

**THE DURHAM CENTER**  
*Providing Behavioral Health & Disability Services*

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**AREA BOARD MEETING**  
**Minutes**  
**June 2, 2005**

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The Durham Center Area Board met June 2, 2005 at 4:00 p.m. at 501 Willard Street.

**MEMBERS PRESENT:**

Doug Wright, Nancye Bryan, Colleen Kilsheimer, Ellen Reckhow, Terry McCabe, Phil Golden, Emily Baldwin, George Quick, Eureka Capri Daye, Amelia Thorpe

**MEMBERS ABSENT (EXCUSED):**

Tom Owens, Hugh Wright, Karen Crumbliss

Others Present: Lowell Siler, Trish Hussey, Lena Klumper

**STAFF PRESENT:**

Ellen Holliman, Janet Whichard, Carrie Baines, Kelly Goodfellow, Carla Alston, James Osborn, Beth Bordeaux, Dorothy Rigsbee, Janice Stroud, Gwynn Crow, Ann Nelson Welker.

Area Board Chair Doug Wright called the meeting to order at 4:10 PM.

**APPROVAL OF MAY 5, 2005 MINUTES**

**A motion was made to approve the Area Board Minutes by Nancye Bryan and seconded by Terry McCabe. The motion unanimously carried.**

**SPECIAL RECOGNITION OF COUNTY EMPLOYEE:**

Kelly Goodfellow, Finance Director recognized Angela Perry from the County Finance Department for going the extra mile in meeting the needs of The Durham Center. Ms. Perry has earned the respect and admiration of our staff as she has demonstrated a genuine spirit of cooperation. This was the first time The Durham Center recognized an employee from another agency within the County.

**COMMITTEE REPORTS**

**Human Rights:** Colleen Kilsheimer reported the committee met May 31<sup>st</sup> with three present. A consumer expressed concern at the meeting that the connection to a new provider was not as smooth as it should have been. Ellen Holliman asked that this be reported to Customer Service for follow-up and resolution.

Ms. Kilsheimer shared that the committee has received a copy of a brochure compiled for The ARC of NC for the DD population by Lisa Poteat. The brochure is very well done and our committee will be using it as a guide as we prepare our brochure.

**Finance:** George Quick reported there were no action items to come before the Board. Mr. Quick further reported the fund balance appears to be at the levels projected.

**Quality Management:** Phil Golden reported Beth Bordeaux continues to send information from the LME quality management committee. A CFAC member is needed on the committee.

**PUBLIC COMMENT: NONE**

**ACTION ITEMS**

**1. 05-06 Budget**

Kelly Goodfellow reviewed the additional information that was sent out in the board packet regarding the budget discussed at the April meeting. The original request included an additional \$350,000 (County funds) which was not supported by the County Manager; therefore, the budget reflects the same level as last year. The additional funds were requested for our crisis program. Ms. Holliman reported the contract with Telecare is still in negotiations. We may do a 6-month contract because it will give us time to go to the state to request the additional funds

In discussion that followed, the question arose as to what would happen if we were not able to get money from the state and the six months contract extension expired. Ms. Holliman responded that services would be cut. We have the 6 observation beds that are not funded by the state. This has been a major part of keeping people out of the hospital because it has been an extended observation area and for people who just needed to calm down and be observed. Often these consumers did not need to go to the hospital and in some cases not even to stay at Durham Center Access. We will have to reduce or cut this service if we do not get additional funds.

Ms. Reckhow requested clarification on contingency items regarding IPRS shortfalls. Ms. Holliman explained that these are County dollars which support target populations where there is not enough money in the state funds. We have not had a full year's history of just paying for services. We may generate savings through other programs.

The pharmacy group will have a recommendation for pharmacy services in early 2006. The suggestion was made that we look at Lincoln and possibly the Health Department. The pharmacy has been kept in the budget for 05-06.

A question was asked about the Child Residential Service amount of \$500,000. These funds are for room and board and when children lose their eligibility. It will also be used to cover the short fall anticipated due to limited state dollars. This is for group homes, therapeutic foster care or Level II group homes. Medicaid pays for treatment; state dollars pay for room and board. The majority of the children are Medicaid eligible.

The \$225,000 Residential is for new the Level IV group home. The funds are to guarantee the bed days for this home. This is not for start up costs.

The amount of money for interpreting services was questioned. Ms. Goodfellow responded it is the LME's responsibility to pay for these services for children under 18 who have hearing disabilities. We are looking at ways of reducing this cost by looking for another service provider as we realize this is very expensive. This contract is for hearing impaired and foreign language.

**A motion was made by George Quick and seconded by Terry McCabe to approve the proposed 05-06 Durham Center Budget in the amount of \$38,582,098. The motion carried unanimously.**

2. Election of Officers – Tom Owens, nominating committee chairman, was absent. This item was tabled until the next meeting.
3. July Meeting

**A motion was made by Ellen Reckhow and seconded by Phil Golden to cancel the July 7, 2005 Board meeting. The vote was unanimous. The Executive Committee will meet in June and July as scheduled.**

4. Closed Session

**A motion was made by Nancy Bryan and seconded by Ellen Reckhow according to GS143-318.11A6 to discuss performance of personnel. The motion carried unanimously and the board entered closed session at 4:40 pm.**

The Area Board reconvened into open session at 4:50pm.

**A motion was made by Terry McCabe based on Ellen Holliman's performance the past year and the outstanding job she has done that the Board put forth a 4.25% raise retroactive to April 1<sup>st</sup> which is her anniversary date. The Board commends her on the job she is doing and encouraged her to keep it up. The motion was seconded by Ellen Reckhow. The motion carried unanimously.**

**REPORTS:**

**Freedom House Report**

Trish Hussey

Mr. Wright introduced Trish Hussey to update the Board on Freedom House. Ms. Hussey distributed copies of her budget packet presentation for the Board to review. The packet contained a description of each program, the program's objectives, outcomes and performance indicators. Highlights shared by Ms. Hussey included:

- Freedom house has been in business for 30 years in Chapel Hill providing substance abuse services.
- Is in the process of becoming Council on Accreditation of Residential Facilities (CARF) accredited
- Currently have 3 residential facilities in Durham County. (Men's Halfway house, Women's Halfway house, & Transition Living)
- MOA with Durham Tech for GED is being initiated
- Parenting classes will begin in Durham Houses in near future
- Teach financial responsibility and give technical assistance for check writing, bill paying, etc.
- To decrease the relapse rate, Freedom House seeks to surround and embrace people who tend to relapse and offer other supports when possible.
- All Freedom House facilities are structured living programs. The consumer can focus on recovery and wellness because their basic needs are being met.

There has been a delay in the new men's halfway house because of constructions problems. Due to a shortage of sheetrock the crew got pulled off the job. The contractor said he has found another crew and hopefully it will be completed soon and will open with 10 beds.

**Area Board Chair's Report**

**Doug Wright**

Open House on May 16th and the Town Hall Meeting on the 18th were successful. We appreciated Commissioner Page attending the Open House. Ellen Holliman and Mr. Wright will visit legislators personally to share with them what is going on in Durham.

Mr. Wright attended the Shirley Strobel Apartment Grand Opening on May 23<sup>rd</sup>. Rep. Luebke and Commissioner Reckhow were there as were many of the supporters and financiers. Mr. Wright said it was

impressive to see what can happen when people come together to work for a common goal. Mr. Wright gave special thanks to Nancye Bryan for the work she did to make these apartments a reality.

The NC Council met on the 20<sup>th</sup>. Mr. Wright was reappointed for 2 years. Ms. Holliman will rotate off. Some of the accomplishments of the Council the third quarter include:

- Weekly transition meetings with DHHS regarding implementation Service Definitions
- LME Academy is fully scheduled through the 4<sup>th</sup> quarter
- The Council has been making recommendations to DHHS regarding the revised bed day formula for next year.
- We have been challenged by Centerpoint Human Services to find a way to make a one-time grant or donation to the LME Academy to help get it up and running to provide training. They made a \$5,000 donation. We have to find out from our Finance Department what we can do.

The Spring Policy forum is June 13-14 in Raleigh and Ellen Reckhow will be recognized as Commissioner of the Year. We are very proud of this recognition for Commissioner Reckhow.

### **Monthly Board Report**

**Ellen Holliman**

Ms. Holliman referred the Board to a series of articles in their notebooks from the Fayetteville Observer. The articles were written about group homes in the Fayetteville area. The last article in the group quoted Ms. Holliman about what we have been doing in Durham.

In the notebook reference section, we have added an acronym list, a service definition section, and a list of all of the types of services we are providing and the agencies that are providing the services.

Beth Bordeaux reviewed the written **Monthly Board Report**. Some highlights included:

- Adult hospital admissions and child hospital admissions continued to decrease.
- Comparing April 2004 to April 2005, adult psychiatric admissions decreased from 87 to 50.
- Overall for child services this year is 23% increase over last year.
- Rapid response has served 20 kids in the last 7 months which meant these children did not go to detention or the hospital.
- We are admitting fewer adults but they are staying longer
- Child consumers served – 74% have Medicaid. This is a huge increase from 41%.
- Durham Center Access - Admissions lower this month to chairs, higher to beds. We seem to have leveled off. 77% capacity on beds 56% capacity on chairs.
- Utilization Management -3,402 authorizations for April. 55% increase since July.
- Customer Service - 45% increase in Customer Service calls this month. 1,200 calls this month.

### **STRATEGIC PLAN:**

Copies of the Strategic Plan were available for Board members. Ms. Bordeaux shared with the Board that the first 4 pages of the plan is detailed information about the analysis of the input for the document.

The primary goals and the plan for meeting the following goals:

1. Developing community array of services
2. Utilization Management
3. Improve the Quality of Services
4. Strengthen Communication and Public Relations

Ellen Reckhow asked if we are getting beyond counting admissions to improving quality of life for consumers. Ms. Holliman shared we have been doing case quality reviews since March. We developed a

tool will be put into a data base to give us a baseline. For the next six months we will develop strategies for what we can do to help agencies provider higher quality services, then we will raise the bar. Next March we will repeat the process to see whether or not we as a system improved and people are getting better outcomes, are they engaging natural supports, do they have a crisis plan?

Amelia Thorpe requested we add more providers so there will be more choice. Ms. Holliman assured her there is more choice on the way.

ANNOUNCEMENTS:

**Special Presentation:** On behalf of the Area Board and The Durham Center, Doug Wright presented Nancy Bryan a plaque reading “Presented to Nancye Bryan by The Durham Center in grateful appreciation for the humanitarian spirit and dedication to consumers’ well-being demonstrated throughout your service as member and Vice-Chair of The Durham Center Area Board. March 19, 2001 - June 2, 2005”.

The Board meeting was adjourned at 5:56 to be followed by a celebration of Nancye Bryan’s service to the Board.

Respectfully submitted,

Ellen S. Holliman  
Interim Area Director