

**THE DURHAM CENTER**

*Managing Behavioral Health & Disability Services*

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**AREA BOARD MEETING**

**Minutes**

**Thursday, February 7th, 2008**

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The Durham Center Area Board met at 4:00 pm, February 7th, 2008 at 501 Willard Street.

**MEMBERS PRESENT:** Doug Wright, Colleen Kilsheimer, Karen Crumbliss, Matthew Wallace, Earl Phillips, Melvin Whitley, Phil Golden, Ellen Reckhow, George Quick, Amelia Thorpe, Eureka Daye

**MEMBERS EXCUSED:** Tom Owens

**MEMBERS ABSENT:**

**GUESTS PRESENT:** Vaughn Upchurch, UNC School of Government;  
Alicia Camacho, DECI

**STAFF PRESENT:**

Ellen Holliman, Rob Robinson, Doug Fuller, Kelly Goodfellow, Tina Howard, Jim Kinnan, Carla Alston-Daye, Lisa Jackson, Nancye Bryan, Carrie Baines, Vivian Harris, Bob Hufham, May Alexander, Terry Ames, Jennifer Meade

**OTHERS PRESENT:** Chuck Kitchen, Lowell Siler

**Call to Order** Area Board Chair Doug Wright called the meeting to order at 4:00 p.m.

**Agenda Adjustment** None

**Finance Committee Report** Chairman George Quick gave a summary report of today's Finance Committee, noting receipt of single stream money from the state, which has raised the amount of cash on hand for Durham Center accounts.

Mr. Quick asked that Board Members make plans to participate in the budget planning retreat scheduled for February 20<sup>th</sup>, noon at the Durham Center. Ms. Holliman said that there's much material being assembled in connection with budget planning. The goal is to have this information in the hands of participants prior to the event if all possible.

**Executive Committee Report** Board Chairman Doug Wright reported on this month's meeting of the Executive Committee. Draft minutes of this meeting are included in the board member packet.

The Executive Committee took action, an affirmative vote on proposals from the Community Bridging Project and Voices Together, both of which were presented previously to the board, services to the Developmental Disabilities client population.

Ms. Crumbliss asked whether the expansion of the contract with the ARC of Durham was to expand their existing contract to include Community Bridging stipends. Mr. Wright responded that the answer to the question was yes, an extension of an existing contract with the ARC of Durham.

**Quality Management Committee Report** Committee chairman Phil Golden reported his committee met Thursday, January 31<sup>st</sup>. One item of business was to approve a minor change regarding Section II of the Quality Improvement policy, providing increased flexibility for staff in Quality Improvement efforts. The committee stipulated some change to the proposal, setting a 10-day timeline for Durham Center action on QI plans from provider agencies.

Regarding QM committee concerns about utilization at the Durham Center Access unit, Mr. Golden summarized the Crisis Services Focus Review, dated January 31, 2008, information compiled by Jim Kinnan and staff. A copy of the review was provided to board members at the meeting.

Another concern related to tracking the county of residence of people who are discharged from state hospitals, the concern focusing on whether residents of neighboring counties are going to Durham County after discharge from state hospitals.

A newly created Quality Council was initiated in January.  
A Quality Management specialist has begun working with the Client Rights Committee and the CFAC.

**Human Rights Committee Report** Committee chairman Colleen Kilsheimer reported the committee met January 29<sup>th</sup> featuring a presentation by staffer Monica Portugal on the incident reporting process. Ms. Kilsheimer raised questions of understanding regarding the four categories of licensure related to incident reporting: Categories A, B, C and D. Categories A & B report incidents to the Durham Center. Category C relates to providers licensed by the local DSS and Category D includes state licensed facilities. This report will be updated with the Human Rights committee at regular intervals through the year.

Ms. Kilsheimer indicated broad interest in participating in the planned Mystery Caller program. There is interest on the part of consumers who've said they would like to participate.

Ms. Holliman shared that the Mystery Caller program will call for volunteer participation of consumers or family members who will place calls to the SRT (Screening, Triage and Referral) line to gauge the effectiveness and quality of the process once the call is answered.

Ms. Kilsheimer asked whether the Customer Service office was the appropriate place for calls regarding any issues regarding services. Answered in the affirmative.

**Consumer and Family Advisory Committee Report** Amelia Thorpe reported on the January meeting presentation on the Mystery Caller program She noted also plans for training of CFAC members, scheduled February 29 and March 1 in Winston Salem. Information about the CFAC training program will be sent to members of the Area Board. Colleen Kilsheimer noted that three people from the Durham CFAC are slated to attend the training meeting.

**Consent Agenda Commissioner Ellen Reckhow moved** approval of minutes of the January 3<sup>rd</sup>, 2008 meeting. **Seconded by Earl Phillips. Passed unanimously.**

**Public Comment:** N/A

**Appreciation for Board Member Terry McCabe** Mr. Wright reported that Mr. McCabe, recently released from hospitalization, is unable to attend today's area board meeting. Despite the absence, Mr. Wright noted the importance of recognizing Mr. McCabe's diligent and long-standing service to the work of the Durham Center.

Mr. Wright reflected that up until his resignation Mr. McCabe was the longest serving board member, one whose commitment, hard work and tenacity he respected. Mr. Wright noted that there were times when Mr. McCabe challenged him "when I didn't want to be challenged, seeing things I didn't see, making me work harder so I could respond to his insightful and important questions."

Concluding, Mr. Wright said, "Terry has indeed been an inspiration and mentor to many of us," expressing the hope that Mr. McCabe's passion and purpose would carry on.

A plaque expressing the Area Board's appreciation will be presented to Mr. McCabe.

Karen Crumbliss asked that Doug Wright's remarks be typed up and presented to Mr. McCabe.

**Area Board Self Evaluation** Chairman Wright said the topic of a board self evaluation has come up in recent months, first raised by board member Earl Phillips and further discussed by Mr. Wright, Ms. Crumbliss and Mr. Phillips at December's NC Council of Community Programs area board training. Reflecting on recent successes of the Durham Center and the area board, Mr. Wright suggested that one good way to maintain a leadership position is to take a comprehensive look at how the board functions and what goals may need to be set.

Ms. Holliman introduced Vaughn Upchurch of the UNC School of Government. After board member introductions, Ms. Upchurch spoke of the opportunity for area board members to have a conversation about how they want to do business together, seeking a way to help the board meet mutually identified interests and goals.

A group discussion of board concerns and questions ensued. Recapping the discussion, Ms. Upchurch noted:

- A tradition of leadership in the work of the Durham Area Board that may be enhanced by a self-assessment process
- Concerns regarding board and staff roles, whether each side is clearly defined and operating in ways that support the work of the other
- Concern for using well the talents we bring to our work
- Issues around accountability and oversight, fiduciary responsibility and accountability to the public
- Questions as to whether the board and the area program are doing what we should be doing? Are we doing a good job?
- Concerns regarding effectiveness of the programs administered by Durham LME
- Effective use of the data we have available

In response to a comment by Ms. Crumbliss regarding the fact that the work of the LME is done by staff, Ms. Upchurch suggested a possible board concern reflecting split between 1/ oversight and direction as board functions, and 2/ the everyday accomplishment and effectiveness of LME work that falls to the staff. Ms. Upchurch raised a question as to whether the board is providing clarity of direction to the staff on what kinds of results are sought and whether the Area Board is providing support and recognition to staff for their efforts to meet goals and provide good services. Ms. Crumbliss noted that one of the things the Durham area board does is to "affirm the very good ideas" of staff for services.

Ms. Upchurch suggested the list of possible focuses for the evaluation is too broad and may need culling. She will provide a list of topics in a questionnaire for board members, asking them to prioritize them individually. Once she has feedback from the board, she will tally results and consult with the board as to which topics/issues to address.

Ms. Daye spoke of her overarching concern that the process provide information on “whether we (the Durham Area Board) are doing what we purport to do”. She spoke also on the usefulness of addressing this question in terms of the accreditation process that the LME will undergo in the near future.

Ms. Upchurch will devise an electronic survey to go to each board member. After results are in, she will provide a summary report to the board that will provide the basis for making decisions/choices regarding the assessment itself. The goal is to complete the entire self-evaluation process by the end of the current fiscal year, June 30, 2008. At some point there will be a need for a discussion meeting, either an extension of a regular board meeting or a separately scheduled meeting.

Ms. Upchurch requested a copy of the mission statement for the board or the Durham Center. She asked also for any other materials that would provide information as to **goals** that have been set by the Area Board.

Following additional discussion of the self-evaluation process, its goals and potential pitfalls, **Earl Phillips moved** and **Phil Golden seconded** that the Area Board proceed with self-evaluation. **Passed unanimously.**

**Chairman’s Report** Mr. Wright reported that he had participated in RFP processes for housing and Substance Abuse contracts. No final results on these so far.

Mr. Wright reported on the NC Council meeting January 18<sup>th</sup> that included a review of several position papers, one on the Clinical Functions of the Local Management Entity. There is much interest on the part of Secretary Benton regarding this aspect of LME function. Awaiting completion of the Mercer Study.

A recent meeting of the Substance Abuse advisory committee was a rewarding look at progress made on an increased range of services for the SA segment of Durham Center clients. While there are still needs, a comprehensive vision for services has been set and significant progress has been made.

Children’s Community Team training was completed February 1<sup>st</sup>. Adult Community Team training is soon to come.

The Durham Center will be recognized at the upcoming (February 11<sup>th</sup>) meeting of the Board of County Commissioners for recent awards from the NC Council of Community Programs.

**Closed Session** Pursuant to NCGS § 143-318.11 (a)(3), **Mr. Quick** moved that the meeting go into closed session to consult with Durham County Attorney staff regarding pending lawsuit 008 CV 001306. **Seconded by Ms. Reckhow. Passed.**

**Adjourned**

Respectfully submitted:

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Ellen Holliman, Executive Director

Date

**Materials provided in board notebooks:**

“Poor training leading to violence”, Vicki Smith, Durham Herald-Sun, undated

“Mental health provider to sue Wake, Durham”, Lynn Bonner, News&Observer, January 23, 2008

“Lawsuit debuts with rally, fanfare”, Anne Blythe, News&Observer, January 24, 2008

“Durham Health Group Files \$1 Billion Lawsuit Against Managed Care Groups”, Paul Matadeen, NBC 17, January 23, 2008

“The Willie Gary Law Firm Files \$1 Billion Lawsuit Against Durham County LME, Wake County LME, Five County LME, Mecklenberg County LME and Value Options, Inc. for Negligent and Intentional Misconduct Against Mental Health Agency”, PRNewswire, January 23, 2008

Recovery Mode, “The Messenger”

Audit Questions Whether State Overpaid On Medicaid Claims  
Posted: Feb. 10, 2005, Raleigh, Reporter: Cullen Browder

EDITORIALS: Healing HHS, Jan. 06, 08 Original Charlotte.com

Optimism over latest NC mental health plan also about messenger  
01/07/08 By Gary D. Robertson / Associated Press

Hospitals get serious look, Asheville (NC) Citizen-Times, By Leslie Boyd

Meet the new gang that couldn’t shoot straight: the N.C. Division of Mental Health,  
Developmental Disabilities and Substance Abuse Services  
Hendersonville news

Minding the Gap, Mental health moves from regional to local, Scott Nicholson

The Behavioral Health & Social Service Industry Analyst  
Open Minds – Volume 19, Issue 9

Final Report - The Durham Center Managing Behavioral Health & Disability Services

Needs Assessment and Gap Analysis, January 2008

“Mental health provider cutting services-- Orange, Person and Chatham in limbo as provider pulls out” Lynn Bonner, The News and Observer, February 6<sup>th</sup>, 2008

**Materials handed out at Board Meeting:**  
Report on Durham Center Access