

**THE DURHAM CENTER**  
*Managing Behavioral Health & Disability Services*  
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**AREA BOARD MEETING**  
**Minutes**  
**Thursday, December 4, 2008**  
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The Durham Center Area Board met at 4:00 pm, December 4, 2008 at 501 Willard Street.

**MEMBERS PRESENT:**

Earl Phillips, Karen Crumbliss, John Barry, Phil Golden, Dr. Nancy Henley, George Quick, Dr. Thomas Owens, Rev. Melvin Whitley, Ellen Reckhow, Doug Wright.

**MEMBERS EXCUSED:**

**MEMBERS ABSENT:**

Colleen Kilsheimer, Amelia Thorpe

**GUESTS PRESENT:**

Yvonne French DMH/DD/SAS

**STAFF PRESENT:**

Dr. Margie Sved, Michelle Zechmann, Sarah Grey, Nancy Kent, Jennifer Meade, Denene Hinton, Rob Robinson, Tina Howard

**OTHERS PRESENT:**

Lowell Siler, Mathew Milliken, Alicia Camacho, Terry Allebaugh

**CALL TO ORDER:**

Area Board Chairman Earl Phillips called the meeting to order at 4:15 PM.

**ANNOUNCEMENTS**

There were no announcements.

**AGENDA ADJUSTMENTS**

No adjustments were made.

## **FINANCE COMMITTEE REPORT**

George Quick reported that the finance committee met at 3:00pm today. The key item reviewed at the meeting was the financial report covering the five month period ending on November 30, 2008. Report was reviewed in the context of budgetary constraints from the state and adjustments that would have to be made to accommodate those constraints. Management has made the adjustments to the budget and a revised budget will be presented to the board. Cuts were made in areas that the finance committee felt could continue to maintain quality service with the adjustments.

In addition, he reported that they compared expenditures and projected expenditures. Comparison showed a shortfall of approximately one million dollars which would be covered by the request that 2.1 million dollars be restored to the budget.

Discussion included:

- Percentage of the budget expended.
- Lag in billing.
- Projection of FY09 expenditures based on current spending levels.
- Projections for the Crisis Cost Center exceeding the reported allocated budget dollars and the reasons.
- Inclusion of the Annual Budget in Board Member notebooks.

Mr. Quick presented an agenda action item, requesting that 2.1 million dollars be restored to the budget.

**George Quick moved** approval of the request, **Seconded by Melvin Whitley.** **Passed unanimously.**

## **CONSENT AGENDA**

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

- A. November 6, 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

**Dr. Tom Owens moved** approval of the reports subject to corrections, **Seconded by George Quick.** **Passed unanimously.**

## **PUBLIC COMMENT**

No public comments.

## **BOARD TRAINING PRESENTATION-SERVICE MANAGEMENT**

Sarah Grey presented an overview of the Service Management Department at the Durham Center. The presentation included:

1. What is Care Management
  - a. Oversees delivery of state and locally funded services.
2. Staff Overview
3. Units within Care Management-
  - a. Screening/Triage/Referral (STR)
    - i. Initial access to services
    - ii. Referral guidelines
    - iii. Unit standards
    - iv. Call Volume
  - b. Utilization Management (UM)
    - i. Authorization of Services
    - ii. Review of Person Center Plans (PCPs)
    - iii. Staff Breakdown
    - iv. UM Tools
    - v. UM/UR Committee
    - vi. Hospital Committee
  - c. Intensive Care Coordination
    - i. Definition of high risk-high cost cases
    - ii. Hospital Liaison
    - iii. Care Coordinator activities
    - iv. New Mandates
    - v. Expectations for Providers

Discussion included:

- Stress involved in the different areas
- Number of current staff members (14)

## **UPDATE MEDICAID UR**

Ellen Holliman presented an update on the Medicaid UR Proposal to the Board. Proposal instructions and materials were received from the Department of Health and Human Services on November 14, 2008. Staff members attended a question and answer session with the Division of MH/DD/SA and Division of Medical Assistance, the last week of November.

The Presentation included the following items:

- Why Medicaid UR is important to Durham County
  - Important control to improve provider performance in cost effectiveness and consistency of treatment.
  - Oversight of consumer treatment.
  - One system of service. More comprehensive approach.
- What has happened since the Durham Center lost Medicaid in 2006

- Hospital admissions were decreasing prior to 2006. Steady rise in admissions since.
- Lost leverage to ensure correct level of service and right amount of service.
- Timely information for people in services
- Lost ability to influence treatment recommendations for the highest needs consumers.
- What is the cost
  - Used cost model released by the State several years ago with today's figures
  - Additional 10 staff members would be required to meet requirements.
  - Just over 1 million dollars would be needed
  - 1.92/person/month
- What are the risks if the Durham Center is successful in being designated
  - Appeals of clinical decisions
  - Penalties of noncompliance of performance standards
  - Payment by invoice of activities
  - Need for higher population base
  - Lack of start up funding-staff in place by mid-May
  - State budget cuts
- Challenges

Discussion included:

- Currently LMEs can only apply to provide UR for their catchment area.
- Space for additional staff-Use of Durham Center Access (DCA) for one or more units.
- Indirect costs for county provided services to the LME is included in projections from the cost model.
- Concern was expressed that an additional risk is a change at the State level could result in Durham County having to provide additional dollars for the UR function. At this time the State funds 100% of the LME cost.

**REPORT ON CRISIS SYSTEM AND ADULT SYSTEM OF CARE**

Ann Oshel reported on the data of persons discharged into homelessness from the State hospital and the impact it has on the Durham community.

Data presented and discussed included:

- Number of persons discharged from John Umstead hospital into homelessness between January and June 2008.
- Subsequent hospitalizations.
- Comparison of length of hospital stay and recidivism between those discharged into homelessness and those discharged to a private residence.
- Accessing Crisis Stabilization Services.

- Number of those discharged to homelessness that had Criminal Justice involvement.
- Treatment prior to hospitalization
- Treatment after discharge.
- Current Treatment
- Overview of Shelter Residents, including:
  - Total numbers
  - Percent of residents from other counties
  - Percent of residents with a mental illness or substance abuse issues
  - Percent of shelter residents coming directly from JUH/CRH hospital and how many of those originated in another county.
- Impact on Emergency Response Services, number of calls and breakdown.
- Solutions in place now
- Suggested solutions
- Challenges

The board asked for a follow up report in 3 months.

**MISSION AND VISION STATEMENT**

Michelle Zechmann asked Board members to review the Mission and Vision statement and send suggestions for changes to Ms. Holliman.

**CHAIRMAN'S REPORT**

Chairman Phillips announced that Eureka Capri-Daye has resigned from the Area Board effective December 4, 2008.

He asked the Board members if there was any objection to canceling the January Board meeting.

**Ellen Reckhow moved** and **Phil Golden seconded** that the January meeting be canceled. **Passed unanimously.**

**Adjournment**

**Ellen Reckhow moved** and **seconded** that the meeting adjourn **Passed unanimously.** Meeting adjourned at 6:10 PM

**Respectfully submitted:**

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Ellen Holliman, Executive Director Date

**Material included in Notebooks:**

NC Council Community News, November-December 2008

**Articles:**

“Homeless veterans get more housing”, Martha Quillin, News & Observer, Nov. 15, 2008.

“Pay limits raised for disabled workers”, Thomas Goldsmith, News & Observer, December 2, 2008