovery Action Plan" (W.R.A.P.), a 10-hour event scheduled for April 12th and 13th. The remaining 10 hours of training are yet to be scheduled. The topics and dates will be determined based on a survey completed by the participants; the goal is to have participants complete all the training by the beginning of June 2011.

As a part of this project, OPC will offer assistance for those who request it with the process of applying for certification and applying for employment. At present, there are only two certified Peer Support Specialists in the OPC catchment area. Due to this training the number of Peer Support Specialist in this region is expected to exceed 20 by the end of the fiscal year.

3. Overview of Service System/CABHA

- a. Judy Truitt provided the Board with a folder defining common concepts and terms, acronyms, the OPC Service Grid, an OPC Provider Grid, and overviews of the Community Alternatives Program for People with Mental Retardation/Developmental Disabilities (CAP-MR/DD) and CABHAs.

The service grid breaks down all the available services in Orange, Person and Chatham counties and then describes which disability area(s) are served, what age group is eligible for those services, if Medicaid billing is available and if the service is billable through the Integrated Payment and Reporting System (IRPS) funds.

The provider grid indicates which providers offer a particular service, if the provider serves IPRS and Medicaid consumers or will only accept Medicaid consumer, and in which county that provider provides those services. Ms. Truitt supplied the Board with a key to specify which of the providers are CABHA agencies.

CAP-MR/DD is a special Medicaid community waiver program. It is designed to give person with intellectual/developmental disabilities a cost-effective alternative to care in an intermediate care facility. The program's goal is to allow the individual an opportunity to return and/or live in the community with as much independence as possible. There are two tiers of the wavier, 'Supportive' and 'Comprehensive'. Tier one, 'Supportive' contains an annual maximum of \$17,500 and OPC currently has 31 individuals in these slots. OPC has 332 individuals in the 'Comprehensive' slots and the annual maximum for that support is \$135,000. Currently there are 431 individuals on OPC's CAP-MR/DD waitlist.

CABHAs are provider agencies that offer a range of mental health and/or substance abuse services for a particular age and disability group. Providers who offer Day Treatment, Intensive In-Home or Community Support Team must become CABHAs and have a Medical Director, Clinical Director and Quality Management/Training Director.

**Minutes of the OPC Area Board
March Board Meeting
Monday, March 14, 2011
Administrative Office - Europa Center**

BOARD MEMBERS PRESENT

Commissioner Steve Yuhasz, Lynn Ikenberry, Amanda Blanks, Richard Edwards, Tom Glendinning, Heather Johnson, Carol Mitchell, Heather Nash, Mike Rosenthal, John Stewart, Tom Vanderbeck, Mary Cay Corr

BOARD MEMBERS ABSENT:

Commissioner Brian Bock, Commissioner Jimmy Clayton, Bill Gentry, George Greger-Holt, Rachel Winstead

STAFF PRESENT:

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

GUESTS PRESENT

Yvonne French, DMH/DD/SAS LME Liaison
Gwen Harvey, Assistant Orange County Manager
LeAnn Nease Brown, OPC Attorney

CALL TO ORDER

OPC Board Chair Dr. Lynn Ikenberry, M.D. called the Board meeting to order at 7:08 p.m.

CALL FOR PUBLIC COMMENT

Dr. Ikenberry opened the floor for public comment. There were no comments.

READING OF THE MINUTES

John Stewart motioned to approve the January 26, 2011 OPC Board Retreat minutes. Richard Edwards seconded the motion. The motion carried with all Board Members voting in favor and none opposing.

REPORT OF THE CHAIRPERSON

Four new OPC Board members were in attendance, Commissioner Steve Yuhasz, Tom Glendinning, Heather Johnson and Tom Vanderbeck. OPC Board members and staff introduced themselves.

Dr. Ikenberry then administered the oath to Commissioner Yuhasz, Mr. Glendinning, Ms. Johnson and Mr. Vanderbeck.

Dr. Ikenberry then deferred the remainder of his time to Judy Truitt.

AREA DIRECTOR'S REPORT

1. State and Regulatory Requirements Update

- a. For URAC Accreditation purposes Ms. Truitt will be addressing State and Regulatory Requirements at all-staff meetings and Board meetings moving forward.

- b. Ms. Truitt advised that legislation has been introduced to lift the restrictions on expansion of the 1915(b)(c) waiver. Per the Board's approval in December, OPC and Five County will be re-entering negotiations with PBH regarding expansion of the waiver to cover our counties.

2. Waiver Expansion & DD Advocates

Ms. Truitt advised Board members that Dave Richards, Arc of North Carolina, would be presenting information regarding the 1915(b)(c) waiver at the March 15th meeting of the Arc of Person County.

3. Wright School

Ms. Truitt advised Board members that Wright School was once again at risk of losing their funding. Wright School is a therapeutic school that educates children ages six through 12 who have serious mental health concerns. During the week the children live on campus, but return home on the weekends. The outcomes from this program are very good and it is an important part of OPC's continuum of care. Ms. Johnson reported that she was aware of the funding concerns and was working with a group to educate the legislature regarding its importance.

4. Budget Update

There continues to be significant concerns regarding possible reductions in funding for next fiscal year. Ms. Truitt will notify the Board as information becomes available.

5. Orange County Outside Agency Applications

Ms. Truitt reported that OPC had once again been asked to participate in the review of outside agency applications for funding in Orange County. She reminded Board members that she was now asked to review the information with the Area Board and bring any feedback from the Board to the county. Ms. Truitt outlined the agencies that are requesting funding, the plans for the funds, if that agency contracts with OPC, the amount of the contract for the past year, and other pertinent information. Discussion ensued regarding the funding process and possible options that the county could use in prioritizing funding requests.

6. Policy and Procedure Review

Ms. Truitt and Lynne Hamlet initiated discussion regarding the OPC Policy & Procedure Manuals. Board members were reminded that as preparation for URAC accreditation they were being asked to approve the existing policies to establish a timeline for signature and annual review. Vice Chair Amanda Blanks motioned to approve the six policy manuals as they currently exist. Tom Vanderbeck seconded. The motion carried with all Board Members voting in favor and none opposing.

7. AQIC Second Quarterly Report

- a. Lynne Hamlet presented highlights of the AQIC Quarterly Report.
 - i. Incident Review
 1. Two of the incidents reported by OPC Providers involved a death of an unknown cause. One of the deaths has since been determined as death by natural causes. The autopsy on the other is pending.

2. A focused monitoring was conducted on one of the other Level three incidents. OPC staff had no unusual findings from the monitoring.
 3. The Board asked for more incident data comparisons moving forward.
- ii. Provider Monitoring
 1. Seventeen monitoring events were completed, involving 14 provider agencies.
 2. Independent Case Management (ICM) received a perfect score during a monitoring. It is very uncommon for providers to receive perfect scores.
 - iii. Quality Improvement (QI) Activities
 1. QI Staff updated the provider scores for the Frequency and Extent of Monitoring Tool (FEM) during this quarter. Twenty-three providers received an overall score of “moderate”, requiring on-site monitoring once every 12-18 months, and 18 providers scored “high”, requiring on-site monitoring once every three years. No providers scored an overall score of “low”. Five more providers scored “high” than during the last FEM completion.
 2. During the Mystery shopper calls this quarter new questions were added to assess a provider’s response to a consumer with homicidal ideation, a call from a family member, and questions relating to crisis services available in the OPC catchment area.
 - iv. Performance Contract and Hospital Data
 1. OPC has had 66 admissions to the state psychiatric hospitals at this point in the fiscal year. During the same period last year, OPC had 89 admissions. It is hypothesized that the continued decreasing trend in admissions may be due to a number of factors including three-way contract bed diversions for Central Regional Hospital admissions.
 2. OPC continues to improve on Client Data Warehouse (CDW) data submission measures and met one more data submission element than last quarter.
 - v. Ms. Hamlet noted a change in the Guardianship section of the report. A chart indicating the ward’s demographics will now only be included in the AQIC Annual Report.
 - vi. Research and Review
 1. A research proposal was approved during this quarter: Predictors and Mechanisms of Conversions to Psychosis – The North American Prodrome Longitudinal Study II (NAPLS II). This study includes UNC-Chapel Hill Psychiatry department conducting continuing education presentations in April 2011 for OPC providers on the identification and early treatment of psychiatric disorders in adolescents and young adults.

FINANCE OFFICER’S REPORT

Financial Activity Report for March Board Meeting:

- The Finance Department has been holding a series of teleconferences with PBH and AlphaCM on the interface between Cardinal Innovations (CI) and the accounting system, Financial Edge. Also in discussion are revisions to the budgeting module. An upgrade to CI is scheduled for March 11th and a follow-up teleconference is scheduled for March 26th.
- The State has indicated that the audits of the Mental Health Trust Fund and non-UCR funds for SFY 2008 and SFY 2009 are almost completed and draft reports should be issued in a few weeks. They will be followed by settlements letters at a later date.
- Cash outstanding from the state is presently \$1.5 million. Typically we receive cash from the state during the first week of the month.

Mr. Stewart motioned to approve the Finance Report. Mr. Vanderbeck seconded the motion. The motion carried with all Board Members voting in favor and none opposing.

Mr. Jenny also presented a third Budget Revision for the year, which was included in the March OPC Board Packet. This adjustment will particularly affect the Cross Area Service Programs (CASP) funds. Mary Cay Corr motioned to approve the Budget Resolution Revision Three. Carol Mitchell seconded the motion. The motion carried with all Board Members voting in favor and none opposing.

Hadrian House, one of OPC's properties, needs major maintenance and Management Team requests permission to put the house on the market 'as is' following an appropriate appraisal. The house was originally purchased with Thomas S. funding. Proceeds from the sale will revert to DMH. Mr. Vanderbeck motioned to place the property on the market "as is". Mike Rosenthal seconded. The motion carried with all Board Members voting in favor and none opposing.

COMMITTEE REPORTS

Finance Committee:

The Finance committee had no further information beyond Mr. Jenny's report.

Human Resources Committee:

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

Client Rights Committee (CRC):

Ms. Blanks reported that CRC met and discussed incident reports, a behavioral plan, and reviewed the provider monitoring report. They were pleased to acknowledge the 100% score received by ICM. Their next meeting is April 5, 2011.

Consumer & Family Advisory Committee (CFAC):

Heather Nash shared the events of the February CFAC meeting. The group discussed quality improvement data and the recruitment of new members. The committee also voted to change the bylaws regarding the terms of membership. Members shall serve for three-year terms. Members may serve two consecutive three-year terms, followed by a mandatory six-month break, unless otherwise determined by the Committee. In the past the break was a mandatory year. CFAC meets regularly on the third Thursday of the month at 6 p.m.

NEW BUSINESS:

There is no new business at this time.

OLD BUSINESS:

Club Nova Property Update

- a. Mr. Stewart motioned for the Board to enter closed session in order to consult with OPC's attorney regarding the proposal to purchase the Club Nova property. Mr. Vanderbeck seconded and all Board members voted in favor. At 8:45 p.m. the OPC Area Board entered closed session.
- b. Mr. Glendinning motioned for the Board to return to open session. Commissioner Yuhasz seconded and all Board members voted in favor. At 9:32 p.m. the OPC Area Board returned to open session.
- c. Mr. Glendinning made the following motion: the OPC Area Board will authorize Mr. Stewart and the property workgroup to contact Club Nova Community (CNC) and indicate that the OPC Board has agreed to have the subcommittee negotiate with CNC regarding the possible sale of the Club Nova and Thrift Shop condominiums to CNC. The subcommittee proposes that OPC could recommend a sale of these two condominiums to CNC for their current fair market value (appraisal to be obtained by CNC), subject to an assignable right of first refusal granted to OPC to purchase the property at 75% of then current appraisal value. The closing date on the purchase would be governed by timing of the appraisal and Club Nova Community loan approval and contingent upon approval by the three County Boards of Commissioners. Ms. Johnson seconded the motion and all Board members voted in favor.
- d. The Board acknowledged three primary concerns. First, we would like to ensure that the property would remain available for mental health use in the event that Club Nova Community should cease to exist or be economically viable. Second, we are concerned that in transferring the property from a local political subdivision to a private entity, we protect the public's financial interest in the value of the property. Third, the terms of the sale will have to meet the approval of the three Boards of County Commissioners which are presently under considerable financial pressure.

Board Meeting:

The next OPC Board meeting is scheduled for April 11, 2011 at 6:00 p.m. The Finance Committee will begin at 6:00 p.m. The Finance Committee will disband at 6:30 p.m., System Updates will be given from 6:30 p.m. to 7:15 p.m., and the Board will officially convene at 7:15 p.m.

Adjournment:

Mr. Stewart motioned to adjourn the OPC Board meeting and Mr. Vanderbeck seconded. The motion carried with all Board members voting in favor and no one opposing. The meeting adjourned at 9:40 p.m.

Respectfully submitted,

Rachel Winstead, Ed. D.

Secretary