

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

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**AREA BOARD MEETING**

**Thursday, June 2, 2011**  
**4:00pm Regular Session**

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**MINUTES**

**PLACE:** The Durham Center, 414 E. Main St., 2<sup>nd</sup> floor

**MEMBERS PRESENT:** Earl Phillips, Chairman  
John Barry  
Amir Berhannu  
Dr. John G. Giragos, Jr.  
Phillip Golden  
Nancy Henley, M.D.  
Monique Holsey Hyman  
Betsy MacMichael  
Rev. Michael D. Page (arrived at 4:15)  
George Quick (arrived at 4:55)  
Amelia Thorpe  
Lascel Webley, Jr.  
Doug Wright

**MEMBERS EXCUSED:**

**MEMBERS ABSENT:**

**GUESTS PRESENT:**

**STAFF PRESENT:** Rob Robinson, Susan Knox, Lorrie Beal, Tina Howard, Doug Fuller,

**OTHERS PRESENT:** Yvonne French, DMH/DD/SAS; Bryan Wardell

**1. CALL TO ORDER:** Chairman Earl Phillips called the meeting to order at 4:25 pm.

**2. ANNOUNCEMENTS:**

Chairman Phillips thanked staff, Board members, and others who attended the reception for him and Doug Wright before the meeting.

He announced that Dr. John Giragos has submitted his resignation from the Board as he and his family will be moving from the Durham area. He thanked Dr. Giragos for his contributions to and support of The Durham Center. He asked Dr. Giragos if he would like to make any remarks.

Dr. Giragos remarked that it has been a privilege being on the Area Board and he was very sorry to be leaving. Chairman Phillips wished him well on behalf of the Board.

Chairman Phillips announced that The Durham Center has challenged the Public Health Department to a softball game. He asked Rob Robinson to provide further details.

Mr. Robinson said that the date was still to be determined, but the Health Department had accepted the challenge. Board members are eligible to play. The coaches have been selected and will be contacting those interested in playing with dates of the practices.

### **3. AGENDA ADJUSTMENTS:**

#### **4. FINANCE COMMITTEE**

Chairman Phillips asked Lascel Webley to make a report, as George Quick was unable to attend the Finance Committee meeting.

Mr. Webley reported that the Finance Committee met at 3:00pm today and reviewed the revenue and expenditure statements for the period ending May 31, 2011. It appears that things are in line to come out even with a minimal amount of revenue left over.

#### **5. COMMITTEE REPORTS**

- A. Quality Management Committee Report
- B. Human Rights Committee Report
- C. Consumer and Family Advisory Committee Report
- D. Executive Committee Report

Chairman Phillips asked if there were any questions or discussion of the committee reports. There was none.

#### **6. CONSENT AGENDA**

- A. April 7, 2011 Area Board Regular Meeting Minutes
- B. May 5, 2011 Regular Board Meeting Minutes

Chairman Phillips asked if there was any discussion of the Consent Agenda. There was none.

**John Barry moved** to approve the Consent Agenda. **Seconded by Nancy Henley.** **Motion approved unanimously.**

#### **7. PUBLIC COMMENT**

Commissioner Page announced that The Durham Center was presented with the Cell Phones for Soldiers Cell Phone Collection Program Award from Durham County Government. He had accepted the award at the County Commissioners meeting.

#### **8. MEDICAID WAIVER PROGRESS REPORT**

Chairman Phillips recognized Rob Robinson to give an update on the Waiver application and next steps for the Durham Center.

Mr. Robinson reported that The Durham Center submitted an application to the State on May 20 to be a Waiver site for Durham, Cumberland, Guilford, and Johnston counties. The Area Boards from each of the 4 LME's have voted to approve the proposal for Durham to be the lead LME. All four CFACs have approved the proposal as defined. Stakeholder meetings were held in Durham, Johnston, and Cumberland Counties.

Mr. Robinson also announced that Guilford County has decided to withdraw from the partnership and will be looking at other options.

The next steps are:

- Preparing for the Site Review by Mercer, State officials, and consumer groups. The date is expected to be sometime between mid-June and mid-July.
- Work with partnering LMEs and Counties to work out details on the financial management.
- Flesh out details on how the partnership will be designed and operate.

Durham Center Management will keep the Area Board updated as more information becomes available.

## **9. VETERANS PROGRAM**

Chairman Phillips asked Betsy MacMichael to introduce the subject of programs for Veterans.

Ms. MacMichael introduced a short video, "Veterans and Suicide- We Must Overcome", which highlights the behavioral health issues facing veterans including the high rate of suicide.

The Board discussed what is being done to help veterans. Chairman Phillips asked Ms. MacMichael if she would invite Veterans representatives to provide more information on the needs of veterans and programs that are available for veterans.

## **10. AREA BOARD REPORT**

Chairman Phillips recognized Tina Howard to give the Annual update on the Strategic Plan.

Ms. Howard provided the following information.

- Purposes-
  - Identify needs and gaps in the community
  - Assess capacity of providers
  - Gather stakeholder input and feedback
  - Fulfill State requirement
- Methodology-
  - Internal data:
    - Durham Center's "Dashboard" data and indicators
    - Evidence-Based practices: 50% of consumers, including non-UCR) are enrolled in best practices
  - Focus Groups:
    - Approximately 160 people participated in 13 groups-91% adults, 61% women
    - Disabilities represented (% of groups):DD-31%, MH-8%, MH/SA-50%, All-15%
- Focus Group results-
  - Gaps/Needs

- Housing Assistance
    - Integrated treatment for co-occurring disorders (particularly MH/DD)
    - Services for special populations (i.e. sex offenders, violent offenders, consumers with eating disorders)
    - Crisis/residential services for youth, close to home
    - Transportation
    - Employment
    - Social/Recreational opportunities
    - Residential Substance Abuse programs
  - Providers/LME Improve Quality
    - More person-centered plans and language, incorporate whole person/all life domains (e.g. spirituality, natural supports)
    - Improvement in direct care staff (e.g. reduce turnover, increase training, reduce staff:client ratios)
    - Collaborate, share information (providers and LME)
    - Increase training to providers
    - Raise awareness of services/LME roles and responsibilities
    - More closely monitor services
    - Modify benefit packages
    - Expedite authorization and address online system issues
- Provider Partner Methodology-
  - Provider-partner-LME Staff Surveys
    - E-mailed via Provider Newsletter, provider listserv, all staff e-mail group, public partner e-mails lists
    - Distributed at All-Provider Meeting 3/16/11.
  - Responses
    - 166 responses received, 25 more than last year.
- Provider Partner results-
  - Strengths
    - Crisis services for adults
    - Outpatient therapy
    - Intensive substance abuse treatment
    - Community living for individuals with DD
  - Gaps
    - MH/SA services for individuals leaving jail/prison
    - Integrated MH/DD services
    - Crisis services for youth
    - Services to divert non-violent offenders from jail
    - Prevention
    - Substance abuse residential programs
  - Barriers to treatment
  - 91% of respondents indicated lack of transportation (also ranked as most needed ancillary service)
  - 9 out of 10 respondents: lack of insurance, lack of compensation to outreach, limited outreach to homeless, lack of child care
  - 8 out of 10 respondents: high turnover of staff, stigma, co-pays for services, lack of trained staff, limited outreach to people who need services (especially those involved with criminal justice system).
- Cultural/Linguistic Competency-
  - Services with little or no Cultural Responsiveness (from provider-Partner Surveys)
    - Crisis services for youth

- Services for individuals leaving jail/prison
    - Integrated services for individuals with MH/DD
    - Crisis services for adults
    - Jail diversion
    - Homeless outreach/services
    - Substance abuse residential
  - Services with Outstanding Cultural Responsiveness
    - Outpatient, detox, peer support
- Consumer Survey Methodology
  - Consumer Surveys:
    - Surveys e-mailed to providers, copies distributed to several locations serving large numbers of consumers (e.g. Wellness City, Threshold)
    - Incentive given to consumers who brought surveys to TDC
  - Responses:
    - 223 responses, 93% of consumers receiving services from 10 agencies, 35% from DECI
    - 56% from men
    - 71% from African American
    - 79% from adults aged 25 and over, 11% from youth
    - 71% from individuals with disability benefits
    - Only 27% from indigent individuals 1% from individuals who are homeless
- Consumer Survey results
  - Over 75% felt safe at home and with people they are close to
  - 68% feel respected
  - 60% feel happy
  - 70% have people who support them (5% did not answer)
  - Of those who responded, 50% like school (47% did not answer)
  - Of those who responded, 63% are employed where they want to be (42% did not answer)
  - 85% are satisfied with services (40% did not respond to question)
  - Factors that helped: Family, friends, faith, money, job, medicine, “taking warm showers”, “math and science”, “eating what grandma says”
- Provider Capacity
  - Ms. Howard provided a breakdown of the number of providers by service
  - Providers willing to participate in Emergency Response:
    - Contracted agencies required to participate in community disasters
    - TDC coordinating one-day disaster response training, with NC Psychological Association, for credentialed direct service staff
    - Training to take place prior to June 30, 2011
    - After completing training, professionals may apply for disaster response certification, allowing them to deploy to disasters
- Overall Results
  - All needs and gaps that were identified were also identified last year, with the exception of Increase outreach to consumers
- Suggested Revisions to the FY11-13 Strategic Plan
  - Transportation-assign greater priority, providers give bus passes, advocate about consumers needs’ to public transportation, train on using public transportation
  - Integrated MH/DD services-assign greater priority, identify best model for community and funding sources.
  - Integrated MH/SA services for criminal justice population, work with CJRC to meet needs

- Change IPRS benefit packages to include outreach
- Create plan to expand substance abuse residential
- Arrange for training on person-centered care
- Expedite development of youth inpatient/crisis beds

**11. CHAIRMAN’S REPORT**

Chairman Phillips asked Board members to take the article in the notebook, “The Right Things To Do.”

**12. ELECTION OF OFFICERS**

Chairman Phillips asked Doug Wright to give the report from the nominating committee.

Mr. Wright reported that Lascel Webley was nominated as Chairman and Dr. Nancy Henley as Vice-Chair. Both have agreed to serve.

**John Barry moved** to closed nominations. **Seconded Betsy MacMichael**. Motion approved unanimously.

Chairman Phillips asked that all Board members mark the ballots in their notebooks and return to him.

**Vote Tally-**

Vice Chairman-	Dr. Nancy Henley	10
	Other candidates	0
Chairman-	Lascel Webley	10
	Other Candidates	0

**13. JULY BOARD MEETING**

Chairman Phillips stated that traditionally the Board does not meet in July as the meeting falls during the Fourth of July holiday week. He asked for a motion that the Board not meet in July.

**John Barry moved** to cancel the July Board meeting. **Seconded by Lascel Webley .** Motion approved unanimously.

**13. CLOSED SESSION**

Closed session pursuant to G.S. section 143-318.11 (a)(6) to discuss the performance of a public official.

**John Giragos moved** to go into closed session. **Seconded by John Barry .** Motion approved unanimously.

Back from closed session at 5:40pm.

**13. ADJOURNMENT**

All business being completed **Lascel moved** to adjourn the meeting. **Seconded by Phil Golden.** Motion approved unanimously.

Meeting adjourned at 5:45 pm.

**Respectfully submitted:**

*Ellen S. Holliman*

Ellen Holliman, Executive Director

8-4-11

Date

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**Material included in Notebooks:**

2011 Area Board Officers Ballot

NC Council of Community Programs, May 20, 2011 Legislative Update