

THE DURHAM CENTER
Providing Behavioral Health & Disability Services

AREA BOARD MEETING
Minutes
September 1, 2005

The Durham Center Area Board met September 1, 2005 at 4:00 at 501 Willard Street.

Melvin L. Whitley was sworn in as a new Board Member by Janet Whichard. Mr. Whitley expressed an interest in the Quality Management Committee and he was duly appointed by Doug Wright.

MEMBERS PRESENT:

Doug Wright, Karen Crumbliss, Hugh Wright, Ellen Reckhow, Terry McCabe, Phil Golden, Emily Baldwin, George Quick, Eureka Capri Daye, Thomas Owens, Amelia Thorpe

MEMBERS ABSENT (EXCUSED):

Colleen Kilsheimer

STAFF PRESENT:

Ellen Holliman, Janet Whichard, Carrie Baines, Kelly Goodfellow, Carla Alston, James Osborn, Beth Bordeaux, Vivian Harris

OTHERS PRESENT:

Lena Klumper, Ken Gregory, Paul Savery, Jim Henry

Area Board Chair Doug Wright called the meeting to order at 4:00 PM.

APPROVAL OF AUGUST 4, 2005 MINUTES

George Quick requested an insertion to the last paragraph on the first page adding “and or corrective action having been taken” after the word satisfactory.

Hugh Wright requested that Nancye Bryan’s name be removed from the bottom of page 2 and Ellen Reckhow asked that the full description of the Board’s vacancy be used.

Terry McCabe requested that the minutes reflect the Board’s commendation to the staff for the Annual Report presentation and year end results presented at the August meeting.

A motion was made to approve the corrected Area Board Minutes by Terry McCabe and seconded by Hugh Wright. The motion unanimously carried.

COMMITTEE REPORTS

Finance: George Quick reported that in August the Finance Committee expected Mental Health to realize a fund balance of approximately \$45,000. The finalized amount is actually \$386,000. Mr. Quick said the committee is quite pleased with this substantial improvement.

Human Rights: Carla Alston reported the committee met August 30th where Jay Perry and Kimberly Perry were introduced to the committee as new Customer Service staff. The committee discussed the calls and complaints being received in Customer Service, specifically complaints relating to reduced hours for people served at DECI. Consumers are asked to make contact with

their support broker to request additional hours as needed or to begin the appeal process. The next meeting will be September 30th. Kimberli Young and Jay Perry were introduced to the Board.

Quality Management: Phil Golden met with the LME Quality committee and talked about their respective roles. The LME committee is going to take more of a project oriented focus such as the mystery shopper compliance analysis as required by the state. Joe Kilsheimer, a CFAC member, will join the QM committee. He has a professional background in quality management. Mr. Kilsheimer's appointment brings the committee membership to four.

CFAC: The CFAC committee selected Jim Henry to make reports to the Area Board. Mr. Henry shared that he has served on the Consumer and Family Advisory Committee for one year. He has a family member who is a consumer. The committee met August 1st and had Durham Center staff member Robin Baker as their guest speaker. He addressed Developmental Disability issues in Durham including the status of the LifeSpan contract. CFAC has decided to have a member of their group visit the service providers. The visit next month will be to DECI.

PUBLIC COMMENT: NONE

ACTION ITEMS

1. **Budget Amendments.** The following Budget Action Agenda Form was presented to the Board for discussion and approval:

ITEM: Budget Ordinance Amendment No. 06BCC00000– The Durham Center – Budget increase

REQUEST FOR BOARD ACTION:

The Durham Center would like to increase the budget by \$5,545,631 to \$42,077,730 from \$38,532,099. This increase is due to:

- 1) Increase in Medicaid revenue – the initial budget of \$17 million was based on the Division of Medical Assistance and the Division of Mental Health, Developmental Disabilities, and Substance Abuse implementing new service definitions and direct provider enrollment of some services. The new service definitions have been postponed to an undetermined date. We anticipate that the direct provider enrollment phases will change and therefore want to have a sufficient budget to cover Medicaid billings through The Durham Center. In addition, Medicaid allows claims to be filed 12 months after the date of service and providers are still filing FY05 claims in FY06. We are also working diligently to expand our services and increase the number of clients on Medicaid. An increase of \$5 million would allow us to cover these anticipated expenses.
- 2) Net increase in state (IPRS) revenue - Based on our preliminary allocation and grants that were awarded in FY05 for this year, our state revenue increased by \$549,631.

In discussion it was noted that when we prepared our budget we thought more of our vendors would be direct billing Medicaid. This has not been the case so we need to increase our budget by \$5,000,000. The state will pay us and we will continue to pay our providers. Our administrative expenses come to us as a monthly sum from the state for the LME. Due to increase of services rendered, we are estimating our total Medicaid revenue to be \$23,000,000 which is two million more than spent in 2004-05.

The Integrated Payment Reporting System (IPRS) adjustment is being made to address revenues that we received last year but were not sure until the preliminary allocation letter was received the first week in July we would receive this year. A breakdown of how these

funds (\$549,631) will be used will be added to the County Action Agenda Form when it is submitted for the Board of County Commissioner's approval.

A motion was made by George Quick and seconded by Terry McCabe to approve the budget amendments as written for a total of \$5,549,631. The motion carried unanimously.

2. Support letter for Culturally Competent MH/SA Services for Latinos. Paul Savery shared that he has been involved in the Durham Latino Coalition for the prevention of DWI for three to four years. In Durham County a sample from the court docket revealed that 45% of all individuals charged with DWI were Latino. The coalition provides prevention education. There is a need for more clinical interventions to hopefully help Latinos avoid drinking and driving. More treatment needs to be available if Latinos are convicted for DWI. Under the leadership of Paul Savery, The Triangle Behavioral Health Services Task Force for Latinos began in January, 2005. This is an advocacy group for more and higher quality services targeted for Latinos. Cultural competency is crucial. The task force has designed a plan for how this system should look from the state level down. Mr. Savery referred to the letter Board members received in their packets. The letter expresses many of the concerns of the task force. It is a vehicle to start a discussion on providing services to Latinos and what constitutes culturally competent care. He referenced the list of people/agencies who are interested in improving their own delivery of services to Latinos as well as throughout the Triangle and state. He expressed his desire for the Board to sign off on the letter and to begin discussions within the Board. This discussion fits into some of the requirements of Title VI and will go well beyond. On a local level, the Partnership for Healthy Durham, in its Community Health Action Plan, has as one of its objectives to increase substance abuse treatment capacity for African Americans and Latinos by 25%. The group meets monthly at RTI on Cornwallis Road at 3:00 on the second Thursday of the month and is open to anyone.

The shortage of certified bilingual and bicultural clinicians and substance abuse counselors was discussed. Mr. Savery reported meeting with Jim Scarborough and talking about how the licensing board can help make the process more inviting and understandable for Latinos.

Doug Wright appointed Terry McCabe, George Quick, and Ellen Holliman to be an ad hoc committee to discuss this letter and to make a recommendation to the Board.

REPORTS:

1. Network of Care Demonstration

Michelle Zechmann

Ms. Holliman introduced Michelle Zechmann as The Durham Center's new Adult MH Specialist. Ms. Zechmann brought the System of Care philosophy with her through her work experience and we are very please to have her join our staff.

Ms. Zechmann introduced a PowerPoint demonstration on Network of Care. She explained this is a cross system/multi agency project that will benefit consumers, professionals, and families. This is a national project. The Durham Center is the second group in the state to begin this program. The real focus in the demo was on children and families; however, we have a broader scope.

In discussion that followed the demonstration Ms. Zechmann said we will have our own System of Care website. We will embed Network of Care in The Durham Center and County websites. Trilogy has been contracted to build our database and we will pay a monthly fee for maintenance. The database is HIPPA compliant and will be open to all citizens. Personal files are encrypted to be compliant. Case managers can help consumers use the database and providers can use it for provider's choice. Consumers can use computers at the public libraries or Peer Drop in Center to access the database if they do not have access to personal computers. The 211 information system will also use this database. We can add a category for culturally competent care.

The community resource book has to be entered into the system by Trilogy. The Collaborative will continuously collect data and Trilogy will enter it into the database. The website www.networkofcare.org can be accessed to see the system.

Ms. Zechmann asked Board members to contact her if they have lists of agencies or are aware of any databases in the community that can be added to the Network of Care. Several suggestions were made by Board members.

The Board expressed excitement about this new database and the possibilities it offers.

2. Area Board Chair's Report

Doug Wright

Mr. Wright attended Triangle Empowerment Center's Open House on August 31st. He described the space they leased as phenomenal. He commented that the consumers own it and believe in the process of what they are doing. The consumers were very excited as were the guests that attended. Mr. Wright encouraged Board members to drop by the Center and visit. It is close to the bus hub and the neighborhood is very welcoming.

Commissioner Reckhow interjected that the facility is gorgeous. It has indirect lighting highlighting the beautiful brick walls.

Mr. Wright gave special kudos to Dependable Alternatives in Our Community for implementing this plan and for having the vision to make this possible. This is a tremendous asset to our community.

Mr. Wright reported the state budget came in okay for us but there still are Medicaid issues. There was not a lot of new money and there were no major cuts. The state did get \$10,000,000 in Mental Health Trust Fund dollars. We will work to get our proportionate share. It is important to note that our System of Care helped influence some new money coming down to the state to help implement and encourage System of Care throughout the state.

Commissioner Reckhow said these funds will fund System of Care for 100 schools in the state. She asked if Durham would be eligible for these funds and said we should not be penalized for being first out of the gate. She encouraged Ms. Holliman to pursue these funds.

Ticket to Work passed and but it will not come into effect until July, 2007. People with disabilities will be able to go to work and still have the opportunity to receive Medicaid or buy into it at a discounted rate. This will be a wonderful opportunity for people with disabilities to go back out into the community, to work, participate and move on with life without fear of losing their Medicaid or insurance.

Mr. Wright shared a brochure with the Board, "Best Ideas for Transforming Services Often Come from People within the System." This is money that is available for support to make transformation work. It is for new and innovative projects that offer value to the consumer, build upon existing support, and encourage collaboration with partners and consumers. It can be for existing or new non-profits. Board members were urged to contact Doug Wright for further information if they knew of anyone interested in applying for these funds. He also said that help is available for people needing assistance with prescription payment.

Ms. Reckhow said this is a project of the National Association of Counties. Her staff is researching this program and downloading information. This is a way for us to get prescription assistance for low income people, elderly, and inmates who qualify. The County is hoping to launch a program whereby eligible people can come in and get prescription drug cards that provide 19% to 32% reductions on prescriptions. This is more generally available than PharmAssist and the new prescription drug plans.

Mr. Wright encouraged Board members to attend the NC Council Gala September 8th from 5:30 to 9:00.

3. Durham Center Monthly Report

Staff

Ms. Holliman called the Board's attention to the "Action Alert – Critical" article from the Board packet. She briefly explained the federal government is considering redefining rehabilitations options and targeted case management. This would have a major devastating effect our new service definitions. Board members received copies of the letter Ms. Holliman sent to Congressman David Price, Senator Elizabeth Dole, and Senator Richard Burr requesting them to oppose the changes. She asked Board members to please write letters, also.

The NC Council is accepting Excellence Awards nominations. We are submitting a nomination for Crisis Response which includes Durham Center Access, Rapid Response Homes and our providers and their 24/7 first responder status. We are also submitting a nomination for Partnerships to Improve Services. In this nomination we will highlight the Rapid Response Homes for children in crisis who need immediate placement.

Beth Bordeaux reviewed highlights from the written Monthly Board Report.

Announcements: Ellen Holliman announced Community News had an article about Ellen Reckhow in the latest edition which the Board received in their notebooks.

Adjournment 6:05

Respectfully Submitted,

Ellen S. Holliman
Area Director

