

THE DURHAM CENTER
Managing Behavioral Health & Disability Services

AREA BOARD MEETING
Minutes
Thursday, September 4, 2008

The Durham Center Area Board met at 4:05 pm, August 7, 2008 at Durham Center Access, 309 Crutchfield St..

MEMBERS PRESENT: Earl Phillips, George Quick, Nancy Henley, Phillip Golden, Doug Wright, Colleen Kilsheimer, Thomas Owens, Ellen Reckhow, John Barry, Karen Crumbliss, Melvin Whitley, Amelia Thorpe

MEMBERS EXCUSED:

MEMBERS ABSENT: Eureka Capri-Daye

GUESTS PRESENT:

STAFF PRESENT: Ellen Holliman, Susan Knox, Rob Robinson, Doug Fuller, Michelle Zechmann, Kelly Goodfellow, Sarah Grey, Darla Alston-Daye, Bob Hufham, James Osborn, Jennifer Meade, LisaCaitlin Perri, Terri Ames, May Alexander

OTHERS PRESENT: Lowell Siler

CALL TO ORDER:

Area Board Chairman Earl Phillips called the meeting to order at 4:05 PM.

ANNOUNCEMENTS

September 17, 2008 at 3:30pm there will be a meeting at the Durham Center as a follow-up to the suggestion at the Board Retreat on August 7, 2008 for developing a communication plan. The Consumer and Family Advisory Committee has been asked to attend the meeting. Chairman Phillips asked for a show of hands from those that thought they could attend. Seven members indicated they could attend.

AGENDA ADJUSTMENTS

One Item added to the Agenda. Item 8A, U.S. Department of Justice Grant. The Agenda Action Form (AAF) for the item is in the front pocket of the Board Notebooks.

FINANCE COMMITTEE REPORT

Chairman of the Finance Committee, George Quick reported that the Committee met September 4, 2008 at Durham Center Access. There were two items to report from the meeting. Item one is for information and item two is presented for action.

1. The Child Flex Fund, which was administered outside of the organization, will now be administered internally. It represents funds provided by the state to cover small emergencies for children. It is administered according to state and county policies.
2. There are 8 positions that are currently contracted out, but paid in full by The Durham Center. Management has asked that those positions be brought internal and be made County positions because the contracting agency that provided those positions is going out of business before January 1, 2008. Moving the 8 positions to the county will save approximately \$32,000/yr. The move would increase FTEs by 8, but the cost will be less than what is paid to the contracting agency.

Ellen Reckhow requested we obtain approval from the state to add the positions to the LME..

George Quick moved to recommend that the positions be moved from contract to County LME positions, subject to the condition that approval is received from the State. **Seconded by Ellen Reckhow. Passed 12-0 with 1 abstention.**

CONSENT AGENDA

Chairman Phillips presented the following items to be approved on consent.

- A. August 7, 2008 Regular Board Meeting Minutes
- B. August 7, 2008 Area Board Retreat Minutes
- C. Quality Management Report
- D. Human Rights Committee Report
- E. Consumer and Family Advisory Committee Report
- F. Executive Committee Report
 - i. Joint Executive Committee/CFAC Minutes August 19, 2008

George Quick moved for approval of the reports as presented, **Seconded by Doug Wright** . **Passed unanimously.**

PUBLIC COMMENT

None

FY08 ANNUAL DATA REPORT

Chairman Phillips introduced LisaCaitlin Perri, the new Quality Management Administrator, to present the report.

Ms. Perri discussed each section of the report and the important highlights of each section. Discussion by section included:

1. Durham Center Access (DCA), pages 4-7
 - Crisis observation and evaluation admissions have decreased by approximately one half from the first to the fourth quarters.
 - The starting of transitional housing programs has helped by addressing needs that have kept consumers in crisis chairs when they were stable enough to move to transitional housing.
 - Since there has been a decrease in number of chairs, there has been a decrease in utilization. Current utilization is about 80%.
 - Facility based crisis services, beds, have ranged from 80-90% across the four quarters.
 - Length of stay for both chairs and beds has decreased. Bed stays have decreased from five to four days for the beds and Chair stays have decreased from 30 to 20 hours.
 - DCA has affected the number of petitions for hospitalization.
 - Two out of three individuals that come in through community based petitions are able to be diverted from hospitalization. One out of three hospital based and community based petitions are able to be diverted. Page 7, fourth quarter, the petitions from the hospital increased to 6%. With petitions from the community, 63% of consumers have been diverted.
2. Screening, Triage, and Referral (STR), pgs 8-12.
 - Getting consumers scheduled for a timely appointment and the decrease in the number of no-shows for appointments.
 - State standards for timeliness, 2 hours for emergent, 48 hours for urgent and 14 days for routine. This year the time for routine appointments increased from 7 days to 14 days.
3. Service Management, pgs, 13-14

- Time for service reauthorization has decreased over FY08. More time is spent when there is a request for service, which has helped decrease the service reauthorization time.
 - Over all categories, MH, DD, SA, and Dual Diagnosis there has been an increase in the number of persons served.
4. Hospital Utilization, pgs. 15-17
- Adult and Child admission bed days increased.
 - FY07 and FY08 average utilization is higher than allocated by the state.
 - Third quarter spike in Child admissions due to a decrease in the number of children that could be served in a therapeutic foster homes.
 - Exceeding state allocations on hospital bed days and possible penalties. Decrease in 31% bed days allocations in FY08 because of move to straight per capita allocations.
 - Reasons for higher usage due to proximity to John Umstead Hospital and other factors.
 - Length of stays and the number of people hospitalized. Length of stays has not increased. More people moving to the area added to an existing population that cycle in and out of the hospitals.
 - Working with Durham Regional Hospital to divert to DCA
5. Adult Mental Health and Jail Diversions, pgs. 18-22
- By the fourth quarter The Durham Center is serving over 600 individuals with Evidence based practices.
 - Pharmacy program going well. Number of consumers served is down. Michelle Zechmann will follow up to determine the reason for the decrease in consumers served.
 - Mental Health screenings on Evidence-based instrument conducted on individuals booked at the jails. Over 4000 individuals screened between January 2008 and June 2008. Almost a quarter required urgent follow up or further assessment.
6. Child Mental Health, pgs. 22-24
- Quality checklist being filled out by the Child and Family Team to determine whether a Care Review is needed to address issues and to ensure that all parties that are needed can attend the Care Review.
7. Substance Abuse, pgs. 23-26
- Number of consumers entering and leaving BAART methadone program.
 - Substance Abuse Assessors have increased the show rate for appointments
8. Housing, pgs 29-30
- The housing support team has been able to identify permanent housing for over one quarter of the individuals referred to them.

- Permanent housing includes housing through the housing authority and targeted affordable units
9. Quality Management, pgs. 31-32
- Higher number of incidents reported is due to training for providers and their staff on identifying incidents and reporting them.
 - Identifying normal patterns for type of providers and looking for discrepancies.
10. Contracts Management, pgs. 33-34
- The number of providers that we contract with or have a memorandum of agreement is approaching 200.
 - How customer satisfaction with a provider is measured and whether it affects contracts renewal. Low customer satisfaction is often reflected in other indicators.
 - There will be a statewide customer service satisfaction survey, but it is not broken down by provider. Can that be disaggregated to show provider. Customer feedback in welcome packets that are sent out by TDC. Take to Provider Advisory Committee

QUARTERLY UPDATE ON NEEDS ASSESSMENT

Michelle Zechmann presented the Quarterly Update of Needs Assessment. January 2008 a GAP analysis for Needs assessment was presented to the Board. The Area Board and Consumer and Family Advisory Committee (CFAC) must be updated quarterly on the recommendations made in the Needs assessment.

The update also includes focused capacity assessment this quarter and the update includes those results as well. The state is developing a template and timeline for the next GAP analysis which will be done in the third quarter of the FY.

The update was handed out to the Board Members and the item will be included on the October 2, 2008 Area Board agenda for questions and further discussion.

UPDATE ON REGIONAL MOBILE CRISIS

Ellen Holliman announced that The Durham Center (TDC) has been unofficially selected as the lead LME for Mobile Crisis and Walk-In Mental Health clinics in a 6 county Service area that includes Orange, Person, Chatham, Alamance, and Caswell Counties. TDC was also unofficially selected to be the lead LME in the entire central region for the S.T.A.R.T. program (Systematic, Therapeutic, Assessment, Respite, and Treatment). It is an evidence based crisis program for people with developmental disabilities.

Rob Robinson presented the program outlines and allocations to the board

Presentation included:

- Designation of providers by the state
- Allocation of \$380,000 for Mobile crisis services, which does not include administration costs.
- Goal of having 30 regional mobile crisis teams in the state. 11 additional teams are needed.
- Mobile Crisis tenets:
 - Services must be available within two hours. TDC goal is 35-40 minutes.
 - Project funding will be CASP, Cross Area Service Program funding.
- Walk-In clinics
 - Target population is people coming out of the hospital or people in crisis.
 - 4 walk-in clinics to be established in the central region

Mr. Robinson will provide an update at the next Area Board.

The S.T.A.R.T program is a crisis program for high cost, high risk consumers with developmental disabilities. The team takes over when consumers are not responding to other programs. They will provide consultation, training, brief treatment. The team consists of a psychiatrist, a psychologist, a team lead, and a behavioral specialist. Each team member will have developmental disabilities expertise. Provider Easter Seals/UCP has expressed interest in being the provider. Approximately \$600,000 has been allocated for the program for the central region.

Award of Department of Justice Award

Michelle Zechmann was introduced to give details of the grant and the process to select providers. Start date was September 1, 2008

The Durham Center (TDC) previously had an 18 month planning grant to look at the different points and best practice interventions at each point in the criminal justice system to ensure that people with mental illness don't get pulled into the system inappropriately in lieu of treatment. The number one issue found was the need for a jail diversion team, post booking.

TDC received a 2 year, \$200,000 implementation grant from the Department of Justice. The grant was awarded to begin September 1, 2008 to contract with a provider to develop the jail diversion team. The process to choose the provider will be competitive but accelerated. Letters of intent will be requested from Providers, which will include the providers experience working with the criminal justice system and with individuals with dual disorders. A review team will look at the letters of intent and choose the top two or three for interviews. The review team will choose the provider based on those interviews.

Chairman Phillips asked for Board members to serve on the review team. Amelia Thorpe and Rev. Melvin Whitley volunteered to serve on the team.

The Board agreed on consensus to move forward with the Request for Providers.

CHAIRMAN'S REPORT

Chairman Phillips will be talking with the chairpersons of the standing committees to look at ways to help the committees function more effectively and also to examine the membership of the committees.

Board Retreat Next Steps-

Discussion included whether to have a facilitator to guide the board through the next steps and who the facilitator would be. A suggestion was made to have Vaughn Upshaw as the facilitator. A Board retreat will be held at 2:30PM before the Board meeting on October 2, 2008.

Adjournment

Doug Wright moved and **Dr. Tom Owens seconded** that the meeting adjourn.
Passed unanimously.

Respectfully submitted:

Ellen Holliman, Executive Director

Date

Material included in Notebooks:

NC Council 2007-2008 Programs of Excellence Awards

NC Council Community News July 31, 2008

Newspaper Articles:

“Economic Burden of Mental Illness Closes in on \$200 Billion”, June 17, 2008, Pauline Anderson

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