

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

PLANNING & OVERSIGHT (P&O) COMMITTEE MINUTES OCTOBER 10, 2012

Committee Chair, Pythias D. Jones, M.D., called the meeting to order at 4:00 p.m. Leslie Nye O'Donnell read aloud the Committee Mission Statement: *"The Planning and Oversight Committee, in cooperation with all partners, advocates for and monitors programs, policies and practices which are continually improved to meet the needs of consumers, their families and the community."*

Committee Members Present: David E. Biegel, Ph.D., J. Robert Fowler, Ph.D., Pythias Jones, M.D., Leslie Nye O'Donnell, Harvey A. Snider, Esq., Mary Step, Ph.D., Ericka L. Thoms, Mary R. Warr, M.Ed., Anngela Williams

Absent: Reginald C. Blue, Ph.D.

Board Staff Present: William M. Denihan, C.E.O., Ada Cancel, Vivian Catchings-El, John Coleman, Christina Delos Reyes, M.D., Michael Doud, Craig Fallon, Cheryl Fratalone, John Garrity, Ph.D., Valeria Harper, Myra Henderson, Carol Krajewski, Linda Lamp, Chris Morgan, Michelle Myers, Scott Osiecki, Laura Simmons, Starlette Sizemore-Rice

1. **APPROVAL OF MINUTES**

The Planning and Oversight Committee minutes of September 12, 2012 were approved as submitted.

2. **HEALTH HOMES**

Michael Doud, Administrator of Adult Behavioral Health Services, noted that the Health Home concept is an interdisciplinary team approach to provide care to the most vulnerable people in the community. States implementing this option will receive enhanced federal funding through the Health Homes roll-out phase. Mental Health Services, Inc. (MHS) has been invited to share their approach in implementing the Health Home concept under the Affordable Care Act & Medicaid Health Homes State Plan.

Eric Morse, Chief Operating Officer of Mental Health Services, Inc., explained that a Health Home is not a physical location, but a single team of healthcare professionals responsible for coordinating all the medical, health, mental health, addiction and social service needs of a person. The Affordable Care Act provides an incentive to states to implement Health Homes by paying 90% of the cost for the first 8 quarters. Mr. Morse utilized a power point presentation to illustrate the goals of MHS's Health Home proposal, its components and criteria and addressed questions of committee members. (A hard copy of the presentation is attached to the original minutes stored in the Executive Unit.)

3. **S.C.A.L.E. PROGRAM UPDATE** (*Screening, Centralized Assessment, Levels of Care Assignment & Engagement*)

Dr. Christina Delos Reyes, Chief Clinical Officer, referenced the SCALE Weekly Report for 9/24-9/28/12 and noted that the current wait list is zero. Since 2/12/12, there have been 775 total assessments/people taken care of through the SCALE program due to the extra County Council funds received as a result of advocacy efforts for additional funding. Since February, it is evident that the system is treating individuals who are severely ill as 275 people served are at Level 3 and 210 people served are at Level 4.

Dr. Delos Reyes stated that Board staff will look at utilization trends in October to determine if allocations need to be changed. (A copy of the handout is attached to the original minutes in the Executive Unit.)

4. **ROLE OF MEDICAID GRIEVANCES**

Mr. Denihan addressed the role of Medicaid grievances now that the administration of Medicaid has been elevated to the Ohio Department of Jobs and Family Services (ODJFS). Although ODJFS has begun to handle the processing of claims, etc., there has been no change or direction regarding the responsibility for addressing Medicaid grievances filed by consumers/clients of mental health or alcohol and drug addiction services. Mr. Denihan noted that some Boards across the state have opted not to expand clients rights for Medicaid consumers; however, the ADAMHS Board of Cuyahoga County is interested in providing this service for Medicaid and Non-Medicaid consumers/clients in order to enforce procedures for compliance with confidentiality rules and for reporting abuse, neglect or discrimination of clients as stipulated in the Board's Clients Rights and Grievance Policy.

Valeria Harper, Chief Operating Officer, added that the Ohio Administrative Code for both the Ohio Department of Mental Health and the Ohio Department of Alcohol, Drug Addiction Services has not been changed and has been silent regarding entitlements or insurance. Therefore, our organization feels strongly about not segregating its approach around client/consumer grievances for hearing, investigating and reporting back our findings to both the individual who filed the grievance and the agencies involved. Board staff's stance is that consumers/clients, regardless of their entitlement, deserve the proper investigation that the team currently conducts.

Motion to recommend ratifying the procedure currently in effect for a consumer or client to file a complaint and/or grievance under the ADAMHS Board's current Clients Rights and Grievance Policy to the full Board.

MOTION: H. Snider / SECOND: E. Thoms / AYES: D. Biegel, B. Fowler, L. O'Donnell, H. Snider, M. Step, E. Thoms, M. Warr, A. Williams / NAYS: None / ABSTAIN: None / **Motion passed.**

5. STAKEHOLDER SATISFACTION SURVEY

John Garrity, Ph.D., Director of QI/Evaluation and Research, presented the results of the Cuyahoga ADAMHS Board 2012 Satisfaction Survey. Two different surveys were distributed to determine how stakeholders perceive the Board's overall success in accomplishing various facets of its mission:

- Internal satisfaction survey – collected feedback from the Board's contract provider agencies
- External satisfaction survey - collected information from the Board's community stakeholders, such as the criminal justice system, schools, hospitals, etc.

An on-line survey monkey was utilized. Dr. Garrity reviewed the document and findings with committee members.

Committee member input:

- For future surveys, the report should include the response rate within the document regarding the number of people contacted, the number of people who responded and the response rate percentage.
- Concern was raised regarding the overall satisfaction computation as it includes the neutral category.
- Suggest the use of categories--Strongly Agree, Agree, Strongly Disagree, Disagree.
- Consider eliminating the "neutral" category (or) eliminate the overall satisfaction percentage
- For future surveys, consider adding a leadership question to the internal survey as well.

Mr. Denihan suggested that the survey report be adjusted per the input of P&O committee members and to incorporate the discussion into the finished document. Dr. Garrity concurred and noted that revisions will be made for the record. (The revised 2012 Satisfaction Survey is attached to the original minutes stored in the Executive Unit.)

6. FUTURE TOPICS FOR PLANNING & OVERSIGHT COMMITTEE

Dr. Biegel read aloud the topics scheduled for the upcoming Planning & Oversight Committee Meetings.

January 2013:

- Spend-Down Project
- Quality Indicators Report
- Consolidation of State Departments (ODMH & ODADAS) and/or Policies

February 2013:

- Gambling & Treatment
- Update from AIDS Funding Collaborative

Date yet to be determined:

- Behavioral Health/Juvenile Justice
- Department of Children & Family Services/ADAMHS Board Collaboration
- Impact of Federal Healthcare Plan
- Veterans Administration Update

7. OLD/NEW BUSINESS

Mr. Denihan reported that the Board has been engaged internally in creating a process for provider agency reviews next year. An All-Provider Meeting has been scheduled for October 16th at 10:00 a.m. to provide details to the providers about the Board's intent to review the delivery of services as a mechanism for the evaluation for the continuation of contracts. This is a way to look at the utilization of Non-Medicaid funds within the system.

Ms. Harper noted that the intent is to examine the services and achievements of providers and to avail them with Board staff technical assistance when needed/requested.

There being no further business, the meeting adjourned at 5:20 p.m.

Submitted by: Carol Krajewski, Executive Specialist

Approved by: Pythias D. Jones, M.D., Planning & Oversight Committee Chair