

**THE DURHAM CENTER**  
*Managing Behavioral Health & Disability Services*  
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**AREA BOARD MEETING**  
**Minutes**  
**Thursday, February 5, 2009**  
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The Durham Center Area Board met at 4:00 pm, February 5, 2009 at 501 Willard Street.

**MEMBERS PRESENT:** Earl Phillips, Karen Crumbliss, John Barry, Phil Golden, Nancy Henley, Tom Owens, Doug Wright, Amelia Thorpe, Colleen Kilsheimer, Rev. Melvin Whitley, George Quick, Michael D. Page

**MEMBERS EXCUSED:** none

**MEMBERS ABSENT:** none

**GUESTS PRESENT:** Sandy LaPerre, Dominique Jones, Alicia Camacho

**STAFF PRESENT:** Ellen Holliman, Susan Knox, Terry Ames, Tina Howard, Denene Hinton, Carla Daye, Rob Robinson, Jennifer Meade, Nancy Kent

**OTHERS PRESENT:** Yvonne French

**CALL TO ORDER:**

Area Board Vice Chairman Karen Crumbliss called the meeting to order at 4:15 PM.

**ANNOUNCEMENTS**

Vice-Chairman Karen Crumbliss announced that Michael Page was elected Chairman of the Durham Board of County Commissioners and has been appointed to be the representative to the Durham Center Area Board.

Vice-Chairman Crumbliss also announced that the Durham County Ethics policy and disclosure statement are in the Board notebooks. The disclosure statement needs to be filled out and returned to Susan Knox. It is required annually by Durham County. Updated membership information is also included in the notebooks.

Michelle Zechmann announced that The Durham Center had been waiting on a template from the state for the annual Gap Analysis/Needs Assessment. They recently found out that there will not be a template sent out and staff will proceed with the Gap Analysis using a template they designed. There is a workgroup in place that began working Friday, January 30, 2009. There will be a community forum on Monday, February 23, 2009 from 5:30pm to 7:30 pm at the Durham County Library Main Auditorium to receive input on accessing service, quality of service, and how the services are meeting consumer needs. They will also be doing focus groups in different disability areas and will be conducting online surveys.

Chairman Earl Phillips introduced Michael Page, Chairman of the Board of County Commissioners.

### **AGENDA ADJUSTMENTS**

None

### **FINANCE COMMITTEE REPORT**

Vice-Chairman Karen Crumbliss reported that Kelly Goodfellow provided an update and documentation on where The Durham Center stands in relation to the budget. It looks like expenditures are on track.

Ms. Goodfellow and the staff are proposing a Budget Retreat on February 17, 2009 at 2:00pm for the Area Board and representatives from CFAC to review the FY10 budget. The retreat should last approximately two hours.

Vice-Chairman Crumbliss reported that the state is now asking Local Management Entities to report the money that is received from counties.

An Agenda Action Form was presented to the Finance Committee and is being presented to the Board for approval. The Durham Center has been approved to establish a three-way contract with the Division of MH/DD/SAS and Duke Hospital to purchase local inpatient psychiatric services. The amount for FY09 is \$304,713. In the contract the funds will also be part of the state allocations for FY10. The Finance Committee recommends that the Board approve the request to adapt the budget to show that amount.

**Karen Crumbliss moved** approval of the request, **Seconded by Doug Wright.**  
**Passed unanimously.**

### **CONSENT AGENDA**

Vice-Chairman Crumbliss presented the following items to be approved on consent. She announced that the Executive Committee requested that plaques be made for Ellen

Reckhow and Eureka Daye in appreciation for their work on the Board. The plaques will be presented at the March Board meeting.

- A. December 4, 2008 Regular Board Meeting Minutes
- B. Quality Management Report
- C. Human Rights Committee Report
- D. Consumer and Family Advisory Committee Report
- E. Executive Committee Report

**Doug Wright moved** approval of the reports **Seconded by John Barry.** **Passed unanimously.**

### **PUBLIC COMMENT**

No public comments.

### **BOARD TRAINING PRESENTATION-FINANCE**

Kelly Goodfellow, The Durham Center Finance Director, gave a training presentation to the Board detailing the responsibilities and functions of the Finance department. The presentation covered the following items:

1. Functions
2. Staff
  - a. 3 staff members in addition to the Finance Director
3. Budgeting
  - a. Budget is reviewed on a weekly basis
  - b. Sept/Oct-Final allocations received from the state and adjustments are made.
  - c. Dec-Review of expenditures year to date and review of programs.
  - d. Jan-Begin planning with SOC, UM, Contracts, Clinical Team.
  - e. Feb-Budget retreat with the Area Board
  - f. March/April-Presentation and approval to the Area Board
  - g. April/May-Meet with County Manager, presentation to Board of County Commissioners (BOCC), and receive approval from BOCC.
  - h. June-Approval by BOCC, input in to system.
  - i. Monitor single stream funding.
  - j. Monitor expenses and revenues.
4. Accounts Receivable/Accounts Payable
  - a. Process claims for providers
  - b. Review claims for clients after discharge
  - c. Review claims for clients with retro-Medicaid
  - d. Input rates into eCura
  - e. Client eligibility file sent every day

- f. Process direct billed Medicaid payments.
  - g. Process miscellaneous invoices
  - h. Vehicle Upkeep
  - i. Supplies
5. Auditing
- a. Non-UCR/Expenditure based audits
  - b. Random sampling
  - c. Each invoice
  - d. Claim files
6. Financial Analysis/Reporting
- a. Monitor expenditures and revenues
  - b. Reporting to State and County
  - c. Weekly claim activity reports
  - d. Tracking of expenses for specific items
  - e. Payments for Housing funds

Discussion included:

1. The effects of changing to single stream funding.
2. Timing of final allocations from the state and how the allocations are decided.
3. Possible budget cuts for FY10.
4. The process for direct bill Medicaid payments that go through The Durham Center.
5. What accounts for miscellaneous budget items?
6. Levels of auditing.

## **BOARD TRAINING PRESENTATION-CULTURAL AND LINGUISTIC COMPETENCY**

Susan Knox gave a training presentation to the Area Board on Cultural and Linguistic Competency. The presentation covered the following items.

1. Reasons for Cultural Competency training
2. Critical Factors
3. Cultural Statistics for Durham
4. Strategy for becoming culturally competent
5. Cultural and Linguistic Competency plans from the North Carolina Div of MH/DD/SAS checklist
6. The Durham Center's three year plan.
7. Suggestions.

Discussion included:

Sources within the Hispanic community, Catholic Social Services and El Centro, that may provide help with the populations they serve.

Opportunities for additional Area Board diversity in July when members will reach the end of their terms.

Chairman Earl Phillips asked Rob Robinson to Chair a Cultural Competency Committee and to update the Board in the near future on actions that are taken and actions that the Board may need to undertake.

### **UPDATE MEDICAID UR**

Ellen Holliman presented an update on the Medicaid Utilization Review (UR) Proposal to the Board. Seven LMEs applied to take over Medicaid UR. The Durham Center was one of four LMEs chosen. She attended the kick off meeting on Wednesday, February 4, 2009. Implementation date is July 1, 2009.

Ms. Holliman said that according to the cost model approximately 7 positions will be needed and requested approval from the Board to move forward with the planning to take over Medicaid Utilization Review and to go before the Board of County Commissioners for approval.

Chairman Phillips presented a motion to move forward and accept Medicaid UR and to go before the County Commissioners and request their support.

**Karen Crumbliss moved to approve the motion, Seconded by Doug Wright. Passed unanimously.**

Ms. Holliman presented a new functional Organizational chart to the Board showing the reorganization that is proposed to take over Medicaid UR.

Changes include:

- Splitting System of Care in to two major functions, Quality Management and Care Coordination.
- Michelle Zechmann will take over Quality Management.
- Addition of UR Department and IT Department.

Monies received will be based on claims reviewed. Estimates on the dollars received to fund the positions are based on what ValueOptions billed and was paid for.

Discussion included the possibility of a future special meeting, if necessary, to get Board input and recommendations.

### **AREA BOARD REPORT**

Ms. Holliman presented the Mid-Year board report. Items are color coded in blue to indicate meeting or exceeding standards or red to indicate further monitoring or action is required. Items highlighted by Ms. Holliman are hospital admissions on page 8 showing that Hospital Admissions from the Emergency Department have decreased and hospital admissions overall in Durham have decreased. Individuals diverted from the State hospital through Durham Center Access (DCA) have increased.

Discussion included:

- Occupancy rates at DCA. Chairman Phillips asked that James Osborn present a report to the Board in March on how DCA is doing.
- The percentage of children in non-family settings and changing the goal to reflect the intent to look at children with Mental Health and substance abuse diagnosis.
- Discharge of residents from other counties to Durham County. A new state policy that took effect December 1, 2008 has guidelines on discharging patients to the homeless shelter. Suggestion that the county of origin for a patient be used if there is a readmission within 60 days.
- Cost savings netted by diverting patients from the state hospital to local resources.

### **CHAIRMAN'S REPORT**

Chairman Phillips announced that he and Vice-Chairman Crumbliss met with the CARF Surveyors during their site visit to the Durham Center. The surveyors conveyed that there are minor areas that the Board needs to evaluate, such as, a procedure for choosing a new Area Director. There is a procedure in place that needs to be reviewed by the Executive Committee and the Board. Ms. Holliman shared that there were over 1010 standards that had to be met. There were only approximately ten standards that needed further work.

### **Adjournment**

**John Barry moved** and **Dr. Nancy Henley seconded** that the meeting adjourn. **Passed unanimously.** Meeting adjourned at 5:56 PM

**Respectfully submitted:**

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Ellen Holliman, Executive Director

Date

### **Material included in Notebooks:**

County of Durham Renewal of Financial Disclosure Statement for Ethics Policy

UNC School of Government online educational resource for LME Board Members: *The Essential Governing Responsibilities of LME Board*

Articles:

*Durham Center looking to resume Medicaid reviews*, Matthew Milliken, The Herald-Sun, Dec 6, 2008.

*The big challenge: Reforming reform itself may be the first priority for Gov.-elect Beverly Perdue in fixing the state's mental health system*, editorial, News & Observer, Dec. 7, 2008.

*Why do the Mentally Ill Die Younger*, Kate Torgovnick, Time.com, December 3, 2008.

*State retools mental care service pay:Community suppoer rates tied to education, experience*, Lynn Bonner, News & Observer, January 16, 2009.

*How to help when smoking, alcohol complicate PTSD*, Luran Neergaard, News & Observer, Jan. 26, 2009.

*Bleak health picture*, Letter to the editor: Lee Benjamin, M.D., News & Observer, January 31, 2009.