

THE DURHAM CENTER
Managing Behavioral Health & Disability Services

AREA BOARD MEETING
Thursday, December 10, 2009
4:00pm Regular Session

MINUTES

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

MEMBERS PRESENT: Earl Phillips, Chairman
Karen Crumbliss, Vice-Chairman
John Barry
Dr. Nancy Henley
Monique Holsey Hyman
Betsy MacMichael
George Quick
Lascel Webley, Jr.
Doug Wright

MEMBERS EXCUSED:

MEMBERS ABSENT: Rev. Michael D. Page, Amelia Thorpe, Rev. Melvin Whitley

GUESTS PRESENT:

STAFF PRESENT: Ellen Holliman, Susan Knox, Rob Robinson, Doug Fuller, Vivian Harris,
Carla Alston-Daye, Lena Klumper

OTHERS PRESENT: Robyn Duff-CFAC Liaison, Eric S. Fox-DMH/DD/SAS Consumer
Empowerment Team, Samruddhi Thaker, CFAC Chair, Kim Chansen, Beth
Melcher

1. CALL TO ORDER: Chairman Earl Phillips called the meeting to order at 4:10 pm.

2. ANNOUNCEMENTS:

Chairman Phillips reported that five Board members and two members of the Consumer and Family Advisory Committee (CFAC) attended the NC Council Fall Conference. He asked if any of the Board members that attended would like to make any comments.

Doug Wright thanked the members that attended. It was a good opportunity to communicate all the changes going on in the Mental Health system. Secretary Cansler was in attendance.

Monique Hyman enjoyed the workshops and sharing with Board Members from other Local Management Entities (LMEs).

Robyn Duff commented that she got a lot of information and discussion on the Critical Access Behavioral Health Care Agency (CABHA) changes.

Chairman Phillips welcomed Robyn Duff and Dr. Samruddhi Thaker from CFAC and Eric Fox from the Division of Mental Health, Developmental Disabilities, and Substance Abuse Services Consumer Empowerment Team.

He pointed out to Board members that there was an article in the paper that they could clip out and share with others on Mental Health and the Holidays: Understanding Depression.

He also reported that there was a copy of the letter that he received from Governor Bev Perdue in response to a letter that was he sent thanking her for restoring funding and encouraging her to be supportive of our efforts.

3. AGENDA ADJUSTMENTS

A revised agenda was included in the Board notebooks. The presentation Wellness City was moved to number 7 on the agenda.

4. FINANCE COMMITTEE REPORT

Chairman Phillips reported that the Finance Committee did not meet and the summary of expenditures for Fiscal Year 2010 through November 30, 2009 is in the Board notebook.

He also reported that the committee did not meet because Kelly Goodfellow, Durham Center Finance Director, is on Medical leave after giving birth to twin boys just before Thanksgiving.

5. COMMITTEE REPORTS

- A. Quality Management 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. He accepted the reports.

He asked Ellen Holliman to report on an item that was presented at the Executive Committee meeting and was included in the Board packets.

Ms. Holliman reported that Implementation Update #63 was released. It outlines the direction that the State of North Carolina is taking to move from small independent providers to more comprehensive providers called Critical Access Behavioral Health Agencies (CABHA). There are three major requirements highlighted by Ms. Holliman:

1. Medical Director
2. Full Time Clinical Director
3. Full Time Quality Assurance/Training Director

The agencies must provide core services such as Outpatient, Medication Management, Case Management, and Peer Support. The State is accepting applications now. Agencies that provide Day Treatment,

Intensive In-Home and Community Support Team must be connected to a CABHA. They should have the definitions approved by January and have everything in place by July 1, 2010. There are approximately 1700 providers statewide. The Division of MH/DD/SAS thought that approximately 30 across the state would meet the requirements of a CABHA.

Ms. Holliman also made the following announcements:

- Durham received additional CAP slots, 3 comprehensive waivers and 28 support waivers.
- She will be meeting on Friday, December 11 with Secretary Cansler, Ken Jones, Director of Eastpointe, and Dr. Marvin Swartz regarding Medicaid Utilization Review (UR). She will be providing a timeline showing that Durham Center will be ready to begin testing with the State on April 1, in order to go live in May.
- Secretary Cansler will be visiting Durham in January to visit Durham Center Access and discuss Crisis Programs and Hospitalization. Chairman Phillips asked if Board Members would have the opportunity to meet with him also.

Betsy MacMichael announced that she would be taking a matter to the Human Rights Committee. She teaches a class titled "Woman be Healthy" through the North Carolina office of Disability and Health. It teaches women with intellectual disabilities the importance of and what to expect with pelvic exams, mammograms and breast checks. She received an e-mail from a provider canceling the class because the individuals that would be participating would not be allowed to attend so that they could clean the facility. She also reported that this has happened multiple times. Ms. Holliman also suggested that she make a complaint to the Customer Service Department at The Durham Center for follow-up. The Board discussed whether the role of the residents is to clean a facility for an inspection and also missing a training class for resident health issues.

6. PUBLIC COMMENT

There were no public comments.

7. WELLNESS CITY PRESENTATION

Chairman Phillips recognized Ellen Holliman to introduce the presenters for Wellness City.

Ms. Holliman introduced Beth Melcher and Kim Chansen, Director of Wellness City Program, from Recovery Innovations to give a presentation to the Board on their Wellness City program.

Ms. Melcher gave an introduction to Recovery Innovations, which has pioneered the development of recovery-based services. Recovery Innovations started in Arizona to try to improve the mental health system and help individuals recover from mental health challenges. The model includes a number of wraparound services and peer support. The Service offered in Durham at this time is Education Services, Wellness City.

Ms. Melcher introduced Ms. Chansen to provide more details on the Wellness City Program. They are a Recovery Education Center that provides classes and activities for any adult that goes to the facility. Ms. Chansen described the process of orientation and development of a wellness plan.

She presented some statistics from the first quarter. As of September 30, 2009 they had 64 registered citizens. Currently there are 110 registered citizens. Questions and discussion by the Board included:

- The percentage of Latino citizens is very small, they need to do more outreach
- Referral process

- Dual-diagnosis citizens
- Pursuing CABHA designation
- Funding of Restart program in other areas – do they use the Housing Authority?
- Cultural Sensitivity within the community.

Questions included the funding source for Wellness City. Funding is from County dollars.

Chairman Phillips thanked them for the presentation.

8. WAIVER REQUEST

Chairman Phillips presented a waiver request. The usual procedure is to have the waiver request go to the Executive Committee and the Committee reviews the request and supporting documentation and makes a recommendation to the Board and to the State Division of Health Regulations. Since the Executive Committee will not meet in December, the waiver request is being brought for consideration before the Board.

Chairman Phillips recognized Vivian Harris to introduce the Waiver request and documentation.

Ms. Harris presented the request, which is a client specific request for a developmentally disabled individual who is in a supervised living home for youth in Durham, but is a Wake County consumer. The consumer is turning 18 and under the rules the consumer would be moved to an adult home or get a waiver. Wake County supports the consumer remaining in the supervised living home. Because the home is located in Durham County the waiver request must be approved by the Durham LME. She is still in high school.

The waiver request is for the consumer to remain in the current supervised living home until she graduates from high school or reaches her 21st birthday.

Chairman Phillips asked if there were any questions or discussion on the request.

Ms. MacMichael had a concern that there was no reference in the request or supporting documentation to the opinion of the consumer.

Mr. Barry asked about the funding for the supervised living with out of County consumers living in Durham County.

Karen Crumbliss moved to approve the waiver. **Seconded by Doug Wright**. **Motion approved unanimously.**

9. QUARTERLY UPDATE ON GAPS/NEEDS ASSESSMENT

Chairman Phillips recognized Dr. Lena Klumper to provide a quarterly update on the Needs Assessment.

Dr. Klumper presented the results for the first quarter of FY2010. The LME is required to do a Gaps/Needs Assessment every year and update the Area Board quarterly. The report was included in the Board Packet.

She presented the following highlights of the full report:

- Recommendations from the Gaps Analysis
- Steps taken to fill the needs identified

Recommendation: Continued Development of a full service array for all disability services

- Community Activity and Employment Transition (C.A.E.T.)-An alternative service definition to transition from the Adult Developmental Vocational Program. The Program Development Advisory Committee is working to give additional input before full implementation.
- Implemented an array of Beset-Practice services for Adults without Medicaid who need Mental Health Services.
 - Wellness, Management, and Recovery Program (WMR)
 - Dialect for Behavioral Therapy
 - Seeking Safety RFP-Staff is working with CFAC to receive their input.

Recommendation: Improve Quality of Providers

- Revised process for monitoring and improving provider's compliance NCTOPPS (state outcome reporting system) requirements.
 - Held NC-TOPPS training for provider agencies
 - In September 2009 there were 1400 out of compliance. Currently there are only 300 out of compliance. Approximately half of those are from BAART and they are reviewing records for consumers that have transitioned to other services but the records have not been updated.

Recommendation: Address the basic needs of consumers

- Disability benefits work group-Meets monthly to develop strategies through various groups.
- Permanent Housing options via System of Care Housing Committee
- Independent Living Initiative-helped 84 consumers enter or maintain housing since put in place.
- Continue Transition-Age Care reviews for Youth ages 16-18 in Mental Health.

Questions from the Board included:

Regarding the Independent Living Initiative. Have individuals from the Murdoch Center been assisted in moving into the community? Dr. Klumper responded that she did not have the data but would return to the Board with that information.

How were the recommendations developed? The recommendations came from the Quality Management Committee and CFAC based on the needs that were identified. It was based on reviews of the Needs data in the Gap Analysis, which included public input.

Recommendation: Develop public awareness, including public education.

- Fourth annual Recovery Celebration. Over 300 people attended and over 35 providers were present to provide information

- Co-sponsored the film “Brushes with Life, Art, Artists, and Mental Illness”.

A more comprehensive data report will be presented to the Board in February.

Recommendation: Increase prevention and early intervention services

Contracted for evidence-based education through Unlimited Success and parenting curricula through Exchange Club’s Family Center to prevent substance abuse and youth access to tobacco.

Recommendation: Improve feedback mechanisms for consumers and families.

- CFAC is working with The Durham Center on initiatives, workgroups, and committees. One issue was having consumers and families more involved in the Quality Management Process. The Program Development Committee was formed.
- The Supports Intensity Scale assessment tool was administered for children and adults living at home or independently. Data is not yet available but will be presented after it is received.
- Adult Dual-Disorder Intensive Outpatient Program implemented pre and post outcome surveys for consumers to give feedback on service effectiveness. Data is not yet available, but will be presented at the next update.

Recommendation: Increase partnerships with community-based organizations to support needs of consumers and increase use of community resources.

- TROSA and Healing with CAARE were awarded SAMHSA grants. TDC referred 130 individuals to the CAARE program since February 2009.
- The Durham Center and System of Care staff continued participating in work groups for planning grants by Duke Transitional Medicine Institute.
 - Rethinking Pain
 - Adolescent Health Collaborative

Questions and Discussions included:

Status of the Developmental Disability Specialist vacancy as the budget planning begins so that Developmental Disability has representation during the budget process. Applicants have been selected for interviews and Dr. Klumper anticipates the position being filled soon after the holidays.

Chairman Phillips recognized Dr. Samruddhi Thaker, Chair of CFAC to make a comment.

Dr. Thaker commented that the last recommendation, *increase partnerships with community-based organizations*, came directly from CFAC, but remarked that the intent was to partner with real community-based organizations. She does not feel that Duke Transitional Medicine Institute falls under the definition as intended by CFAC. She does not feel that this represents progress on the recommendation and does not address the needs or change the lives of people. She would like to suggest that there be more effort to partner with organizations more in touch with the community rather than Duke Division of Community Health.

Chairman Phillips commented that he is a member of the Durham Health Innovations Oversight Committee for the planning grants, of which there are ten. He is Co-Chair of the community engagement component of that process and they are working for that. Ellen Holliman is also on the Oversight Committee.

Dr. Klumper also commented that Cultural Competency is also at the forefront of her work agenda.

10. BOARD TRAINING

Accountability for LME Governing Boards

Chairman Phillips asked to defer the Training to a later date since 3 Board members are not in attendance. The Board agreed unanimously to defer the training.

11. JANUARY BOARD MEETING

Chairman Phillips announced that the January Meeting will be cancelled. The Executive Committee will meet in January.

12. CHAIRMAN'S REPORT

Chairman Phillips recognized Dr. Henley for an announcement.

Dr. Henley announced that Nancye Bryan, a previous Area Board member was awarded the Jerri Nance volunteer service award by the Durham/Orange County Medical Society.

13. ADJOURNMENT

Doug Wright moved to adjourn the meeting. **Seconded by John Barry**. **Motion approved unanimously.**

Meeting adjourned at 5:35.

Respectfully submitted:



Ellen Holliman, Executive Director

2-4-10

Date

Material included in notebooks:

“Community Care”, November 16, 2009, Opinion Letters, News & Observer.

“Jail as a Safety Net, November 16, 2009, Opinion Letters, News & Observer.

“Overdose killed mental patient”, November 24, 2009, Michael Biesecker, News & Observer

“Recovering addicts urged to ‘aim for the sky’ ”, November 18, Keith Upchurch, Herald Sun

Letter from Governor Bev Perdue to Area Board Chair Earl Phillips

North Carolina Department of Health and Human Services Memorandum on Allocation of Additional CAP-MR/DD Slots

Handouts:

Recovery Innovations-Wellness City informational packet

DRAFT