



FISCAL YEAR 2011
HIGHLIGHTS AND
ACCOMPLISHMENTS



THE
DURHAM CENTER
Managing Behavioral Health & Disability Services



THE DURHAM CENTER IS PLEASED TO SHARE THE FOLLOWING HIGHLIGHTS AND ACCOMPLISHMENTS FROM FISCAL YEAR 2011:

URAC ACCREDITATION

The Durham Center was awarded full Health Utilization Management Accreditation by URAC, an industry leader in promoting healthcare quality through its accreditation programs. URAC accreditation provides a symbol of excellence for organizations to validate their commitment to quality and accountability, and was required for resuming authority for Medicaid utilization review.

EXCELLING AT STATE PERFORMANCE INDICATORS

In the second quarter of FY11 The Durham Center met the rigorous standards of 97% (the highest ever achieved by TDC) of the indicators mandated by the NC Department of Health and Human Services, continuing to rank it in the top 10% of North Carolina Local Management Entities.

SAMHSA GRANT FOR DISCONNECTED YOUTH (BECOMING)

The Durham Center was awarded a six-year, \$5.4 million grant by the U.S. Substance Abuse and Mental Health Services Administration to help high-risk Transition Age Youth (age 16-21) with serious mental illness and significant functional impairments in relationships, school or the community. The BECOMING Project recruited and hired leadership staff, advanced the development of a comprehensive strategic plan, and hosted a well-received kickoff event for community partners.

CERTIFIED AS QUALITY IMPROVEMENT ORGANIZATION-LIKE ENTITY

The Centers for Medicare and Medicaid Services certified The Durham Center to be a Quality Improvement Organization-Like entity, which authorized it to perform medical and utilization review functions required by law. This was an essential component to the subsequent resumption of the Medicaid utilization review function.

RESUMPTION OF MEDICAID UR

The Durham Center resumed utilization review and authorization of services for Durham County individuals with Medicaid, one of just two Local Management Entities in North Carolina permitted to do so. Previously this function was performed by a private statewide vendor contracted by the State. Resuming Medicaid UR enhances The Durham Center's ability to ensure appropriate services and better outcomes for consumers as well as cost-effective use of Medicaid funds.

CAP MR/DD UR

The Durham Center was one of four Local Management Entities chosen to provide utilization review and management for individuals across the state with developmental disabilities. It was entrusted with this responsibility for almost 3500 individuals in Durham and 20 other counties in central North Carolina, significantly increasing the size and scope of the internal utilization management operation.

MEDICAID WAIVER APPLICATION

The Durham Center applied to the State for Medicaid 1915 (b)/(c) waivers as Lead LME in a partnership with Cumberland and Johnston Counties. If approved, The Durham Center would assume responsibility for utilization review and authorization of services for 112,000 Medicaid-eligible citizens in a three-county area with a total population of over 750,000.

MANAGEMENT INFORMATION SYSTEM ENHANCEMENTS

The Durham Center worked with ProviderConnect manufacturer Netsmart to add several features that significantly enhance the product's performance within our workflow requirements. The Durham Center is currently leading the Netsmart NC Users Group which is tasked with prioritizing continued improvements to the product and preparing the system to operate in a Medicaid waiver environment.

ASSESSMENT TEAM WINS NCACC PRODUCTIVITY AWARD

The DCA Assessment Team was recognized with a 2010 Employee Productivity Award by the NC Association of County Commissioners. The Team conducts independent clinical assessments for uninsured, State- and County-funded Durham County citizens seeking behavioral health services. Its goal is to rapidly and accurately evaluate and connect individuals to the appropriate services based on clinical need. Since the Team's inception in July 2009 The Durham Center has absorbed a \$1.4+ million dollar budget reduction without placing any consumer on a waitlist for needed services, and reallocated funds to provide more intensive services for individuals with serious mental health and substance abuse disabilities.

ENHANCED ASSESSMENT AT DSS

An additional Assessor was housed in the Work First, Food Stamps and Child Protective Services divisions of the Department of Social Services. During FY11 the number of behavioral health assessments provided there increased by 185% from FY10 from 35 per quarter to nearly 100. Half of those assessed were referred for treatment and received follow up from staff.

ANALYZING AND RESPONDING TO THE HIGHEST UTILIZERS OF SERVICES

The Care Coordination Unit at The Durham Center implemented a study of Durham County's 50 highest utilizers of emergency services, including psychiatric inpatient units, emergency department beds, EMS services and the jail system. These consumers received intensive care management, increased resources and community collaboration to address individualized barriers that resulted in crisis events, contributing to improved quality of life and significant overall cost savings to the County's crisis response system. During the first half of FY11 there was a 77% decrease in the number of hospitalizations and a 42% drop in crisis events. Connection to appropriate outpatient services increased by 71%. Housing increased while incarcerations decreased. Total savings to the community over this six month period was over \$1 million, equating to a 70% decrease in costs of care for these individuals.

REDUCTION IN STATE PSYCHIATRIC HOSPITAL ADMISSIONS

The Care Coordination Unit at The Durham Center collaborated proactively with the inpatient units at the State Psychiatric hospitals and with local providers to address inpatient admissions, helping to create a 76% reduction in monthly admissions of Durham County consumers between 2007 and 2010, and a 19% decrease between 2009 and the middle of FY11. While focusing on reducing the stigma of mental illness and emphasizing the awareness of recovery, more consumers are being served in the community in closer touch with their families and other natural supports, resulting in cost savings that allow resources to be allocated to developing additional services.

EMERGENCY DEPARTMENT REPORT PUBLISHED

The Durham Center released a comprehensive report on Durham community hospital ED admissions for individuals with behavioral health disorders and developmental disabilities. The report revealed that during FY09 and FY10 Durham's rate of ED admissions for all diagnoses decreased by 9% while the statewide rate increased by 21%. For individuals with a mental illness, Durham's rate decreased by 22% while the statewide rate increased by 10%.

SOAR GOLD CERTIFICATION

Durham was designated by the North Carolina Coalition to End Homelessness as the first Gold Level Certified SOAR Community in the state. SOAR is an approach that helps communities increase access to mainstream benefits for people who are homeless or at risk of homelessness. The Durham Center is part of the local SOAR implementation and supervision team and is closely involved with the funding and oversight of three local SOAR case managers.

CONTINUING THE BATTLE ON HOMELESSNESS

The Durham Center provided assertive homeless outreach or rental assistance to over 600 consumers to assist them in moving into independent living. It also provided training to consumers, landlords and service providers to increase awareness of consumer/tenant rights, and housing training for service providers to increase understanding of Durham housing programs, eligibility requirements and application processes to enhance linking of consumers to adequate, safe and affordable housing.

HUD GRANT FOR HOUSING SUPPORT

The Durham Center assisted four families and three individuals in moving from homelessness to permanent affordable rental housing during the first four months of the Embrace Durham and Project DASH supportive housing programs. The programs are funded through the U.S. Department of Housing and Urban Development. These programs provide permanent housing assistance in connection with supportive services to homeless people with disabilities and their families. The overall goal is to improve and stabilize a consumer's housing situation by providing rental assistance for a period of time and helping the consumer secure long-term rental assistance or secure a subsidized unit. The program aims to assist three additional families and two additional individuals by the end of the calendar year.

INTEGRATION OF BEHAVIORAL AND PHYSICAL HEALTHCARE

The Care Coordination Unit at The Durham Center partnered with Durham Community Health Network to help integrate behavioral and physical healthcare in Durham County, participating in the Care Partners Project that provides a collaborative approach and staffing to consumers who overutilize local hospital emergency departments. This initiative has significantly improved the communication between The Durham Center and Duke Medical Center. Additionally, The Durham Center sponsored a seminar titled *Primary Health and the Changing Face of the Behavioral Healthcare Delivery System* for primary care physicians, psychiatrists and other medical personnel.

LINCOLN CLINIC ESTABLISHED AT DCA

A satellite clinic of Lincoln Community Health Center opened at Durham Center Access, part of The Durham Center's campaign to better integrate behavioral and physical healthcare in Durham County. The clinic provides emergent care services for individuals in need being served at DCA or any of its programs, as well as necessary medications and referral to specialty care. Clinic staff are full-time Lincoln providers, enhancing continuity of care when consumers visit other Lincoln clinics for ongoing care.

RECOVERY SUPPORT LINE

A non-crisis Recovery Support Line funded by The Durham Center for Durham County individuals experiencing behavioral health issues began operations seven days a week from 3:00-11:00pm. It is staffed by a team of Peer Support Specialists at Recovery Innovations' Wellness City who are prepared to empathize with the caller's situation and provide information and referral to appropriate services. All calls to the Recovery Support Line are assessed for severity of issues and when warranted, callers can be connected to crisis services or other appropriate intervention.

PHARMACY ASSISTANCE PROGRAMS

The Pharmacy Program at Gurley's Pharmacy continued to serve a record number of Durham County citizens each quarter in FY11, including more than 1400 in the fourth quarter. A Patient Assistance Program established in December 2010 has enrolled over 300 uninsured individuals and secured over \$600,000 in free name-brand, high-cost psychotropic medications from national pharmaceutical companies.

IMPROVED ACCESS TO TIMELY MEDICATION MANAGEMENT

An additional provider was contracted to provide initial medication management appointments, reducing average wait times for this service from 45-60 to 7-14 days and enhancing the stability for consumers that results from appropriate use of medications.

INCREASED COLLABORATION WITH VETERANS AFFAIRS

Through targeted outreach and active recruitment, The Durham Center worked with several key partners to establish strong contacts at the Durham VA. As a result VA has assumed a regular presence at Urban Ministries and sends a Veterans Justice Outreach Specialist to monthly meetings to help incarcerated veterans connect to high-quality, VA-funded services.

RECOVERY CELEBRATION BLOCK PARTY

The Durham Center again played a key leadership role in the coordination of Durham's fifth annual Recovery Celebration Block Party, held September 24 at Durham Central Park. More than 300 people enjoyed food, entertainment, information and inspiring stories of recovery from addiction at Durham County's marquee public event designed to reduce the stigma of substance abuse and create a culture of recovery in our community.

PUBLIC AWARENESS CAMPAIGN

The Durham Center continued its strategic campaign to make Durham County citizens more aware of how to access the public behavioral healthcare system, and to reduce the stigma associated with mental illness and substance use disorders. The campaign employed a variety of media to reach a diverse audience, including advertising on television and online and in theaters, DATA buses, a mall kiosk, local newspapers and City water bills.

WELLNESS MANAGEMENT AND RECOVERY FEATURED IN DOCUMENTARY

WMR in Durham County was chosen by the NC Practice Improvement Collaborative to be featured in a documentary film funded by the NC Division of Mental Health/Developmental Disabilities/Substance Abuse Services designed to promote the replication of evidence-based practices. WMR is a broad set of strategies supported by The Durham Center designed to help individuals with serious mental illness collaborate with professionals, reduce their susceptibility to the illness, and cope effectively with their symptoms.

AGENCY LEADERSHIP HONORED WITH STATEWIDE AWARDS

Area Director Ellen Holliman received the prestigious Allan D. Spader Award from the NC Council of Community Programs in recognition of her collaborative work on behalf of those in need of mental health, developmental disabilities and substance abuse services. Board Chair Earl Phillips received the Area Board Leadership Award in recognition of his commitment and service to the citizens served by The Durham Center.

SYSTEM OF CARE RECEIVES AWARD FROM NAMI NORTH CAROLINA

Durham System of Care was singled out by NAMI (National Alliance on Mental Illness) North Carolina for a statewide award recognizing its particularly effective innovation and advocacy for the development of services and support systems for people living with mental illness and their families, and for exceptional dedication to efforts benefitting those individuals.

PROJECT SEARCH

The Durham Center initiated the first and only Project SEARCH program in North Carolina in collaboration with Durham Public Schools, Vocational Rehabilitation and the community rehabilitation program OE Enterprises. Project SEARCH is an employment model that trains high school seniors with disabilities to succeed in high-demand jobs. Duke University Health System established an agreement to provide work sites in departmental settings not normally available to young adults with disabilities.

DURHAM INCLUSION SUPPORT SERVICES

This best practices program for pre-school and elementary school age children provided inclusion training to more than 150 providers from 19 Durham County programs. Additionally, 50 providers from 21 programs participated in a community-wide Inclusion Symposium. As a result of these and other initiatives, a significant number of children have benefited from more effective inclusive efforts in Durham County programs.

TIME BANKS

In 2011, over 110 services were offered and over 60 services were requested as part of this unique and creative program that facilitates time and service exchanges among citizens both with and without disabilities. Music lessons, home repairs, dog washing and transportation were among the diverse variety of services offered.

VOICES TOGETHER

This unique program teamed 81 youth from high school chorus groups with youth with disabilities to attend classes leading up to a highly successful inclusive concert. Students paired with youth with disabilities established lasting relationships and increased their disability awareness, while the young adults with disabilities gained valuable socialization experiences.