

ALCOHOL, DRUG ADDICTION AND MENTAL HEALTH SERVICES BOARD OF CUYAHOGA COUNTY

PLANNING & OVERSIGHT COMMITTEE MINUTES MARCH 9, 2016

Planning & Oversight Committee Chair, J. Robert Fowler, Ph.D., called the meeting to order at 4:00 p.m.

Committee Members Present:

Reginald C. Blue, Ph.D., Elsie Caraballo, Eugenia Cash, LSW, MSSA, CDCA, J. Robert Fowler, Ph.D., Pythias D. Jones, M.D., Katie Kern-Pilch, MA, ATR-BC, LPC-S, Steve Killpack, MS, Mary M. Step, Ph.D., Mary Warr, M.Ed.

Absent: Anngela Williams

Board Staff Present:

William M. Denihan, C.E.O., Carole Ballard, Katie Boland, Frank Brickner, John Garrity, Ph.D., Valeria Harper, Judy Jackson-Winston, Carol Krajewski, David Lambert, Scott Osiecki, Tom Williams

1. APPROVAL OF MINUTES

The February 17, 2016 Joint Planning & Finance Committee meeting minutes were approved as submitted. Dr. Step thanked Ms. Krajewski for her skill in summarizing and listing input/requests of committee members. Dr. Jones noted his appreciation for the improved Agenda Process Sheets and stated that details provided are very helpful.

2. SHARES PRESENTATION

John Garrity, Ph.D., Chief Quality Officer, introduced Tom Williams, Data Research Specialist, and recognized Cheryl Fratalonie, Claims Administrator, who was out ill. He stated that both individuals have been heading up the SHARES testing team over the past year and are extremely knowledgeable in navigating the system. The main core features of the SHARES system--Enrollment, Claims Processing, Authorization, and Outcomes--are up and running and are approximately 75-90% complete. The four providers participating in the pilot phase are: Catholic Charities, Recovery Resources, Stella Maris and Northcoast Community Services Network. Recently, one of the pilot providers has begun to test "batch processing" of claims.

Dr. Garrity also recognized other staff involved with the development and implementation of SHARES:

- Fiscal Unit - Frank Brickner, Chief Financial Officer, & Ralph Piatak, Financial Analyst Administrator
- MIS Unit – Yancey Quinn, Programmer Database Specialist, & Chris Tomaro, Network Specialist
- Program Unit – Michael Doud, Behavioral Health Services Admin. & Linda Torbert, Children's Projects Admin.

Mr. Williams explained the various components and functions of SHARES by demonstrating the elements through the "live" software system. Mr. Williams walked those present through the process from the perspective of a provider in a "test environment". He outlined the enrollment process, demonstrated the steps in making a service request, entering a claim, looking at outcomes, etc.

Dr. Fowler thanked Mr. Williams for the presentation and noted that the SHARES System and detailed efforts were very impressive. Mr. Denihan, CEO, noted that all providers will be brought on to SHARES in April.

3. CLIENTS RIGHTS ANNUAL REPORT

Judy Jackson-Winston, Clients Rights Officer, was pleased to present the Clients Rights Report for Fiscal Year 2015 (July 1, 2014 through June 30, 2015). She acknowledged that Craig Fallon, Clients Affairs Officer, who recently retired from the ADAMHS Board, was responsible for collecting and analyzing the data in the report. Mr. Osiecki acknowledged Katie Boland, External Affairs Officer, for arranging the data into the new format.

Ms. Jackson-Winston reviewed the Clients Rights Report that includes:

- The Client satisfaction survey
- A Summary of programs offered by the Clients Rights Division
- Data for contacts received by the Board
- Data for contacts received across the system, meaning contacts received by the Board & provider agencies

Ms. Jackson-Winston addressed questions of committee members. With regard to grievances and complaints, Ms. Valeria Harper, Vice President of Operations, noted that Ms. Jackson-Winston investigates trends and patterns and also serves on the Board's MUI (Major Unusual Incident) Committee.

Mr. Denihan noted that our Board is unique as it investigates all complaints regardless if the entity is a Medicaid-only provider. Other Boards in Ohio have decided to monitor only those programs and services paid for with Non-Medicaid funds.

4. MENTAL HEALTH RESPONSE ADVISORY COMMITTEE (MHRAC) UPDATE

Scott Osiecki, Chief of External Affairs, reported that the ADAMHS Board hosted an all-day Mental Health Response Advisory Committee work retreat on Monday, January 29, 2016. At the retreat, the Mental Health Response Advisory Committee Report to the City of Cleveland was distributed and reviewed as well as information on the Mental Health Co-Responder Team Pilot.

P&O Committee members also received copies of the 2016 Crisis Intervention Work Plan -1st draft. Hard copies of the Public Survey for the Mental Health Response Advisory Committee were distributed and are also available on-line on the Board's Web site, www.adamhscc.org.

The MHRAC seeks to obtain **Community Input on Crisis Situations and the Cleveland Police** by hosting Input Sessions at the sites listed below:

- **Southeast Side – Wednesday, March 16th** / 6:30-8:30 PM at Community Assessment & Treatment Services
at 8411 Broadway Avenue, Cleveland, OH 44105
- **Northeast-Central – Saturday, March 19th** / 10:00 AM-Noon at Jerry Sue Thornton Center at Tri-C
(formerly the VNA) 2500 East 22nd Street, Cleveland, OH 44115
- **West Side – Wednesday, March 23rd** / 6:30-8:30 PM at Stella Maris, 1320 Washington Avenue, Cleveland, OH 44113

The ADAMHS Board also intends to host focus groups to gather input from clients and family members. (Hard copies of each document referenced are attached to the original minutes stored in the Executive Unit.)

5. OLD/NEW BUSINESS - None

There being no further business, the meeting adjourned at 5:40 p.m.

Submitted by: Carol Krajewski, Executive Specialist

Approved by: J. Robert Fowler, Ph.D., Planning & Oversight Committee Chair