

Minutes
Mental Health Partners
Board of Directors
Thursday, April 15, 2010
7:00 P.M.

The Mental Health Partners (MHP) Board of Directors met on this date in Conference Room E at Catawba Valley Behavioral Healthcare's clinical site located at 327 1st Avenue NW in Hickory.

Members of the Board present included: Joseph Beaman, Jr., Kitty Barnes, Lori Faulkner, Danny Graves, Ray Von Beatty, Dr. Anthony Frasca, Elizabeth Young, Donna McNulty, and Brandon Barrier. Excused and/or absent for other equivalent circumstances were Ronald Kendrick, Michele Hamby, Cynthia Houser, and Bruce Hawkins, Sr. Mental Health Partners' staff present included John Hardy, Melanie Britt, Elizabeth Lackey, and Janice Cornett. John Waters, Executive Director of CVBH, and Don Mott, Chief Clinical Officer for CVBH, were present at the beginning of the meeting to give Board members a tour of CVBH's new location for clinical services and present an overview of services provided by CVBH.

A quorum was present.

The meeting agenda was mailed to Board members and the media on April 9, 2010. There were no representatives of the media present.

Handouts

The following items were distributed prior to the opening of the meeting:

1. Monthly Financial Report – April 2010
2. Invitation to Consumer and Family Advisory Committee (CFAC) presentation ("*In Our Own Voice*") scheduled for May 11, 2010
3. NC Council Update – March/April 2010
4. Connections Clubhouse Newsletter – March 2010, Edition 115

Tour of Catawba Valley Behavioral Health (CVBH)

John Waters, Executive Director of CVBH, and Don Mott, Chief Clinical Officer for CVBH, met Board members in the front desk area of the new clinical site for CVBH. Board members divided into two groups with John Waters guiding the first group through the building and Don Mott taking the second group.

CVBH recently moved from its location in the building that used to house Mental Health Services of Catawba County to two sites in downtown Hickory. The Assertive Community Treatment Team (ACTT), Community Support Team and part of administration are located at CVBH 4th Street Plaza (across from Post Office BBQ II). Built around 1930, the new clinical site for CVBH is located at 327 1st Avenue NW and was previously the old Duke Energy Building. CVBH contracted with Carolina Construction and invested approximately \$400,000 in renovating the two story building, with most of the renovations being done to the first floor. The building was designed for efficiency with Medical Records located in the center of the building to allow staff faster and easier access to records.

The clinical site houses doctors, therapists, and Targeted Case Management as well as part of the administrative staff. Consumers enter the front desk area from the main entrance located at the back of the building. Parking is leased for consumers in the parking lot at the back of the building. Employees park across the street.

The medical staff, Medical Records, and Mobile Crisis are located on the first floor of the building. There is also a secure medication room with samples that can be given to consumers. CVBH has a relationship with PSC Pharmacy in which the pharmacy distributes free medication to consumers without insurance. Consumers with insurance can also purchase their medications from the onsite pharmacy if they wish to do so.

Mobile Crisis operates 24/7 and will see consumers on a drop in basis regardless of whether or not the person is already an established client. There is an extended observation waiting unit in mobile crisis to assist in assessing individual situations, stabilizing consumers, and avoiding hospitalizations when possible.

Therapists, finance staff, and Targeted Case Management are located on the second floor of the building. There are three rooms upstairs for group therapy (also one group room downstairs).

CVBH currently has about 150 staff members with 20 located in the Burke County office, about 70 at the Hickory offices, and the remainder working at Life Skills and Connections, or in the group homes and apartments.

Upon conclusion of the tour, Don Mott excused himself from the group and Board members moved to Conference Room E.

Call to Order and Welcome of Guests

Chair Joseph Beaman, Jr. called the meeting to order at 7:27 P.M. He welcomed everyone in attendance, with a special welcome to new Board members Donna McNulty and Brandon Barrier as well as Elizabeth Lackey, Quality Management Coordinator for MHP. Ms. McNulty and Mr. Barrier were appointed last week to fill vacancies on the Board as representatives of Catawba and Burke Counties respectively.

Invocation

Kitty Barnes led the invocation.

Minutes

The minutes of the March 25, 2010 meeting of the Board of Directors were presented for review.

Kitty Barnes made a motion to accept the minutes of the March 25, 2010 meeting of the Board of Directors as presented. Von Beatty seconded the motion.

There was no discussion, and the motion passed by unanimous vote.

Presentation – Catawba Valley Behavioral Healthcare

Chair Beaman then recognized John Waters, Executive Director of CVBH. He thanked Mr. Waters for the tour of the new clinical site and turned the meeting over to him for an overview of the services provided by CVBH. Mr. Waters distributed a brochure about CVBH and noted that CVBH plays a significant role in assisting members of the community by providing an array of comprehensive services. As the State mandated through Mental Health Reform that services be divested from community mental health providers (now LMEs), much thought was given to the formation of CVBH and its role in the community. CVBH separated from Mental Health Services of Catawba County in January 2005 and became a private service provider. CVBH serves 4500-5000 people each year.

Mr. Waters went into a little more detail of the services mentioned during the tour. The Assertive Community Treatment Team (ACTT) provides highly specialized psychiatric services including intensive case management support services. This is especially helpful for many consumers whose severity of disability or distrust of traditional office visits makes it difficult for them to come to CVBH. ACTT actually goes to the home of the consumer. The Community Support Team provides more traditional case management in assisting consumers with getting benefits, managing benefits, taking consumers to doctor appointments, and assisting with everyday living. Targeted Case Management assists individuals with developmental disabilities.

The goal of the onsite observation room with Mobile Crisis is to divert consumers from emergency rooms and hospitalizations by offering services immediately. The Mobile Crisis staff works in conjunction with the hospitals to find placements for consumers that will move them out of the emergency rooms.

In addition to its location in Burke County and the two sites in downtown Hickory, CVBH operates the Life Skills Program in Hickory and Connections in Newton. Located behind Catawba Valley Medical Center, Life Skills is an enriched day activity program for adults with developmental disabilities and operates Monday – Friday. Connections is located in Newton and provides a psychosocial program for mentally ill adults. The program serves about 50 adults daily with the goal being to provide safe, meaningful activities for the consumers while working toward job placements in the community.

CVBH also manages residential settings as a continuum to stabilize consumers and move them to independence. Currently, there are five group homes, 35 apartments – some occupied by adults with development disabilities with wrap around services, one Mental Health Association facility operated by CVBH, three houses in downtown Newton, and 17 individuals living in a private apartment arrangement. The residential sites all blend into their respective communities with no outward signs that they are managed by CVBH.

CVBH submitted its application to the State to become a CABHA (Critical Access Behavioral Health Agency) and is among fifteen agencies statewide that have met the requirements for a site visit.

A fundraising campaign is underway in the community to raise \$500,000 for CVBH. This would enable the agency to pay off the expenses for the purchase/renovations of its new sites in downtown Hickory, thus allowing money being paid for mortgages to go back into services for the consumers. About \$120,000 has been raised so far. Mr. Waters distributed a brochure about the fundraising campaign. CVBH will be hosting some “mini” open houses at its new sites beginning in May and may start with small groups.

Upon conclusion of the presentation, Mr. Waters answered additional questions from Board members. He then thanked the Board for its interest in CVBH and excused himself from the meeting.

Citizen Comments

There were no citizen comments. Therefore, for the benefit of the two new Board members, the group used this time to go around the table making introductions and telling a little about themselves.

Commissioner Comments

Catawba County Commissioner Kitty Barnes noted the synopsis of the April 5, 2010 commissioners’ meeting was included in the Board packet. Commissioner Barnes was recently at a NCACC (North Carolina Association of County Commissioners) meeting in Raleigh where a report on mental health was given. There was a discussion of CABHA and it was stated that the goal is to eventually move toward fewer LMEs. Director Hardy

stated that he believes the new waiver program, if successfully, will actually be more likely to reduce the number of LMEs.

Burke County Commissioner Bruce Hawkins, Sr. was unable to attend tonight's meeting. However, the minutes of the March 16, 2010 meeting of the Burke County Commissioners were included in the Board packet.

Director's Report

1. The application for the Criminal Justice Grant discussed at the March meeting was submitted on time. MHP is continuing to pursue Federal grant options. This next one is for small counties, between 60,000-100,000 population, that have had a dramatic change in unemployment over a brief period and who could benefit from an infusion of mental health and substance abuse related services. Burke County meets the criteria. If awarded, this could be up to \$1,400,000 per year for four years. Five grants are to be awarded and the due date for applications is May 28, 2010.
2. CARF (Council on Accreditation of Rehabilitation Facilities) accepted the Plan of Correction on the six minor items. All is good with accreditation. Special thanks to Beth Lackey who has taken the lead on the accreditation process.
3. As part of the continuous improvement/quality management of MHP, there are standing committees reviewing both internal processes and feedback from consumers and providers. Additionally, there are clinical care studies targeting particular different areas. One Clinical Care Project is looking at those people who frequently use state hospitals and their follow-up. Another is looking at the details of Mobile Crisis utilization. Both have produced some preliminary information and more questions are being asked. Standardized reports are also reviewed.
4. At the State level the two initiatives of Waiver and CABHA continue to be pushed. The CABHA concept has drawn some political fire and attention as many smaller providers are not happy with the direction it is headed. Locally, there are six agencies seeking that designation. At least four or five will achieve it, and one or two are questionable. MHP met last week with all local applicants to assist them in fully understanding what they need to do. Mental Health Trust Fund dollars are being allocated this week based upon the minimal base of \$3,000 and the remainder prorated according to the size of their contract with MHP. The purpose is to assist with their infrastructure expenses to achieve this status. It will be interesting to see how all of that falls out.
5. The State's cash flow to local programs continues to ebb and flow, but it has been more on the ebb side lately, causing things to be tight.
6. The annual audit process has begun and our auditor, Martin Starnes and Associates CPAs, P.A., completed their preliminary work sooner than expected due to the organization of our financial staff and having all materials readily available. Lori Mathes and Tammie Cribb need to be commended on their good work.
7. A regional directors' meeting will be hosted at MHP next week to discuss the possibilities of either further merger or collaboration in order to be able to respond to future waiver conditions.
8. The next Board meeting will be at 6:30 P.M. on May 20, 2010 at the J. Iverson Riddle Developmental Center in Morganton.

Consideration Items

Mental Health Partners' Strategic Plan

Melanie Britt, Policy Analyst for MHP, presented an overview of MHP's new strategic plan. The previous 18 month Strategic Plan will be finished at the end of April 2010. The new plan would go into operation in May 2010.

MHP's Management Team and other key staff recently met for a day long planning retreat and outlined the top priorities for the agency. About 200 responses from 21 staff members were considered as to what MHP needs to focus on in the next 90 days to 18 months. The group looked at what we need to do within MHP as well as what MHP needs to do in the community and with providers.

The "*Strategic Plan Summary of Priorities*" was included in the Board packet for review and consideration. The Board can opt to take action on the Strategic Plan tonight or wait until next month to approve. Kitty Barnes noted that if the Board waits until next month, 30 days of the 90 days for immediate action priorities will be gone. Changes can be made later if needed.

The group was in agreement with Commissioner Barnes' viewpoint. Von Beatty made a motion to approve the new Strategic Plan beginning May 1, 2010 as presented. Kitty Barnes seconded the motion.

There was no discussion, and the motion passed by unanimous vote.

Action Items

Adoption of Public Records Policy

As a result of some recent public information requests, the MHP attorney has suggested that the Board adopt a formal policy outlining the procedure for managing such requests. The proposed policy provides the framework for how the conditions of the law will be satisfied and what costs might be recouped, if costs are involved. Some information requests may be denied due to confidentiality.

Kitty Barnes made a motion to approve the "*Public Records Policy*" as presented. Dr. Tony Frasca seconded the motion.

There was no discussion, and the motion passed by unanimous vote.

Review of MHP Board/CFAC Agreement

There is a formal agreement between the MHP Board and CFAC (Consumer and Family Advisory Committee) which outlines their mutual support and participation with each other. This agreement is renewed annually. It is time to review the agreement, make any suggested changes, and then formally approve it. The agreement included in the Board packet was approved by CFAC at its April 13, 2010 meeting.

Beth Young made a motion to approve the MHP Board/CFAC Agreement as presented. Danny Graves seconded the motion.

There was no discussion, and the motion passed by unanimous vote.

Annual Review of MHP Board By-Laws

It is time for the annual review of the MHP Board By-Laws. One wording change is needed and there is one substantive change to consider. Reference to the *Consumer Rights Committee* on page three of the by-laws should be reworded to read as *Human Rights Committee*. The substantive change to consider is whether or not a background check should be conducted prior to an individual's appointment to the MHP Board.

There was a lengthy discussion of the pros and cons of conducting background checks before appointments are made to the Board. The Board concluded that perhaps it would be best to just add a self disclosure statement to the *Volunteer Information and Interest Sheet* that potential new Board members submit to indicate they have an interest in serving on the MHP Board.

Lori Faulkner made a motion to revise the wording of Consumer Rights Committee to Human Rights Committee and add a self disclosure statement to the *Volunteer Information and Interest Sheet*. Von Beatty seconded the motion.

There was no further discussion, and the motion passed by unanimous vote.

Information Items

Chair Joe Beaman began the review of the information items by noting the ***Human Resources Report***. He then referred to Beth Lackey, Quality Management Coordinator for MHP, for a review of the *Provider Satisfaction Survey*.

Ms. Lackey noted that the ***Provider Satisfaction Survey*** is distributed annually in March to individuals in MHP's provider network. The purpose of the survey is to see how well providers believe MHP is performing as a LME. This is the second year of the survey and there was a response rate of 54%. Overall, responses were positive and the survey indicated satisfaction with MHP's performance as a LME. There were a few inflammatory comments which seem to indicate that someone had a negative experience with MHP. The satisfaction rate improved in all areas this year. Utilization Management (UM) showed a significant increase in provider satisfaction in the areas of timeliness, responsiveness, and technical assistance. Medical Records and CAP Coordination also received high marks for responsiveness in technical assistance. We were a little surprised at the level of satisfaction in this area as changes were made this year in how providers enter information and that always creates a learning curve. The survey results have been reviewed by both the Quality Management Committee and the Management Team.

Chair Beaman then noted the ***Financial Report as of March 31, 2010*** that was distributed prior to the opening of the meeting. Director Hardy stated that while the total revenue is still less than the total expenditures, the numbers are not as bad because the State's cash flow to LMEs was better in March. The shortfall shown on the financial report continues to be an issue of cash flow from the State. MHP is on target with its revenue and expenditures.

Melanie Britt, Policy Analyst for MHP, then gave an overview of the ***Performance Indicators for the Second Quarter***. Basically, this is the State's "report card" for LMEs. The checkmark on the far right side of the page indicates that the LME met the single stream funding minimum requirement. There were some concerns expressed the first quarter as few LMEs met the single stream requirement. This was due to expectations increasing with the State's new performance contract that became effective July 1, 2009, while revenue to meet the expectations decreased. The Division of Mental Health/Developmental Disabilities/Substance Abuse listened to the concerns and responded by adjusting the performance indicators. More LMEs are now

able to meet the requirement. Under the single stream design, a LME must meet 65% of the performance measures. MHP met 87% of the measures during the second quarter.

The ***NC Council Update for March/April 2010*** and the ***Connections Clubhouse Newsletter for March 2010*** were both distributed as handouts prior to the opening of the meeting. Also distributed prior to the opening of the meeting was a flyer from the Consumer and Family Advisory Committee (CFAC). CFAC is sponsoring a presentation, *"In Our Own Voice"* on May 11, 2010 in which Ms. Sharon Williamson, a trained consumer speaker, will give a personal account of her struggle with mental illness and achieving recovery. Board members are invited to attend.

Chair Beaman reminded Board members that the next meeting will be held at 6:30 P.M. at the J. Iverson Riddle Developmental Center in Morganton.

With no other business for discussion, the meeting was adjourned at 9:13 P.M.

Respectfully submitted,

Janice D. Cornett
Administrative Assistant II/ Clerk to the Board