



BOARD OF DIRECTORS

Minutes

Meeting Date: October 28, 2014 held at Mount Olive, North Carolina.

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

- | | |
|--|---|
| <input type="checkbox"/> - Barnes, Lisa (Nash County) | <input checked="" type="checkbox"/> - McCall, Carol (Scotland County) |
| <input checked="" type="checkbox"/> - Bell, John (Wayne County) | <input checked="" type="checkbox"/> - Monroe, Stephanie (Scotland County) |
| <input checked="" type="checkbox"/> - Boyette, Rob (Wilson County) | <input checked="" type="checkbox"/> - Moore, Emily (Lenoir County) |
| <input checked="" type="checkbox"/> - Brooks, Tim (Robeson County) | <input type="checkbox"/> - Moore, Nancy (Wayne County) |
| <input checked="" type="checkbox"/> - Carmon, Addie (Edgecombe County) | <input checked="" type="checkbox"/> - Pait, Billy Ray (Bladen County) |
| <input checked="" type="checkbox"/> - Dixon, Barry (Lenoir County) | <input checked="" type="checkbox"/> - Prevatte, James (Columbus County) |
| <input checked="" type="checkbox"/> - Finch, Pearl (Nash County) | <input checked="" type="checkbox"/> - Russ, Paul (Columbus County) |
| <input type="checkbox"/> - Hinson, Kay (Duplin County) | <input type="checkbox"/> - Shackleford, 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 type="checkbox"/> - Stephens, Jerry (Robeson County) |
| <input type="checkbox"/> - Kirby, Albert (Sampson County) | <input checked="" type="checkbox"/> - Thompson, Chris (Wilson County) |
| | <input checked="" type="checkbox"/> - White, Emery (Bladen County) |

Staff:

- | | |
|---|---|
| <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 checked="" type="checkbox"/> - Jonathan Charleston, Board Attorney | <input type="checkbox"/> - Theresa Edmondson, Director of H.R. & Compliance |
| <input checked="" type="checkbox"/> - Jose Coker, Board Attorney | <input type="checkbox"/> - Sarah Stroud, Chief of Business Operations |
| <input type="checkbox"/> - Dr. Venkata Jonnalagadda, Medical Director | <input checked="" type="checkbox"/> - Connie W. Price, Board Clerk |

Guests:

Lanier Cansler, Cansler Collaborative Resources
Mike Watson, Cansler Collaborative Resources
Carol Choate, Director of *A Caring Heart*

Agenda Items:

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

▪ **CALL TO ORDER & INVOCATION**

The Eastpointe Board of Directors met in regular session on October 28, 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 seventeen Board members present at the meeting, and six were absent. James Shackleford, Lisa Barnes, Albert Kirby, Jerry Stephens, Kay Hinson and Nancy Moore had prior work related or personal commitments. Paul Russ delivered the Invocation.

▪ **AMENDMENT TO AGENDA**

Chairman Simmons asked if there were any additions or changes to the Board Agenda. There being no response, the following motion was made:

Jerry Jones made a motion to accept the October 28th Board Agenda. Emily Moore made a second. The motion carried.

▪ **COMMUNITY INPUT**

The following comments were made:

- Barry Dixon reported he attended a “*20/20 Vision Kickoff*” event on October 7th sponsored by ECBH. There were about 750 in attendance and the event was a very informative marketing effort on what is taking place in their area. Mr. Dixon would like to see Eastpointe do a similar event in our catchment area.
- Addie Carmon reported that the Edgecombe County Manager told her Eastpointe presented a training program to DSS staff which was very educational, and that he plans to ask his employees to conduct similar trainings throughout Edgecombe County.
- Emily Moore announced that Maury Prison has started a mental health program at the prison. They are working to help inmates cope with the stress of prison life and become better individuals.

▪ **INSTALLATION OF BOARD OFFICERS**

Rob Boyette was asked to come forward and take the Oath of Office as newly elected Vice-Chair of the Eastpointe Board of Directors for 2014-2015. Connie W. Price, Notary Public of Wayne County and Board Clerk, administered the Oaths of Office. Thereafter, J.W. Simmons took the Oath of Office to commence his second term as Chair of the Eastpointe Board of Directors for 2014-2015. Mr. Simmons and Mr. Boyette were both elected to said positions during the September Board meeting which was held via conference call.

▪ **COUNTY PROCLAMATION**

Chairman Simmons informed the Board that October had been designated “*BULLYING AWARENESS AND PREVENTION MONTH*”. CEO Ken Jones commented about Eastpointe receiving an award from the N.C. Council for our “anti-bullying campaign” in Greene County. Eastpointe’s “crisis initiatives” also received an award. Dr. Susan Corriher was asked to read the Proclamation (Attachment 7-A) to the Board. Thereafter, Chairman Simmons asked for a motion to adopt the Proclamation.

Emily Moore made a motion to adopt the Proclamation recognizing October as “BULLYING AWARENESS AND PREVENTION MONTH”. Jerry Jones made a second. The motion carried.

▪ **APPROVAL OF MINUTES**

The Minutes of the September 23rd Board meeting (Attachment 1) were presented for approval. No corrections were noted.

Motion was made by Paul Russ to approve the September 23, 2014 Board Minutes. Emery White made a second. The motion carried.

▪ **CHIEF EXECUTIVE OFFICER’S REPORT**

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

- **Bullying Awareness and Prevention Month** (Attachment 7-A): October Proclamation for adoption by Board of Directors.
- **Announcement of Recovery Champion Award Winner** (Attachment 7-B): Board member Chris Thompson was selected as a winner of the Recovery Champion Award representing the Eastern Region. Awards are given to individuals who have dedicated their talents through professional work or volunteering to successfully promote mental health and/or substance abuse recovery. Mr. Thompson received a full scholarship to the 6th Annual N.C. “One Community in Recovery” Conference to be held Nov. 13th and 14th.
- **Article Addressing Boarding of Individuals with Psychiatric Disorders** (Attachment 7-C): North Carolina will be faced with a similar problem in the future relating to the boarding of individuals in psych units. In some situations it takes as much as three days to get inpatient care. This is getting much attention across the State, and is also a challenge in N.C. hospitals.
- **Eastpointe Brochures** (Attachment 7-D): Updated “Access to Care” informational brochures in English and Spanish.
- **Joint News Release** (Attachment 7-E): Announcement about the consolidation of ECBH and CoastalCare agencies effective July 1, 2015.
- **Legislative Oversight Committee** (Attachment 7-F): Mr. Jones recently spoke at the LOC and addressed Medicaid Reform in North Carolina. This attachment also provides LME/MCO recommendations submitted to the Legislators.
- **Traumatic Brain Injury Sub-Committee** (Attachment 7-G): Mr. Jones met with Legislators advocating for TBI Medicaid funds. He recommended that we get a commitment of \$1 million in Federal funds for individuals we have identified with a need, and an additional \$1 million in emergency funding.
- **Eastpointe Compass** (Attachment 7-H): Quarterly publication of Eastpointe’s news and accomplishments. Mr. Jones referenced the “Rapid Response” article and departmental spotlighting of the Program Integrity / Provider Monitoring Department. The Community Relations Department sponsored two events, one being the Monthly Education Series in the Lumberton area, and the other being the Anti-Bullying Youth Summit in the Rocky Mount area.

▪ **CANSLER COLLABORATIVE RESOURCES**

Mr. Jones introduced Lanier Cansler and Mike Watson of Cansler Collaborative Resources. Their vast experience with State and government entities has been very helpful to Eastpointe and other LMEs/MCOs across the State.

Mr. Cansler and Mr. Watson shared their views on Senate Bill 1181 and the difference of opinions between the Senate and House of Representatives, and how this would affect LMEs/MCOs relating to private versus commercial managed care. Mr. Cansler cited the State of Oregon as a good model, and recommended that Eastpointe demonstrate to Legislators the importance and value that we as an MCO bring to the Mental Health system. We need to develop programs that will work and show how to cross the lines for comprehensive services throughout North Carolina’s contiguous boundaries. If there is Medicaid reform, then Medicaid expansion looks favorable. Mr. Watson emphasized not letting our accomplishments get lost, but keep them at the forefront (i.e. creating a great Provider Network and managing 20% of the Medicaid Budget). On the flip side, don’t let risks get lost. If we see managed care coming in and no obvious role for MCOs, this would be a big problem. Remember to keep doing a good job. Continue working on getting our I.T. system up and running; get to know health care providers better; educate Legislators on the value of MCOs; and do what we know is right.

Chairman Simmons and the Board expressed their appreciation to Mr. Cansler and Mr. Watson for taking time to share their thoughts and insights with Eastpointe.

▪ **BUSINESS OFFICE REPORTS**

- **Human Resources:** Ken Jones referenced the Human Resources Reports dated October 2014 (Attachments 3-A-1 and 3-A-2) which depict positions currently filled at each site, and positions currently being advertised by the Managed Care Organization (MCO). There were six new hires added in October, and two resignations. Approximately seven open positions are being advertised (both internally and externally), or have interviews scheduled or offers pending.

Emily Moore 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, referenced the August 26th Finance Committee Minutes (Attachment 3-B-1). Mr. White pointed out one typographical error on Page 2 under “**Schedule A - Balance Sheet**” section. The phrase “**IBNR lint item**” should read as “**IBNR line item**”. The Finance Committee Minutes Recorder will be notified of the necessary revision. Mr. White also mentioned that the Finance Committee had met via conference call on October 24th and those Minutes will be presented at the next Board meeting.

Emery White made a motion to accept the August 26th Finance Committee Minutes with noted correction for informational purposes. Jerry Jones made a second. The motion carried.

Due to the absence of Sarah Stroud, Chief of Business Operations, Mr. White asked Ken Jones to give the Finance Report. Mr. Jones shared the following information:

- ❖ **Balance Sheet** – Schedule A dated September 30, 2014 listed Total Assets at \$89,662,643; Total Liabilities at \$22,677,303; and Total Fund Equity at \$66,985,340 (Attachment 3-B-3).
- ❖ **Totals Profitability Report** - Schedule D dated September 30, 2014 shows Total Revenues including Medicaid at \$232,983,165. Total Expenses and Risk Reserves Set Aside are shown at \$227,516,318. Total Earnings for this time period are \$5,466,847 (Attachment 3-B-4).

Mr. Jones pointed out that the \$10.1 million Medicaid profit is based on the calendar year of January through September 2014. Eastpointe has spent \$4.7 million in funds for State services. We do not have sufficient State funds in our system; and therefore, are looking at adjusting our Benefits Package for State funds pertaining to the indigent population. Eastpointe has received only 1/12th of our State funding thus far.

Emery White made a motion to accept the Financial Report as presented. James Prevatte made a second. The motion carried.

▪ **POLICY COMMITTEE**

Addie Carmon, Chair of the Policy Committee, reported that the Policy Committee met on October 21st and reviewed several policies.

Executive Privilege: Ms. Carmon explained that Attachment 4-A-1 entitled “**Executive Privilege**” referring to “**Policy B-2.3.32 Company Credit Card**” was being brought before the Board for informational purposes only. Said policy was already in effect as of November 26, 2013, but was revised on August 26, 2014. Based upon the immediate need to implement said revisions, CEO Ken Jones initiated his “executive privilege” rights to approve procedural revisions made to this policy on August 26, 2014.

At this point Emery White stated he felt the Finance Committee should be reviewing credit card charges every month, and made reference to “Finance Section III” on Page 3 of the revised policy and procedure. Detailed discussion followed as to the pros and cons of such review. Mr. Jones reported that management is re-organizing Eastpointe’s departments and as of January 1st will have a Corporate Compliance Regulatory section which will conduct internal audits each month. Mr. Charleston suggested having the Corporate Compliance Regulatory section submit a “suspicious activity report” to the Finance Committee for review, and the Finance Committee could report to the Board. Mr. White indicated he would like this item placed on the next Finance Committee Agenda for further discussion.

New Policies: The following new policies (Attachments 4-A-3 through 4-A-5) were presented for approval:

- Q-6.3.29 Involuntary Disenrollment
- C-3.2.48 Emergency Behavioral Health Services
- E-4.4.25 Handling an Abusive Caller

Addie Carmon made a motion that the above listed policies be approved. James Prevatte made a second. The motion carried.

Annual Policies: The following “**Annual Policy and Procedure Review Report for October 2014**” (Attachment 4-A-6) was presented for approval:

ADMINISTRATION	
Governance:	
A-1.1.4	Human Rights Committee
ADMINISTRATION	
Corporate Compliance:	
A-1.2.1	Corporate Compliance Plan
A-1.2.20	Marketing and Sales
HUMAN RESOURCES DIVISION	
Health and Safety:	
H-5.3.13	Verification of Clinical Staff Credentialing

BUSINESS OPERATIONS DIVISION	
Health and Safety:	
B-2.3.2	Employee Safety and Emergency
B-2.3.4	Corridors and Outside Walkways
B-2.3.5	Office Safety
B-2.3.6	OSHA Compliance
B-2.3.8	OSHA Record Keeping and Posting Requirements
Facility Operations:	
B-2.6.1	Facility Maintenance
Billings and Claims Funding:	
B-2.7.20	Pre-Payment Review of Specialized
B-2.7.23	Claims Monitoring - Audits

Addie Carmon made a motion to approve the “*Annual Policies and Procedures Review Report dated October 2014*”. James Prevatte made a second. The motion carried.

▪ **HUMAN RIGHTS COMMITTEE**

Rebecca Judge, Chair of the Human Rights Committee, announced that the Human Rights Committee (HRC) met on October 23, 2014, and that the draft Minutes for that meeting will be ready for distribution at the next Board meeting. Ms. Judge reminded the Board that the Human Rights Committee still needs representation from Bladen, Greene and Scotland Counties, and is currently recruiting for same.

▪ **CONSUMER and FAMILY ADVISORY COMMITTEE**

Paul Russ, Chair of the Consumer and Family Advisory Committee (CFAC), referenced the September 16th CFAC Minutes (Attachment 6). Mr. Russ reported that committee members plan to write Dave Richard in support of CEO Ken Jones and Eastpointe. They also plan to write a letter to Wayne County in an effort to get county contribution funds reinstated to Eastpointe.

Paul Russ made a motion to accept the CFAC Report for informational purposes. Emily Moore made a second. The motion carried.

▪ **DEATH OF EASTPOINTE RETIREE**

Mr. Jones announced that former Eastpointe employee Phyllis Greene, System of Care Director (who retired in December 2012 with over 28 years of service) had passed away suddenly on October 25th. Management would like to send flowers to the funeral on behalf of Eastpointe, but we do not have a policy addressing what can be done by way of recognizing deceased retirees. The Board agreed that Eastpointe should have a policy in place to address this issue.

Jerry Jones made a motion that a policy be created allowing flowers or monetary memorial gifts (designating a limited amount for same) to be sent to the family members of Eastpointe retirees upon their death. Carol McCall made a second. The motion carried.

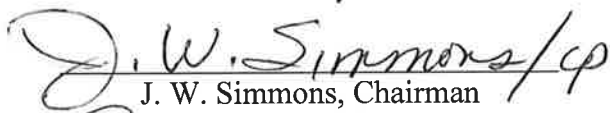
▪ **NEXT MEETING and ADJOURNMENT:**

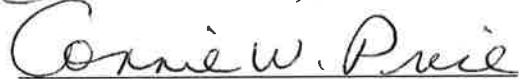
Discussion was held about cancelling the November 25th Board meeting due to the Thanksgiving Holidays and the upcoming N.C. Council of Community Programs Conference which will be held the following week where many of the Board members would be attending. Suggestions included having a conference call meeting on November 25th, or having a joint November/December Board meeting on

December 2nd at Pinehurst with conference call capability for those who are not able to attend. Once a final decision has been made, Board members and the public will be notified accordingly.

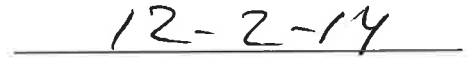
Chairman Simmons asked for any further business to be brought before the Board. There being no other business presented, he requested a motion to adjourn.

Motion was made by Jerry Jones to adjourn the October Board meeting. Emily Moore made a second. The motion carried. The meeting adjourned at 6:15 p.m.


J. W. Simmons, Chairman


Connie W. Price, Board Clerk


Date Approved


Date Approved