

THE DURHAM CENTER
Managing Behavioral Health & Disability Services

AREA BOARD MEETING

Thursday, March 4, 2010
4:00pm Regular Session

MINUTES

PLACE: 501 Willard St. Durham, NC
Conference Room 100

MEMBERS PRESENT: Earl Phillips, Chairman (Left the meeting at 4:40pm)
Karen Crumbliss, Vice-Chairman
John Barry
Dr. Nancy Henley
Monique Holsey Hyman
Amelia Thorpe
Rev. Melvin Whitley
Lascel Webley, Jr.
Doug Wright

MEMBERS EXCUSED:

MEMBERS ABSENT: Betsy MacMichael
Rev. Michael D. Page
George Quick

GUESTS PRESENT:

STAFF PRESENT: Ellen Holliman, Susan Knox, Rob Robinson, Doug Fuller, Carla Alston-Daye, Lena Klumper, William Smith, Kelly Goodfellow, Sean Schreiber, Carrie Baines

OTHERS PRESENT: Robyn Duff-CFAC, Eric S. Fox-DMH/DD/SAS, Kathy Everett-Perry, County Attorneys office

1. CALL TO ORDER: Chairman Earl Phillips called the meeting to order at 4:07 pm.

2. ANNOUNCEMENTS:

Chairman Phillips announced that a new Medical Director has been hired. Dr. Khalil Tanas will be joining The Durham Center team April 5, 2010. Dr. Tanas is currently the Medical Director for the Wake County LME. A copy of the press release with more information is included in the notebooks.

Chairman Phillips recognized Ellen Holliman to introduce a new staff member, Bill Smith started as the new Adult Mental Health Specialist.

Chairman Phillips also announced that the Information for the Spring Policy Forum is also included in the notebooks. It will be held May 3rd and 4th at the Hilton North Raleigh. He encouraged Board Members to attend if they are able.

The update to the Board of County Commissioners has been moved to the March 22 session and Chairman Phillips welcomed Board members to attend.

There is an event, "The Deadliest Disease in America", at the Duke University School of Nursing Auditorium on March 20. The event consists of a screening of the film with the Producer and Director followed by workshops.

3. AGENDA ADJUSTMENTS

Chairman Phillips asked that agenda number 9 be moved to item number 5.

4. FINANCE COMMITTEE REPORT

Chairman Phillips recognized Doug Wright to give the Finance Committee report.

Mr. Wright reported that the Finance Committee met at 3:00pm, March 4, 2009 before the Board meeting.

The committee approved a Request for Proposal (RFP) for Triumph's "Seeking Safety" program. Ms. Holliman added that Staff would be talking more about the program at the next meeting and will be giving more information to Board Members.

Mr. Wright reported that the Executive Committee will be discussing the follow-up to the Budget Retreat at the March 16, Joint CFAC/Executive Committee meeting. Chairman Phillips and Ms. Holliman discussed whether to change the time of the Executive Committee meeting. Ms. Holliman will let Board members know if there is a time change.

5. FOLLOW-UP TO FEBRUARY 4, 2010 PUBLIC COMMENTS

Chairman Phillips recognized Carrie Baines, the Contract Management/Provider Relations Director, to provide a follow-up to the public comments made by Ms. Pamela Hester and Tasha Hester.

Ms. Baines discussed the petition that came in from Ms. Hester and other families. The petition dealt with an agency that was seeking endorsement through The Durham Center. The Board packets included a document, "How to become an Endorsed Provider", that was put together for providers seeking endorsement. The document is provided in the lobby of The Durham Center and also on the website. The document gives step by step instructions for the Provider, as well as, providing them the timelines.

When an application comes in, The Durham Center has 60 business days to review the application and respond. If anything is missing or incomplete, the Provider is notified. The Provider then has 15 business days to respond.

The application for Makin Choices, Inc. came in on November 3, 2009. The applied for Day Supports, Home and Community Supports, Personal Care Services, Supported Employment, and PsychoSocial

Rehabilitation Services (PSR). Ms. Baines does the initial screening to determine that documents are signed appropriately, to review the business name and owner name, and to check for conflicts of interest. She also verified that the company is incorporated with the Secretary of State. She also verified that the address is a Durham location.

When the Makin Choices application came in it was missing several things, business license, license for Psycho-Social Rehab Services, and insurance. Ms. Baines sent the application back and spoke with Ms. Rochelle Brooks-Blue about the missing items.

A second application was received on November 6, 2009. That application was still missing the business license and insurance. Ms. Baines assigned the application to one of the Contract Managers. The sixty day time frame began from Nov. 6, which gave The Durham Center until February 8, 2010.

On January 14 a staff meeting was held and Contract Managers were discussing the applications received. They discovered that another agency with the same address as Makin Choices submitted an application for endorsement. Since endorsements are site and service specific, The Durham Center cannot endorse two agencies for the same address. If they are sharing a facility, they have to designate which suite they are in. When Medicaid issues their enrollment number, they will issue it to that address and they will not issue two numbers to the same address.

Ms. Baines instructed the staff to send both applications back to the applicants with a letter stating the reason why it was returned.

On January 25, an e-mail was sent out to other Local Management Entities (LMEs) that issued an endorsement to Makin Choices to find out if there were any outstanding Plans of Corrections (POCs), paybacks, or any types of penalties.

Ms. Baines reported that she did meet with Ms. Brooks-Blue, owner of Makin Choices and discussed the application and problems with it. She also discussed the outstanding POC that Makin Choices had with Cumberland LME. Ms. Brooks-Blue was told that the endorsement application could not be processed until the POC was closed out, which involves the LME going out to do a follow-up. The applications were returned to her on that day.

She reported that a meeting was held with the parents that submitted the petition on February 15 and discussed the application and the problems with it. Ms. Baines also followed with Makin Choices via e-mail regarding an additional Plan of Correction from Wake County LME.

A new application packet was received on Monday, March 1. There is still an outstanding Plan of Correction with Cumberland County and they are voluntarily withdrawing the service for Community Support. Wake County is scheduled to do the follow-up visit on their POC this week. When the letter closing out the POC is received, The Durham Center will proceed with processing the application.

Ms. Baines asked if there were any questions.

Chairman Phillips asked whether the families are receiving services.

Ms. Baines responded that Ms. Hester is still with Rainbow 66 and her daughter, Tasha Hester is receiving services. Durham Center staff provided information to them regarding Day Support Agencies. There are currently approximately 21 providers that are endorsed for Day Supports, PSR, and other services.

Ms. Crumbliss asked how the involuntary withdrawal of Community Support Service in Cumberland County will affect the process.

Ms. Baines responded that because it was only an endorsement withdrawal for one service, they can apply to other LMEs. They are still doing business in Cumberland County.

There were no other questions. Nancy Henley thanked Ms. Baines for her thorough analysis.

Chairman Phillips commented that staff immediately brought all the information together and talked with the families about the process, the findings, and why staff did what they did.

6. 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 any comments or discussion on the committee reports.

There were no comments or questions.

7. PUBLIC COMMENT

8. BOARD TRAINING-ETHICS

Chairman Phillips introduced Kathy Everett-Perry, Assistant County Attorney, to present Ethics Training to the Board.

The training consisted of:

- Ethics definition
 - System of Moral Principles governing the appropriate conduct for a person or group.
 - Continuous effort of studying our own moral beliefs and our moral conduct.
 - Striving to ensure that we are the institutions we shape.
- Core Values and Principles of Ethics
 - Trustworthiness (Be Honest, have integrity, be loyal to organization you serve)
 - Respect the Board Members and citizens you serve.
 - Be responsible
 - Pursue excellence
 - Be accountable to the Board and citizens
 - Treat everyone fair.
 - Exhibit civic virtue and citizenship

Ms. Perry conducted a case exercise and then presented the Durham County Ethics Policy.

The Durham County Ethics policy encourages Board Members and staff to act ethically and gives directions on how to act.

The declaration of the Ethics Policy is:

- The Proper Operation of democratic government requires that public officials and employees be independent, impartial and responsible to the people; that governmental decisions and policy be made publicly; that public offices not be used for personal gain; and that the public maintain confidence in the integrity of its government.
- In recognition of these goals, a code of ethics for Durham County officials is hereby adopted. The purpose of this policy statement is to set forth guidelines for ethical standards of conduct for all such officials by setting forth acts or actions that are incompatible with the best interests of Durham County.

The policy covers standards of conduct in the following areas:

1. Interest in Contract or Agreement
2. Use of official position
3. Disclosure of Information
4. Incompatible Service
5. Gifts

9. AREA BOARD REPORT

Vice-Chairman Karen Crumbliss introduced Dr. Lena Klumper to present the Area Board Report on the 3 way contract for psychiatric beds.

Dr. Klumper reported that a study was done for The Durham Center by Dr. Harold Frontz and Kevin Lowman.

The Three way contract between Duke University Hospital (DUHS), The Durham Center, and North Carolina Department of Health and Human Services funds local psychiatric inpatient beds at DUHS. The contract provided approximately \$400,000 dollars and has just received another \$400,000. The beds serve as a local alternative to State Hospital facilities.

She reported that the following bed cost comparisons:

Duke inpatient beds	\$750/day
Central Regional Hospital	\$784/day
Durham Center Access	\$300 day

Data was obtained from DUHS discharge summaries between March and November 2009. Paid claims data from the State and several other databases were also utilized from July 2008 and February 2010. Paid claims data only reflects services billed during the study period. The study may not reflect additional services provided.

The data covered in the report include:

- Gender-Ethnicity
 - Gender breakdown follows State trends-54% male and 46% female
 - Three ethnicities-African American, Caucasian, and other
- Admissions from Counties other than Durham
 - 27 were admitted from the Central Region
 - 9 from Eastern Region
 - 3 from Western Region
 - Total admissions from counties other than Durham-39 (29% of total)
 - Total admissions from Durham County residents-97

- Admitting Diagnosis
 - The major admitting diagnosis
- Services provided before and after admission to DUHS
 - Number of Durham residents with repeat admissions to DUHS (Mar.-Nov. 2009) -7 (7%)
 - Number of individuals admitted to Durham Center Access (DCA) prior to admission to DUHS-24 (25%)
 - Number of individuals admitted to other services prior to admission to DUHS-47 (48%)
 - Number of individuals admitted to DCA after discharge from DUHS-10 (10%)
 - Number of individuals admitted to other services after discharge from DUHS-50 (52%)
 - Average length of stay
 - Number who received Crisis Services
 - Number who received Non-Crisis Services
 - Total Admissions to Inpatient Units
 - Recommendations

Mr. Doug Wright asked whether the admissions from DCA prior to admission to DUHS were transfers from DCA to a higher level of care. Dr. Klumper responded that the 24 individuals were transferred to DUHS from DCA because they required a higher level of care.

Ms. Holliman discussed the 37 individuals that were not admitted to other services after discharge from DUHS. Possible reasons include:

- Individuals may have gone to programs covered by research grants at DUHS.
- Individuals transferred to grant funded programs.
- Other programs not covered by paid claims

Ms. Holliman noted that she presented the study to a state-wide meeting about the Three-way contract. There was also discussion of individuals with a substance abuse diagnosis being treated in the local inpatient beds.

Dr. Klumper asked if there were any other questions.

Dr. Nancy Henley asked whether the total number of admissions to DCA reflect the same diagnoses covered by the list of diagnoses for DUHS.

Dr. Klumper responded that the data reflected total admissions to each facility.

Mr. John Barry asked why almost one third of admissions to DUHS were from out of the Durham area.

Dr. Klumper responded that DUHS is a well-known facility throughout North Carolina. The study did not look at whether those admitted were new to the system and did not where else to go.

Ms. Holliman added that data several years ago when Durham Center Access began showed that about fifty percent of individuals that showed up were in our system. The Durham Center worked with Providers to reduce that number. Dr. Klumper believes that additional claim data will also provide more answers about those admissions.

10. CHAIRMAN'S REPORT

Vice-Chairman Crumbliss asked Ms. Holliman if there were any updates that she would like to share with the Board.

Ms. Holliman announced that the State is moving forward with the Critical Access Behavioral Health Agencies (CABHA). It primarily impacts agencies providing Day Treatment, Intensive In-home Therapy, and Community Support Team. Agencies providing those services must be under the umbrella of a CABHA as of July 1, 2011.

Mr. Wright asked what the reaction of the Provider community has been to the CABHA.

Rob Robinson reported that Providers are still working out some of the details on how to become a CABHA. Clarification is still needed on some issues. A few letters of attestation from Providers in Durham were received by the State, but none have met the requirements and passed the desk review.

Implementation 70 that was recently released also said that the Center for Medicaid Services (CMS) has approved the State plan amendment that requires the three primary services to be a part of the CABHA.

Vice-chairman Crumbliss asked if there were any other comments from Board members.

Amelia Thorpe shared a complaint from a consumer. Ms. Holliman asked her to work with Carla Alston-Daye to follow-up on the complaint.

11. ADJOURNMENT

Doug Wright moved to adjourn the meeting. **Seconded by Lascel Webley, Jr.** . **Motion approved unanimously.**

Meeting adjourned at 5:10.

Respectfully submitted:

Ellen S. Holliman

Ellen Holliman, Executive Director

5-6-10

Date

Material included in Notebooks:

New Release-“The Center Names New Medical Director”

Board of County Commissioners Agenda Action Form for March 22, 2010-Update for The Durham Center

Invitation to a screening of “The Deadliest Disease in America” by URU, The Right To Be, Inc. in collaboration with Duke University School of Medicine.

North Carolina Council Community News, January 2010

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