



# BOARD OF DIRECTORS

## Minutes

**Meeting Date:** March 18, 2014 held at Mount Olive, North Carolina.

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

- |   |  |
|---|--|
| <input checked="" type="checkbox"/> - Boyette, Rob (Wilson County)        | <input checked="" type="checkbox"/> - Moore, Emily (Lenoir County)       |
| <input type="checkbox"/> - Carmon, Addie (Edgecombe County)               | <input checked="" type="checkbox"/> - Moore, Nancy (Wayne County)        |
| <input checked="" type="checkbox"/> - Dixon, Barry (Lenoir County)        | <input checked="" type="checkbox"/> - Pait, Billy Ray (Bladen County)    |
| <input checked="" type="checkbox"/> - Finch, Pearl (Nash County)          | <input type="checkbox"/> - Prevatte, James (Columbus County)             |
| <input checked="" type="checkbox"/> - Jones, Jerry (Greene County)        | <input checked="" type="checkbox"/> - Russ, Paul (Columbus County)       |
| <input checked="" type="checkbox"/> - Judge, Rebecca (Duplin County)      | <input checked="" type="checkbox"/> - Shackelford, James (Greene County) |
| <input type="checkbox"/> - Keen, Steve (Wayne County)                     | <input checked="" type="checkbox"/> - Simmons, J. W. (Sampson County)    |
| <input checked="" type="checkbox"/> - Kirby, Albert (Sampson County)      | <input checked="" type="checkbox"/> - Stephens, Jerry (Robeson County)   |
| <input type="checkbox"/> - McCall, Carol (Scotland County)                | <input checked="" type="checkbox"/> - Thompson, Chris (Wilson County)    |
| <input checked="" type="checkbox"/> - Monroe, Stephanie (Scotland County) | <input checked="" type="checkbox"/> - White, Emery (Bladen 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"/> - Karen Salacki, Chief of External Operations     | <input checked="" type="checkbox"/> - Jeanette Jordan-Huffam, Chief of Quality Management |
| <input type="checkbox"/> - Jonathan Charleston, Board Attorney                        | <input checked="" type="checkbox"/> - Theresa Edmondson, Director of H.R. & Compliance    |
| <input checked="" type="checkbox"/> - Jose Coker, Board Attorney                      | <input checked="" type="checkbox"/> - Sarah Stroud, Chief of Business Operations          |
| <input checked="" type="checkbox"/> - Dr. Venkata Jonnalagadda, Medical Director      | <input checked="" type="checkbox"/> - Connie W. Price, Board Clerk                        |

**Guests:**

Mark Grimaldi, Division Liaison  
Carol Choate, Director of "A Caring Heart"  
Ilene Byrd, Eastpointe Retiree

**Agenda Items:**

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

▪ **CALL TO ORDER & INVOCATION**

The Eastpointe Board of Directors met in regular session on March 18, 2014 at the University of Mount Olive in the Hennessee Conference Room. Board Chair J. W. Simmons called the meeting to order at 4:00 p.m. There were sixteen Board members present at the meeting, and four were absent. Addie Carmon, James Prevatte, Steve Keen and Carol McCall had family or work related commitments. Paul Russ delivered the Invocation.

**ORIGINAL**

▪ **AMENDMENT TO AGENDA**

Chairman Simmons asked if there were any additions or changes to be made to the Board Agenda. Barry Dixon indicated he would like to amend the Agenda for purposes of discussing “*recommendations for filling the vacant role of Hospital Representative on the Board of Directors*”.

**Jerry Jones made a motion to approve amending the March 18<sup>th</sup> Board Agenda.** Paul Russ made a second. The motion carried.

▪ **PRESENTATION TO EASTPOINTE RETIREE**

Ken Jones welcomed Ilene Byrd to the Board meeting. Ms. Byrd retired from Eastpointe on February 28<sup>th</sup> with over 18 years of service. She began her employment in 1996 serving as a Public Information Assistant at the Duplin/Sampson Mental Health Center. During her career with Eastpointe Ms. Byrd also worked as a Data Entry Operator, Patient Relations Representative, and most recently as a Client Data Warehouse (CDW) Technician. Mr. Jones, on behalf of the Board of Directors and Eastpointe Management, thanked Ms. Byrd for her dedication and service through the years and presented her with an engraved plaque and ladies watch. Afterwards, Ms. Byrd expressed her appreciation to the Board and Management for allowing her the opportunity to be a part of Eastpointe. Ms. Byrd further stated how much she had enjoyed working at Eastpointe, and is looking forward to retirement.

▪ **COMMUNITY INPUT**

There was no *Community Input* for the month of March; however, the following comments were made:

- Emily Moore mentioned recent articles appearing in the *Kinston Free Press* and other newspapers concerning mental health issues.
- J. W. Simmons announced that the “*Drive In to Drive Out Drugs*” event sponsored by the Sampson County Meth Task Force would be held in downtown Clinton on March 29th (Handout #6).

▪ **COUNTY PROCLAMATION**

Chairman Simmons informed the Board that March has been designated “*Intellectual and Developmental Disabilities Awareness Month*”. Eastpointe would like to recognize each disability during the year and take a month to focus on that particular disability. Dr. Venkata Jonnalagadda read the Proclamation to the Board. Thereafter, Chairman Simmons asked the Board to adopt the Proclamation supporting March as “*Intellectual and Developmental Disabilities Awareness Month*”.

**Rob Boyette made a motion to adopt the Proclamation recognizing March as “Intellectual and Developmental Disabilities Awareness Month”.** Albert Kirby made a second. The motion carried.

▪ **APPROVAL OF MINUTES**

The Minutes of the February 10, 2014 Board meeting (Attachment 1-A) were presented for approval. No corrections were noted.

**Motion was made by Emily Moore to approve the February 10th Board Minutes.** Emery White made a second. The motion carried.

▪ **CHIEF EXECUTIVE OFFICER’S REPORT**

Ken Jones welcomed everyone to the March Board meeting, and shared the following updates:

- **Recommendation for New Board Member:** Management received a recommendation for the Hospital Representative slot on the Board of Directors. This is a non-voting member position per changes reflected in *Senate Bill 191* and outlined in *General Statutes 122C-118.1 - Structure of Area Board*. Barry Dixon asked the Board to consider his recommendation for appointing Janine Britt of Lumberton to serve as the Hospital Representative. Ms. Britt has extensive experience in

hospital settings, and would be a good candidate for this vacancy. Mr. Jones pointed out that no other applications or requests to serve in this position have been received.

**Albert Kirby made a motion to accept the recommendation of Barry Dixon that Janine Britt be appointed to serve as the Hospital Representative on the Eastpointe Board of Directors.** Emily Moore made a second. The motion carried by unanimous vote.

- **Resignation of Board Members:** Kirk Scott, Nash County representative serving on the Eastpointe Board of Directors, tendered his letter of resignation effective March 18<sup>th</sup>. Bobbie Britt, Robeson County representative serving on Eastpointe's Board, also tendered her resignation in February citing conflict of interest reasons. Both Mr. Scott and Ms. Britt filled the Board criteria slots of "healthcare professionals". Mr. Jones stated that any recommendations brought before the Board or Management to fill these vacancies would be sent to Carol McCall, Chair of the Nominating / Governance Committee for review and consideration. Mr. Scott and Ms. Britt will be invited to attend the April 22<sup>nd</sup> Board meeting to receive recognition and appreciation for their dedicated service to the Eastpointe Board of Directors.

**Jerry Jones made a motion to accept the resignations of Kirk Scott and Bobbie Britt. Paul Russ made a second.** The motion carried.

- **DHHS Appointments** – Dave Richard has been appointed Deputy Secretary of Behavioral Health and Developmental Disabilities Services effective March 14<sup>th</sup> (Handout #3). Dr. Courtney Cantrell has been named the Acting Director of the Division of Mental Health, Developmental Disabilities and Substance Abuse Services.
- **N.C. Council News** - Updates that address key issues relating to LMEs/MCOs' use of State and Federal dollars in order to meet the mental health, developmental disabilities and substance abuse needs in local communities (Handout #4).
- **County Commissioners Meetings** - Mr. Jones provided an update on the Local Business Plan and shared other MCO information with the Boards of County Commissioners for Duplin, Greene, Wayne and Wilson Counties during the first three weeks of March. Presentations will be conducted for the Columbus, Edgecombe, Nash and Scotland Boards of County Commissioners during the month of April. Plans are being made to meet with the Boards of County Commissioners in Bladen, Lenoir, Robeson and Sampson Counties in early May. A power-point presentation (similar to Handout #7) will be conducted for each of the Boards of County Commissioners and includes the following information: a) Eastpointe's Mission Statement; b) Functions of the LME/MCO; c) Business Plan Initiatives and Highlights; d) Community Needs Assessment; e) State Recommendations to General Assembly; f) LME/MCO Improvements; g) N.C. State Maps defining divisions of Counties and LMEs/MCOs; h) Culture of the Organization; and i) Financial Reportings.

Mr. Jones also addressed the following informational items contained in the Board packets:

- **Attachment 8-B:** Article entitled "***DHHS presents realistic, achievable Medicaid reform framework***" wherein Secretary Aldona Wos addresses a new approach to "*a realistic and achievable plan that puts patients first, helps create sustainable Medicaid programs, and builds on what we have in North Carolina... and represents a fundamental improvement in how the State delivers Medicaid*".
- **Attachment 8-C:** Article entitled "***Crisis Solutions group discusses interventions and advance directives***" which features a group of individuals seeking solutions and better ways to help people

in a mental health or substance abuse crisis by use of Crisis Interventions Teams (CIT) and other crisis initiatives.

▪ **POLICY COMMITTEE**

Due to the absence of Committee Chair Addie Carmon, Policy Committee member Rebecca Judge reported that the Policy Committee met in March and reviewed the policies listed below (as shown on Attachments 3-A through 3-C) which are being presented to the Board for approval or retirement:

**Policies submitted for Approval**

<b>PROGRAM INTEGRITY DEPARTMENT</b>	
P-7.1.1	Program Integrity Initiative
P-7.1.2	Post Payment Review
P-7.1.3	Voluntary Provider Self Audit
<b>QUALITY MANAGEMENT DIVISION</b>	
Q-6.4.4	Member / Enrollee Stakeholder Complaints

**Policies submitted for Retirement**

<b>CLINICAL OPERATIONS</b>	
C-3.2.4	Discharge of Consumer
C-3.2.40	Continued Stay Benefit for Services in Appeal Process
<b>QUALITY MANAGEMENT DIVISION</b>	
Q-6.4.1	Member/Enrollee Stakeholder Complaints/Concerns

**Rebecca Judge made a motion to approve and retire the policies as noted above.** Emery White made a second. The motion carried.

Board members were asked to refer to Handout #1 which addressed **Policy and Procedure #C-3.2.19** entitled **“Tractable Mail Systems”** which also needed to be retired.

**Rebecca Judge made a motion to retire the “Tractable Mail Systems” policy and procedure.** Albert Kirby made a second. The motion carried.

The Annual Policies and Procedures Review Report dated March 18, 2014 was presented for Board approval (Attachment 3-D). The following polices and procedures being presented for approval for annual review are as follows:

<b>ADMINISTRATION/GOVERNANCE</b>	
<b>Administration</b>	
A-1.1.3	Consumer & Family Advisory Committee (CFAC)

<b>EXTERNAL OPERATIONS</b>	
<b>Communication</b>	
4.3.1	Review of Communication Materials

<b>QUALITY MANAGEMENT</b>	
<b>Quality Management</b>	
6.1.4	Submission of NC SNAP
<b>Medical Records</b>	
6.3.2	Record Retention and Disposition
6.3.14	Privacy Safeguards – HIPAA
6.3.15	Member / Enrollee Rights Policies - HIPAA
6.3.17	Workforce – Administrative Policies – HIPAA
6.3.18	Minimum Necessary – HIPAA
6.3.19	Legal Occurrences – HIPAA
6.3.20	Notice of Privacy Practices – HIPAA

<b>HUMAN RESOURCES</b>	
<b>Personnel System</b>	
5.1.1	Personnel Records
5.1.4	Job Descriptions
<b>Recruitment, Selection and Employment</b>	
5.2.2	Americans with Disabilities Act
5.2.4	Reasonable Accommodation
5.2.7	Creditable Years of Experience
5.2.9	Types of Appointments
<b>Conditions of Employment</b>	
5.3.1	Code of Ethics
5.3.3	Pre-Employment Background and Credentialing
5.3.4	Driving Record Checks
5.3.9	Personal Appearance
<b>Employee Benefits</b>	
5.4.4	Voluntary Shared Leave
5.4.6	Non Job Related Civil Leave and Procedures
5.4.9	Employee Benefits Program
5.4.13	Longevity Pay
5.4.15	Vacation Leave Benefits
5.4.16	Acceptance of Transfer of Sick Leave
5.4.17	Sick Leave Benefits
5.4.18	Health Insurance Benefits for Retirees
<b>Discipline/Appeals/Grievance/Satisfaction</b>	
5.5.1	Disciplinary Action, Suspension, and Dismissal
5.5.2	Employee Appeals and Grievances
5.5.5	Amorous Relationships
5.5.6	Bereavement
<b>Employee Separation</b>	
5.6.3	Employee Reduction in Force Plan
5.6.4	Employee Exit Conference – Separation of Employment

**Rebecca Judge made a motion to approve the Annual Policy and Procedure Review report dated March 18, 2014 listed above. Emery White made a second. The motion carried.**

▪ **HUMAN RIGHTS COMMITTEE**

The Human Rights Committee did not meet during the month of March. The next meeting is currently scheduled for April 24<sup>th</sup> at Mount Olive Civic Center beginning at 11:30 a.m. Going forward, the Human Rights Committee will meet on a quarterly basis.

▪ **CONSUMER and FAMILY ADVISORY COMMITTEE**

Paul Russ, Chair of the Consumer and Family Advisory Committee (CFAC), addressed the November 19, 2013 CFAC Minutes (Attachment 5-A ) and the January 21, 2014 CFAC Minutes (Attachment 5-B). Mr. Russ pointed out an error on Page 2 of the November 19<sup>th</sup> Minutes under the “MCO Committee Comments” section. Thereafter, the following motion was made:

**Paul Russ made a motion to accept the November 19<sup>th</sup> and January 21<sup>st</sup> CFAC Minutes with noted corrections for informational purposes.** Albert Kirby made a second. The motion carried.

▪ **COUNTY COMMISSIONERS ADVISORY BOARD**

Ken Jones gave a brief report on the Minutes from the March 13<sup>th</sup> County Commissioners Advisory Board meeting which was held via conference call (Handout #2). According to the requirements contained in *N.C.G.S. 122C-118.1, Section 8* entitled “**Establishment of County Commissioners Advisory Board**”, the purpose of this group is to “.....*serve as the chief Advisory Board to the Area Authority and to the Director of the Area Authority on matters pertaining to the delivery of services for individuals with mental illness, intellectual or other developmental disabilities and substance abuse disorders.....and to serve in an advisory capacity only to the Area Authority, and its duties do not include authority over budgeting, personnel matters, governance or policy making of the Area Authority*”.

Eastpointe’s County Commissioners Advisory Board consists of one County Commissioner from each of the 12 counties of Eastpointe’s catchment area (8 being current members of the Eastpointe Board of Directors, and 4 being non-Board members who were appointed to serve on the County Commissioners Advisory Board by their individual Boards of County Commissioners). Consolidation plans including the DHHS Secretary’s goals and timelines were discussed.

Committee Chair Steve Keen encouraged members of the Advisory Board to reach out to any County Commissioners they may know in the Coastal Care and Eastern Carolina Behavioral Healthcare areas and try to build strong relationships with them as we move forward towards consolidation. The next Advisory Board meeting will be face to face in order that members can become acquainted with one another.

**Jerry Jones made a motion to accept the March 13<sup>th</sup> County Commissioners Advisory Board Minutes for informational purposes.** Rob Boyette made a second. The motion carried.

▪ **BUSINESS OFFICE REPORTS**

- **Human Resources:** Ken Jones referenced the Human Resources Reports (Attachments 7-A-1 and 7-A-2) dated March 10, 2014 which depict positions currently filled at each site, and positions currently being advertised by the MCO. There were 3 new hires between the months of February and March, and 5 resignations. Approximately 9 open positions are being advertised (both internally and externally), or have interviews scheduled or offers pending.

**Paul Russ made a motion to approve the Human Resources report.** Emery White made a second. The motion carried.

- **Finance:** Emery White, Chair of the Finance Committee, addressed the February 10, 2014 Finance Committee Minutes (Attachment 7-B-1). Rebecca Judge inquired about the language on Page 1 under the first paragraph stating that “*Emery White made motion to come out of Closed*

Session". Ms. Judge pointed out that a sentence should be inserted prior to this motion which would indicate that the Finance Committee had actually been in Closed Session prior to asking for a motion to come out of Closed Session. Jose Coker, Board Attorney, cited the language to be used when recording Minutes that would address entering into Closed Sessions. Lisa Jarman, Minutes Recorder for the Finance Committee, will be notified of the correct language in order to make said revisions to the February Finance Committee Minutes.

**Emery White made a motion to accept the February 10<sup>th</sup> Finance Committee Minutes with noted revisions.** Jerry Jones made a second. The motion carried.

Sarah Stroud, Chief of Business Operations, gave the following report:

- ❖ **Totals Profitability Report** – Ms. Stroud referenced Attachment 7-B-3 which addresses Schedule D “Total Profitability Report” dated January 31, 2014. Total Revenues including Medicaid is listed at \$25,630,860. Total Expenses and Risk Reserves Set Aside is \$24,678,014. As a reminder, the State requires each Managed Care Organization (MCO) to put aside 2% of their funds into “risk reserves”. These funds cannot be used unless approved by the State. The Total Earnings for this time period is \$952,846.
- ❖ **Financial Audit** - Eastpointe’s Certified Public Accountants plan to have Eastpointe’s Financial Audit ready for presentation to the Board at the April 22<sup>nd</sup> Board meeting.
- ❖ **Board Stipends** - Eastpointe will report all stipends for Board members and appointed Committee members as earnings through the Eastpointe payroll system. Payment will be made directly to the member’s bank account by Electronic Fund Transfer. This change is necessary in order to be in compliance with instructions issued by the State Treasurer’s office. Members who elect not to receive a stipend should indicate this on their Eastpointe W-4 reporting form (Handout #5). Reimbursements for mileage, meals and training costs will continue to be paid by check.

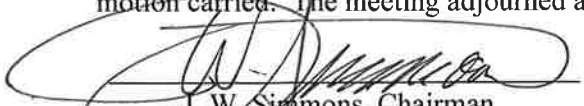
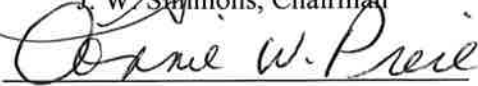
**Emery White made a motion to accept the Financial Report as presented.** Emily Moore made a second. The motion carried.

▪ **NEXT MEETING and ADJOURNMENT:**

Eastpointe’s next Board of Directors meeting is currently scheduled for Tuesday, April 22, 2014, and will be held at the University of Mount Olive in the Hennessee Conference Room beginning at 4:00 p.m.

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

**Motion was made by Pearl Finch to adjourn the March Board meeting.** Billy Ray Pait made a second. The motion carried. The meeting adjourned at 5:40 p.m.

  
W. Simmons, Chairman  
  
Connie W. Price, Board Clerk

  
Date Approved  
  
Date Approved