

THE DURHAM CENTER
Managing Behavioral Health & Disability Services

AREA BOARD MEETING
Minutes
November 1st, 2007

The Durham Center Area Board met at 4:00 pm, November 1st, 2007 at 501 Willard Street.

MEMBERS PRESENT:

Doug Wright, Amelia Thorpe, George Quick, Tom Owens, Eureka Daye, Colleen Kilsheimer, Karen Crumbliss, Matthew Wallace, Earl Phillips

MEMBERS ABSENT:

Ellen Reckhow, Melvin Whitley, Matthew Wallace, Terrance McCabe, Phil Golden

GUESTS PRESENT:

- Teresa Fleming, BAART Community Healthcare
- Betsy MacMichael, First in Families of NC
- Amber Alsobrooks, First in Families of NC
- Gail Dupre, First in Families of NC
- Richard Edwards, Easter Seals UCP
- Katie Tise, Triumph
- Kimberly Chansen, ASAP

STAFF PRESENT:

Ellen Holliman, Rob Robinson, Michelle Zechmann, Doug Fuller, Kelly Goodfellow, Terry Ames, Tina Howard, Jim Kinnan, Carla Daye, Tonya Van Deirse, Carrie Baines, May Alexander, Lisa Jackson

OTHERS PRESENT: Lowell Siler

Call to Order Area Board Chair Doug Wright called the meeting to order at 4:02 p.m.

Announcement/Board Resignation The chairman announced a call this afternoon from board member Terry McCabe indicating his resignation effective immediately due to health issues. Mr. McCabe has been the member of longest standing among the current board. Mr. Wright noted that Mr. McCabe has given much time and energy to the people of Durham County in this and other positions.

Agenda Adjustment Chairman added one item, following item # 13, the Cannabis Youth Treatment RFP: An action item on whether to hold a board meeting in December.

Finance Committee Report Committee chairman George Quick noted there was no meeting of the Finance Committee in October because of conflict with a focus group session for the board. From today's (November 1st) meeting several points to note:

- Some programs that are planned and in process have still not begun operation and this is having a budgetary impact, resulting in a large surplus currently. There is concern that if the programs do not get underway soon that there may be a FY-end surplus that is likely to have impact on LME funding in the next budget cycle. The Finance Committee has urged management to take steps to get planned programs in place and operational in order to hold any surplus to a minimum.
- Because of the concerns outlined above, after the six month mark is passed on December 31, LME staff and the Finance Committee chairman will need to meet with the County Manager to discuss where matters stand on the LME budget for the current fiscal year.
- Another concern relates to Dominion Ministries, an agency that was engaged to open a Level IV housing facility in Durham. The Durham Center advanced funds to this agency (\$132,000 in state money), money that was to be used for furnishing and upfitting the prospective group home facility. Recent information is that this money has been used by Dominion Ministries to pay routine operating expenses. The finance committee has asked that management meet with attorney Lowell Siler to devise a plan of action on how to deal with this matter. Once a plan has been set, there will be a follow-up report to the area board.

Ms. Holliman noted for board members that their packets contain an extensive memorandum with related back-up materials, addressed to the County Manager, dated October 9th. This material outlines the how and why of the \$5M fund balance that remained after the end of FY 06-07. Ms. Holliman indicated that in large measure last year's balance was a result of planning, aimed at providing one-time funding to be used toward the development of a new crisis facility. This topic was discussed at the Area Board meeting in March of this year. Management is mindful of the current mandate to minimize any fund balance in the current fiscal year, ending June 30th, 2008. Today's scheduled RFP approval process has substantial importance for the opportunity to succeed in meeting budgetary and program goals and the LME's narrow assignment to spend wisely and to spend timely.

Quality Management Committee Report Ms. Daye noted a report from Ms. Harris regarding one provider, Dominion Healthcare, that's currently under revocation of endorsement. There was discussion also about narrowing the number of quality indicators reviewed regularly to facilitate capturing trends in services—with a goal of acting on identified problem areas. Draft minutes of the last meeting were provided in the board packets.

Human Rights Committee Report Ms. Kilsheimer reported a meeting on October 30th continuing a discussion about the committee's responsibilities and what steps that group can take to effectively monitor human rights concerns. Ms. Kilsheimer referred to a basic list of human rights that she considers often in this process. These rights are in the NC General Statutes, including NCGS 122c, and NCGS 35a. Particular rights include

privacy, freedom of association, freedom from unusual punishment, right to marry, right to vote, freedom of speech, equal protection under the law.

Ms. Kilsheimer noted that protection and oversight relating to these kinds of issues poses a daunting task for this small committee of the Area Board. She said that currently a more attentive monitoring process comes into play only when a trigger, a misstep, has occurred and has been reported. Ms. Kilsheimer expressed her ongoing unease as to whether there's an effective monitoring process in place in regard to everyday considerations like food quality, food quantity, being locked out of one's residence and similar concerns. She indicated members of the local CFAC, the Consumer and Family Advisory Committee, have indicated a willingness to be actively involved in the monitoring task.

Ms. Harris responded that some of the concerns regarding licensed group living facilities are in the purview of the Division of Facility Services (DFS), an arm of state government. Also, regarding Client Rights, the state is working on a set of new rules to define the LME's role and responsibilities around client rights. The rules document is still a work in progress, but promises to offer far greater definition of the role of the LME and that of the providers in client rights matters. Ms. Harris added that under the current structure whenever a complaint is received staff member Donna Watson goes to the site to make an inquiry and she follows up with contact to the DFS.

Ms. Kilsheimer concluded with her perception that among the DD population, there are many who simply do not make complaints when they should. Ms. Holliman noted also that among Adult Care Homes, there's a commission, appointed by the Board of County Commissioners, that visits Adult Care Homes in service as **resident advocates**. As this system matures, and with the help of Carolina Legal Assistance, the hope is that Ms. Kilsheimer's kind of concerns will be addressed.

Consumer and Family Advisory Committee Report Ms. Thorpe reported that the November meeting of this group is scheduled for next Monday, November 5th.

Minutes of October 4th Meeting **Mr. Quick moved and Ms. Crumbliss seconded** approval as distributed. **Passed unanimously.**

PUBLIC COMMENT: N/A

ACTION ITEMS:

Community Bridging RFI Terry Ames reported that the Durham Center issued this RFI for a second time on September 11th. The intent of the proposal is to find ways to connect Durham citizens who have developmental disabilities with existing community resources. Seven responses were received in this cycle by the October 2nd deadline.

After all consideration, there was a tie between the two top scoring submissions, First in Families of NC and Easter Seals UCP (United Cerebral Palsy). The committee voted to split the contract between the two agencies, First in Families, budgeted at \$47,525 and

Easter Seals UCP at \$63,500. Attending as representatives of the two agencies: Betsy MacMichael of First in Families of NC, and Richard Edwards of Easter Seals UCP.

Ms. Kilsheimer raised questions as to how the proposal from Easter Seals UCP differed from one from the ARC of Durham & the ARC of NC. She also asked about the Voices Together proposal, expressing disappointment that it did not fare better in the rating process. She noted that there's no musical program aimed at the DD population in Durham, asking whether there was money available to fund this effort.

Mr. Edwards of Easter Seals UCP spoke to the particulars of the proposal submitted by his organization, a proposal for a collaborative effort by staff from the Developmental Disabilities Training Institute (DDTI) at UNC and the Council on Quality and Leadership (CQL) aimed at training targeted case managers and support brokers. The focus is "what are the resources that exist in a given community" and "what are the barriers to these resources for a given population".

Ms. Crumbliss commented on her familiarity with the personal outcomes measures approach to services for the DD population. She noted that the pairing of the two contracts awarded seemed to be a useful and complementary way to approach the issue. The First in Families effort has the potential to serve as an example for other agencies in how to use existing supports and the Easter Seals UCP training program will provide nuts and bolts training for a wider range of providers on how make good use of community resources. Karen's comments indicated she thought the paired awards will move our services forward in an area that's posed problems in recent months.

Ms. Daye asked how providers would be solicited to participate in this training and asked how results would be measured. Mr. Edwards noted there are two trainings, one in Personal Outcomes Measures, a three-day program offered by DDTI, and the other is a two-day LENS training. Via a memorandum of agreement, signed by the agencies, support brokers/case managers will be required to participate. Ms. Daye asked also about measuring results and the response was that results will be tracked on an individual as well as an aggregate level.

With an affirmative vote, the program is set to begin operation in January '08. There are eight endorsed providers in Durham County that are currently doing targeted case management.

Dr. Owens moved to accept the selection committee's recommendation of two agencies, First in Families and Easter Seals UCP, to fulfill the requirements of the Community Bridging RFI. **Seconded by Ms. Crumbliss. Passed unanimously.** Mr. Phillips asked whether there would be any follow-up regarding the interest of board members in establishing a music program for DD consumers. Answered in the affirmative.

Community Awareness/Creating Recovery Culture RFI No recommendation currently. One proposal received.

Dual Disorder Intensive Outpatient Program RFP Tina Howard reported on this reissued RFP, noting three proposals were received and considered in the selection process. Selection committee included seven members, including two from community partners and two representatives from the CFAC. Recommendation is to award the \$307,000 contract to BAART Community Healthcare. To a great extent, their proposal was distinguished by some innovative and proactive outreach efforts to make contact with the clients they're to serve, using a mobile treatment van. The anticipated caseload is twenty-four clients, as specified in the RFP. RFP included much detail on using evidence-based practices, collaboration with community partners and outcomes measures. 4.75 FTEs contemplated.

This RFP is aimed at filling a gap in services for people who have a dual disorder and who do not meet criteria for IDDT services. Question from Ms. Daye as to the staffing configuration in terms of their qualifications. Staffing includes a Project Coordinator, a Medical Director, Licensed Clinician, a Qualified Professional and two paraprofessionals and an administrative position, all line staff to be qualified addiction specialists.

Ms. Daye moved and **Ms. Kilsheimer seconded** acceptance of the recommendation from the selection committee to award the Dual Disorder Intensive Outpatient contract to BAART Community Healthcare. **Motion carried unanimously.**

Substance Abuse Integrated Care RFP To be reissued.

Cannabis Youth Treatment RFP Expands the continuum of services for adolescents in Durham. Based on a federal model tested in other settings. One proposal received from Turning Point Adolescent Center. Budgeted at \$168,460, county funds. Selection committee included Judge Morey and Youth Treatment Court staff. Based on selection score of 78, the committee recommended awarding this contract to the sole applicant. Estimated to serve 48 youth and families in first year, and 96 in the second year.

There was a question as to what other services being provided by Turning Point in Durham. They are providing Day Treatment and Community Support for Adolescents and for Adults. Budgeted for 3.75 FTEs.

Mr. Phillips moved and **Mr. Quick seconded** a motion to accept the selection committee's recommendation to award the Cannabis Youth Treatment contract to Turning Point Adolescent Center. **Passed unanimously.**

December Meeting Decision The chairman noted that one consideration in the question of whether or not to meet in December is the possibility that there may be a need to act on an RFI selection recommendation. The Executive Committee could handle this kind of thing, providing the Area Board is agreeable. Finance committee chairman Quick noted there are several things anticipated for December that may necessitate a meeting of the Finance Committee, regardless of whether the Board as a whole meets.

The Executive Committee will meet in December to consider and act on any business needing attention. And, if circumstances warrant, there could be a called meeting of the full Area Board.

Mr. Quick moved and **Mr. Owens seconded** that the December Area Board meeting be cancelled, subject to a called meeting voted by the Executive Committee. **Passed unanimously.**

Revised Policy for Contracting with New and Existing Providers Rob Robinson asked board members to review the draft policy and to offer feedback on the proposed procedures. Mr. Robinson noted that a primary intent with this revised document is to have a single document that provides LME staff and the Board full information on the processes the LME utilizes to contract for services. He underscored the need for board feedback and comment on section G 4 which outlines the information to be provided to the Area Board when voting on a contract recommendation.

Another new element, one that originated with the Executive Committee, is that the Area Board nominate one of its members to participate in the work of the selection committee for all RFP's and RFI's. (Section F 3)

Mr. Robinson asked the board's help in reviewing the draft rules, noting he will return to the next full board meeting to gather feedback from board members.

Mr. Quick asked that the procedures document set some base score that must be attained by an applicant before a contract can be awarded.

Developmental Disabilities Data Update Terry Ames provided an update on the Developmental Disabilities side of Durham Center work, focusing on pp. 22-25 of the spiral bound FY 08 First Quarterly Report to the Area Board. He noted some successes in transitioning long time Murdoch Center residents to the Durham community. Dr. Owens asked whether there was pressure from the state to reduce local utilization of Murdoch. Mr. Ames responded that in general his perception of the trends, both here and in other states, is to move people from an institutional setting to a community setting when and where it's possible. He referred to the Federal guidelines on "the money follows the person" as one of the concepts facilitating de-institutionalization of people who have DD who may wish to reside in their home community. Ms. Crumbliss noted there's been quite an issue among people who work with the DD population regarding the institutional vs. community setting issue. Ms. Crumbliss said this has been an issue "for decades". She said also that in the system transformation the lion's share of interest in transitioning to the community has related to the mental health side of services, while the DD population has had scant consideration.

Mr. Ames noted the addition of 15 new CAP slots allocated to Durham by the NC Division in September. This means 15 people currently on the wait list will initiate services in the second quarter of FY 08.

The DD update concluded with presentation of a few slides including data on:

- The number of licensed facilities in Durham for each disability group
- Paid claims in FY 07 broken out by disability. (Did not include Medicaid dollars)
- DD beds, broken out by Murdoch, ICF-MR and DD group homes
- Totals numbers served by disability category, FY 07

Last comments: Working hard on NC SNAPS issues and the poor response from our agencies. A solution to this problem is close. Also working on issues about transitioning the youngest set, under age 3, from the CDSA, the Child Developmental Service Agency, into programs administered by the Durham Center for children ages 3-17. An RFP for developmental therapies for persons with autism spectrum disorders is in the works.

Adult Mental Health Update Michelle Zechmann distributed a paper highlighting the Adult Mental Health Evidence-Based Practice service array that is being implemented in Durham County. The top left side of the page features services for people who have high needs. All of the services listed there are in place and operational. The right side features the basic package of standard services available to clients who do not have Medicaid. Ms. Zechmann labeled it “an incredible feat” to offer Wellness Management and Recovery to all state-funded non-Medicaid consumers. This is one of the four evidence-based practices currently in place under the auspices of the Durham Center. ASAP and Triumph have worked together to open the Wellness Management & Recovery program as of October 1st. It’s been a unique collaborative effort between the two agencies. Representing Triumph and ASAP respectively were Katie Tise and Kim Chansen who gave a program overview. Clients are referred by the Screening, Triage and Referral operation at the Durham center and assigned alternately to one of the two agencies. There’s been a heartening boost in the engagement rates of people who are referred for this service, going from an earlier rate of 11% to a remarkable 66% currently! In large measure this may be attributed to a speedy follow-up contact on the part of a peer support specialist after the initial call and referral.

Plans for this effort contemplate eight groups per agency per week in process. The agencies are working together to offer a variety of times for the program to accommodate a range of schedule needs.

Ms. Zechmann reported that the second scheduled presenter, Terry Alley, from Easter Seals has been unable to attend today. Will try to schedule someone to do a presentation on supported employment in the near future.

Quarterly Quality Management Report Jim Kinnan noted a two-fold focus in putting together the first quarter report: To try to provide a more comprehensive look at the work of the Durham Center and to try to hold the amount of information in check sufficiently as to not overwhelm the reader with too much detail. He asked for feedback on whether the current format serves both purposes well and how improvements can be made. In this issue there was an extra effort to provide increased data re developmental disabilities and substance abuse clients.

Mr. Kinnan noted the first section on Durham Center Access and indications that the facility continues to be heavily utilized. There are plans to a review of some cases there to see what can be done to address the needs of some who've cycled through multiple times.

Mr. Kinnan referred also to information regarding utilization of bed days at John Umstead Hospital on page 11. In Adult Mental Health, he noted additional information on page 15 about the Durham Center Indigent Pharmacy Program and its importance to consumers who lack the resources to pay for their medications. On pp 17-21, there's information people served by Substance Abuse services providers who are funded by state and or county money (i.e. non-Medicaid). The hope is to provide trend data from quarter to quarter.

Please provide feedback on what can be done to improve this report. Staff hope to mail this report to the board in advance of the meeting to allow for review and consideration before the meeting date.

Chairman's Report Mr. Wright reminded people of the Fall Conference of the NC Council in Pinehurst. A letter will go to the Board of County Commissioners about reappointments to the Area Board. This letter will be copied to all area board members.

Announcements Ellen Holliman noted that Nancye Bryan is helping with board packets and minutes for this meeting and January. Board packet format has been changed, per request. There were comments from several that new format is easier to follow.

Ms. Zechmann reported on plans for a three-part training, open to the public, aimed at providing very basic information on Mental Illness, Substance Use Disorders and Developmental Disabilities. The first of these trainings is scheduled for November 29th at 3:30 pm at Pilgrim United Church of Christ.

Mr. Robinson reported that The Durham Center has won two more awards from the NC Council: One award for the Integrated Dual Disorder Treatment team, and the other is for public awareness efforts, Recovery Month, done in partnership with other community agencies. Doug Fuller and Tina Howard took the lead on the Recovery Month effort.

Mr. Wright thanked staff for their efforts in putting together an informative meeting for today.

Adjournment at 6:02 p.m.

Respectfully submitted:

Ellen Holliman, Executive Director

Date

Materials provided in board notebooks:

Articles:

- State Should Rethink Closing Sheltered Workshops – Asheville Citizen Times undated
- Wanted: Concern for Mental Health – Asheville Citizen-Times, October 7, 2007
- Officials: Region Spared Mental Health Reform’s Challenges – Independent Tribune – Concord, October 7, 2007
- Editorial: Legal Limbo Finally Ends – Salisbury Post, October 17th, 2007

Other:

- FY07 Fund Balance –dated October 9th, 2007--Letter to Mike Ruffin along with back-up information
- Letter from Commission for MH/DD/SAS, dated October 11th, 2007. Attached/ two program policies issued by Mental Health America: Policy for Integration of Mental and General Health Care and Substance Use, Abuse, or Dependence and Co-Occurring Interactive Disorders