



## BOARD OF DIRECTORS Minutes

**Meeting Date:** December 11, 2012 held via video conference from Beulaville, Goldsboro, Lumberton, and Rocky Mount sites.

**Members:** (noted **PRESENT** with an "X" mark)

- |   |  |
|---|--|
| <input checked="" type="checkbox"/> - Bell, John (Wayne County)           | <input checked="" type="checkbox"/> - Moore, Nancy (Wayne County)        |
| <input checked="" type="checkbox"/> - Boyette, Rob (Wilson County)        | <input type="checkbox"/> - Pait, Billy Ray (Bladen County)               |
| <input type="checkbox"/> - Brewington, Bill James (Robeson County)        | <input checked="" type="checkbox"/> - Prevatte, James (Columbus County)  |
| <input checked="" type="checkbox"/> - Britt, Bobbie (Robeson County)      | <input type="checkbox"/> - Richardson, Lou (Nash County)                 |
| <input checked="" type="checkbox"/> - Carmon, Addie (Edgecombe County)    | <input type="checkbox"/> - Rouse, Eric (Lenoir County)                   |
| <input checked="" type="checkbox"/> - Finch, Pearl (Nash County)          | <input checked="" type="checkbox"/> - Russ, Paul (Columbus County)       |
| <input checked="" type="checkbox"/> - Hands, Kim (Wilson County)          | <input type="checkbox"/> - Scott, Kirk (Nash County)                     |
| <input checked="" type="checkbox"/> - Harrell, Charlie (Edgecombe County) | <input checked="" type="checkbox"/> - Shackelford, James (Greene County) |
| <input checked="" type="checkbox"/> - Jones, Jerry (Greene County)        | <input checked="" type="checkbox"/> - Simmons, J. W. (Sampson County)    |
| <input checked="" type="checkbox"/> - Judge, Rebecca (Duplin County)      | <input checked="" type="checkbox"/> - Smith, Lee (Wayne County)          |
| <input type="checkbox"/> - Kirby, Albert (Sampson County)                 | <input checked="" type="checkbox"/> - Stephens, Jerry (Robeson County)   |
| <input checked="" type="checkbox"/> - McCall, Carol (Scotland County)     | <input checked="" type="checkbox"/> - White, Emery (Bladen County)       |
| <input checked="" type="checkbox"/> - Monroe, Stephanie (Scotland County) | <input checked="" type="checkbox"/> - Williams, Zettie (Duplin County)   |
| <input checked="" type="checkbox"/> - Moore, Emily (Lenoir County)        |  |

**Staff/Others:**

- |   |   |
|---|---|
| <input checked="" type="checkbox"/> - Ken Jones, Director and Chief Executive Officer | <input checked="" type="checkbox"/> - Dr. Susan Corriher, Chief of Clinical Operations    |
| <input checked="" type="checkbox"/> - Bob Canupp, Chief of Business Operations        | <input checked="" type="checkbox"/> - Jeanette Jordan-Huffam, Chief of Quality Management |
| <input checked="" type="checkbox"/> - Karen Salacki, Chief of External Operations     | <input checked="" type="checkbox"/> - Theresa Edmondson, Director of H.R. & Compliance    |
| <input type="checkbox"/> - Jose Coker, Board Attorney                                 | <input type="checkbox"/> - Dr. Venkatalakshmi Doniparthi, Medical Director                |
| <input checked="" type="checkbox"/> - Jonathan Charleston, Board Attorney             | <input checked="" type="checkbox"/> - Anna North, Waiver Contract Manager                 |
|   | <input checked="" type="checkbox"/> - Connie W. Price, Board Clerk                        |

**Guests:**

Beverly Bell, Division Liaison to Eastpointe  
Carol Choate, Director of "A Caring Heart"

**Agenda Items:**

1. Approval of Minutes
2. CEO/Director's Report
3. Business Office Report
4. Committee Reports

ORIGINAL

▪ **CALL TO ORDER & INVOCATION**

The Eastpointe Board of Directors met in regular session on December 11, 2012 via video conference from the Beulaville, Goldsboro, Lumberton, and Rocky Mount sites. Chairman Lee Smith called the meeting to order at 4:30 p.m. and welcomed Board members and staff. Twenty-one Board members were present and six were absent. Board members absent due to prior commitments were Billy Ray Pait, Kirk Scott, Lou Richardson, Bill James Brewington, Albert Kirby, and Eric Rouse. The invocation was delivered by J. W. Simmons.

▪ **COMMUNITY INPUT**

There was no community input for the month of December. However, Chairman Lee Smith made the following congratulatory remarks:

- ❖ Congratulations to Ms. Pearl Finch, who received the “*Long Leaf Pine Award*” at the N.C. Council Conference in Pinehurst for her dedication to persons suffering from a mental illness, a substance abuse issue, or who have a developmental disability.
- ❖ Congratulations to Eastpointe for winning the “*2012 Program of Excellence Award*” in the category of “*Excellence in Best Practice for Mental Health*” for the Tar River Region’s Wellness Recovery and Action Program (WRAP).
- ❖ Congratulations to Ms. Zettie Williams who was honored with a reception this past month for her 24 years of “*Dedicated Service as a Commissioner for Duplin County*”.

▪ **CLOSED SESSION**

Chairman Smith indicated that a Closed Session was necessary in order to discuss a personnel matter.

**Emily Moore made a motion to go into Closed Session in accordance with N.C.G.S. 143-318(a)(1) and (a)(3).** J. W. Simmons made a second. The motion carried.

Eastpointe staff and guests left the room at 5:00 p.m. (with the exception of Ken Jones, CEO; Jonathan Charleston, Board Attorney; Theresa Edmondson, H. R. Director; and Connie W. Price, Board Clerk).

**Emily Moore made a motion to come out of Closed Session.** Jerry Jones made a second. The motion carried. The Closed Session ended at 5:07 p.m.

▪ **APPROVAL OF MINUTES**

The Minutes of the November 27, 2012 Board meeting (Attachment 1) were presented for approval.

**Motion was made by John Bell to approve the November Minutes.** Emily Moore made a second. The motion carried.

▪ **CHIEF EXECUTIVE OFFICER'S REPORT**

Ken Jones shared the following information:

- **Expense Sheets** – Board members were reminded to make a separate notation on their monthly expense sheets if they desired to receive the stipend for attendance at various Eastpointe meetings.
- **Mercer Review Follow-Up:** The Mercer Government Human Services Consulting Agency (Mercer) conducted a 60 day pre-implementation site review on November 15, 2012 to determine whether Eastpointe is Medicaid Waiver ready. Mercer was impressed with the improvements made since the first review held on September 20, 2012. Initially Mercer had numerous concerns regarding the I.T. system, but Mr. Jones indicated that much progress had been made on the I.T. system. Last week Eastpointe received the official Mercer report which indicated that Eastpointe was selected by the North Carolina Department of Health and Human Services as a successful applicant for the CMS Waiver expansion. Mr. Jones referred to Attachment 7-A of the Board informational packets which is a copy of the “*Mercer Operations Readiness Review of Eastpointe*” report dated December 4, 2012. Page 12 of the report entitled Appendix A outlines areas of Local Management Entity (LME) readiness, while Page 14 entitled Appendix B addresses tasks that are considered vital for Eastpointe to address prior to the go-live date in order to ensure a smooth transition. It was noted that Eastpointe had significant provider credentialing and contracting work to complete by January 1, 2013. Eastpointe’s “Team Contact” group is in the process of calling providers, and has over 400 contracts to establish across our area. As of December 10<sup>th</sup>, approximately 70% have been executed (that being 220 general contracts, 25 licensed independent practitioners, and 7 hospitals).
- **Go-Live Date** - The Department of Medical Assistance (DMA) announced at a December 10th State meeting they are ready to move forward with implementing the Waiver with Eastpointe. Mr. Jones emphasized that this is a major success for Eastpointe because out of the six LMEs that could potentially go-live in January, Eastpointe is the only LME that is prepared to go-live on January 1, 2013. This also means there will be a huge financial savings to both the State as well as to Eastpointe. Mr. Jones pointed out there may be some bumps along the way since this is new ground, but we are pushing forward with the implementation process. Eastpointe’s Executive Team will be meeting regularly to go over concerns and review reports so they can be addressed quickly. Board members were asked to direct all concerns or public inquires to Ken Jones.
- **Institutions of Mental Disease** – The Division is beginning to contact LMEs across the State to make them aware of which Adult Care Home Facilities in their area have been identified as an Institution of Mental Disease (IMD), as well as those which are deemed not at risk of being an IMD.
- **Personal Care Services** – The Division is also looking at additional funding to supplement Group Homes that lost funding due to the reduction of personal care services. The General Assembly is planning a special session to review this matter. Otherwise, many group homes may be forced to close.

- **Pinehurst Conference:** Mr. Jones reported on various activities held during the December 5<sup>th</sup> through 7<sup>th</sup> N.C. Council of Community Programs Fall Conference. He emphasized how encouraging it was to see the progress Eastpointe has made over the past six months when compared to other LMEs across the State. Eastpointe has done a great job in moving forward towards the 1915(b)(c) Waiver implementation process.

▪ **BUSINESS OFFICE REPORTS:**

- a) **Human Resources** – Mr. Jones reviewed the Human Resources Report (Attachment 3-A-1) entitled “Waiver Recruitment Status dated November 19, 2012”. The majority of positions on the report are being advertised both internally and externally, and interviews are now being conducted. It was a recommendation of The Mercer Group that we have most of these positions in place as soon as possible and prior to implementation of the Waiver. Mr. Jones also discussed the “Waiver Personnel Status Report” (Attachment 3-A-2) which lists employees who have been hired during the months of October and November.

**Paul Russ made a motion to accept the Human Resources report.** Emily Moore seconded the motion. The Motion carried.

- b) **Business Office:** The Finance Committee will not meet during the month of December, and will hold its next meeting in January 2013.

**POLICY COMMITTEE**

Committee Chair Addie Carmon reported that the Policy Committee met in November to review policies and procedures. Listed below are two policies (Attachment 4-A) that need approval from the Board in order to be retired:

Clinical Operations Policy Statements

C-3.2.29 Clinical Appeals

C-3.5.6 Call Center Purpose, Structure and Staffing

**James Prevatte made a motion to retire the policy statements listed above.** Emily Moore seconded a motion. The motion carried.

Due to numerous policies that are needed for the 1915(b)(c) Waiver implementation on January 1, 2013, it was necessary to establish additional policies prior to the January 22, 2013 Board meeting. These policies were not presented at the December 11, 2012 Board meeting, and thus had to be approved and adopted by motion and votes submitted by the Board members outside the normal meeting. Copies of the policies statements were mailed to each Board member via certified mail. See attached “Addendum” for the list of said polices which were approval via the mail process.

▪ **CLIENT RIGHT COMMITTEE:**

Committee Chair Bobbie Britt reported that the CRC Bylaws would need approval by the Board. However, copies of the proposed CRC Bylaws were inadvertently left out of the informational Board packets sent out to Board members during the first week in December. Therefore, the CRC Bylaws will be brought back before the Board at the January 22<sup>nd</sup> meeting for approval. The next CRC meeting is scheduled for January 17, 2013 at 12:00 p.m. at Mt. Olive College.

▪ **CONSUMER and FAMILY ADVISORY COMMITTEE:**

Committee Chair Paul Russ reported that the committee would not be meeting during the month of December. Mr. Russ reminded the Board of the Intellectual and Developmental Disabilities (I/DD) Christmas Socials that will be held during December. The Lumberton Christmas Social held on the afternoon of Dec. 11<sup>th</sup> went very well. Board members were invited to attend the two remaining I/DD Christmas Socials which will be held in the Goldsboro and Wilson areas. Mr. Russ announced that he had attended the N.C. Council of Community Programs Conference held in Pinehurst during the first week of December. He also participated in the Innovations sessions, and plans to share updates from these at the January CFAC meeting.

▪ **CHANGES TO BOARD COMPOSITION:**

Chairman Lee Smith mentioned that during the recent Board Training sessions held at the Pinehurst Conference that several Board members had expressed concerns about the new legislation limiting the number of Board members to 21, along with 2 providers, for a total of 23 Board members. This new change would be effective October 2013. Chairman Smith indicated it may be necessary to appoint a Bylaws Committee later on to review this matter in more detail. Mr. Jones pointed out there's a possibility that other counties which are not able to "go live" in February may be added to Eastpointe by the State. Therefore, it will be important to define who the next Board will be as soon as possible. It was suggested that Mark Botts and the UNC School of Government be contacted to assist and provide Eastpointe and the Board with expert guidance on this issue. The following Board members may be asked to serve on the Bylaws Committee: Kirk Scott, Paul Russ, J. W. Simmons, Carol McCall, Jerry Jones, Emily Moore, James Shackelford, and Rebecca Judge. Chairman Smith indicated he will appoint a Bylaws Committee sometime in January, and Mr. Jones will make contact with the UNC School of Governance.

▪ **ANNOUNCEMENTS:**

- J. W. Simmons announced that the annual Gang Conference would be held at Mt. Olive College on January 3, 2013. Mr. Simmons pointed out that this is the 7th year of the conference, and 400 to 500 people are expected to attend. Board members were encouraged to register at the Eastpointe website and to notify schools in their areas about the conference.
- Rebecca Judge mentioned that the Mental Health Sub-Committee of the General Assembly would be meeting on December 18<sup>th</sup> at 1:00 p.m. in Room 544. Board members were invited to attend.
- Nancy Moore invited the Board members to attend the Intellectual and Developmental Disabilities (I/DD) Christmas Social for the Goldsboro area which will be held on December 12<sup>th</sup> in the Conference Center at Cherry Hospital beginning at 4:30 p.m.

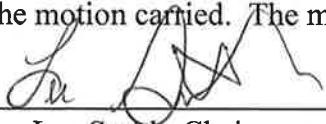
▪ **NEXT MEETING:**

Mr. Jones announced that the next Board meeting would be held face-to-face on January 22, 2013 at 4:30 p.m. in the *James R. Best Conference Room* in the Lois Murphy Regional Building located at Mount Olive College in Mount Olive, N.C.

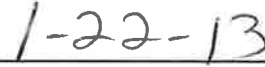
▪ **ADJOURNMENT:**

Chairman Smith asked for any further business to be brought before the Board. There being no other business presented, Chairman Smith requested a motion to adjourn the Board meeting.

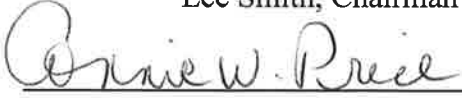
**Motion was made by Jerry Jones to adjourn the December 11<sup>th</sup> meeting.** Emily Moore made a second. The motion carried. The meeting adjourned at 5:40 p.m.



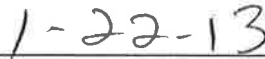
\_\_\_\_\_  
Lee Smith, Chairman



\_\_\_\_\_  
Date Approved



\_\_\_\_\_  
Connie W. Price, Minutes Clerk



\_\_\_\_\_  
Date Approved

# Addendum

This Addendum is hereby incorporated into and made a part of the Eastpointe Board of Directors Minutes for the December 11, 2012 meeting:

## **POLICY COMMITTEE**

As stated in the original Minutes of the December 11, 2012 Board meeting, due to the fact that numerous policies are needed for the 1915(b)(c) Waiver implementation on January 1, 2013, it was necessary to establish additional policies prior to the January 22, 2013 Board meeting. These policies were not presented at the December 11, 2012 Board meeting, and thus had to be approved and adopted by motion and votes submitted by the Board members outside the normal meeting time. Copies of the policies statements were mailed to each Board member via certified mail.

Listed below is a sample of the Memorandum sent to Eastpointe Board members outlining said policies for approval:

## ***Memorandum***

To: The Eastpointe Board of Directors

Date: December 17, 2012

Subject: Motion to Approve Policy Statements

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On behalf of the Eastpointe Board Policy Committee, I offer a motion to adopt the following policy statements that were previously reviewed and approved by the committee.

<b>BUSINESS OPERATIONS – Claims / Billing NEW</b>	
<b>B-2.7.21</b>	<b>Response to Claims</b>
<b>B-2.7.22</b>	<b>Timeliness of Provider Payments</b>
<b>B-2.7.23</b>	<b>Claims Monitoring – Audits</b>
<b>B-2.7.24</b>	<b>Provider Paybacks</b>
<b>B-2.7.25</b>	<b>Reconciliation of Data Submission to System Uploads</b>
<b>B-2.7.26</b>	<b>Encounter Data Submission to DMA</b>

<b>CLINICAL OPERATIONS – Utilization Management RETIRE</b>	
<b>C-3.2.27</b>	<b>Utilization Non-Clinical Staff</b>
<b>CLINICAL OPERATIONS – Utilization Management NEW</b>	
<b>C-3.2.43</b>	<b>Reconciliation of Medicaid Eligibility</b>
<b>C-3.2.44</b>	<b>Post Stabilization</b>
<b>C-3.2.45</b>	<b>Equipment Modification and Supplies Documentation</b>
<b>CLINICAL OPERATIONS – DD Care Coordination NEW</b>	
<b>C-3.3.10</b>	<b>Individual Support Plan (ISP) Development</b>
<b>C-3.3.11</b>	<b>Termination from the NC Innovations Waiver</b>

C-3.3.12	Innovations Waiver Participants' Absences and Break Criteria
C-3.3.13	Innovations Waiver Monitoring by Care Coordinator
C-3.3.14	Innovations Waiver Services Provided to Participants Eligible for Education Services who are Home Schooled
C-3.3.15	Innovations Waiver Services Provided to Participants Eligible for Education Services

<b>EXTERNAL OPERATIONS - Communication: NEW</b>	
E-4.3.4	Behavioral Health Education Services
<b>EXTERNAL OPERATIONS – Network Operations NEW</b>	
E-4.4.21	Transition Team
E-4.4.22	Single Case Agreement

<b>QUALITY MANAGEMENT: NEW</b>	
Q-6.1.12	Consumer Satisfaction: Suggestion Box
Q-6.1.13	Audit Tools and Processes
Q-6.1.14	Oversight of Delegated Functions
<b>Quality Management – Medical Records NEW</b>	
Q-6.3.8	Release of Information for DWI – 508R Form
Q-6.3.9	Release of Information for Gun Permits
Q-6.3.10	Access to Closed and Terminated Records
Q-6.3.11	Access and Storage of Other Departmental Records
Q-6.3.12	Abandonment of Records

***Addie Carmon***

Addie Carmon, Committee Chair

***December 17, 2012***

Date

As of December 28, 2012 the following 26 Board members had signed their vote to approve the above listed policies:

Bell, John  
 Boyette, Rob  
 Britt, Bobbie  
 Carmon, Addie  
 Finch, Pearl  
 Hands, Kim  
 Harrell, Charlie  
 Jones, Jerry  
 Judge, Rebecca  
 Kirby, Albert  
 McCall, Carol  
 Monroe, Stephanie  
 Moore, Emily

Moore, Nancy  
 Pait, Billy Ray  
 Prevatte, James  
 Richardson, Lou  
 Rouse, Eric  
 Russ, Paul  
 Scott, Kirk  
 Shackelford, James  
 Simmons, J. W.  
 Smith, Lee  
 Stephens, Jerry  
 White, Emery  
 Williams, Zettie



As of December 28, 2012 the following Board member had not responded on voting to approve the above listed policies:

Brewington, Bill James

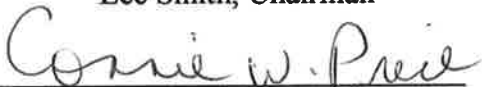
By majority vote, the above listed polices were approved by the Eastpointe Board as of December 28, 2012.



Lee Smith, Chairman

1-22-13

Date Addendum Approved



Connie W. Price, Board Clerk

1-22-13

Date Addendum Approved