

**HEALTHCHOICES ADVISORY BOARD
MAGELLAN HEALTH SERVICES
BETHLEHEM CARE MANAGEMENT CENTER
1 W. BROAD STREET, SUITE 210
BETHLEHEM, PA 18018**

**MINUTES
May 22, 2014**

In Attendance:

Deb Nunes, Northampton County HealthChoices Coordinator
Ronnie Colbert, Consumer
Matt Bauder, Lehigh County HealthChoices QA
Kim Benner, Salisbury Behavioral Health/Provider Group
Donna Keutmann, Reflections Program
Tisbine Moussa, Northampton County HealthChoices QA
Diane Marciano, Magellan Behavioral Health CMC General Manager

Deb Nunes chaired the meeting.

- **Introductions and Opening Remarks**
 - Introductions of participants
- **Review and approval of November 2013 Meeting Minutes** – no changes denoted.
February meeting was cancelled due to inclement weather.
- **Community HealthCare Alliance Report**
 - Member/Family Advisory Committee – Ronnie Colbert
 - Ronnie reported that Haven House is reminding the clients to get their new medical cards from Gateway so staff can make copies for their doctors/therapists and the program
 - Ronnie indicated that he was monitoring 2 groups for D&A while Jennie Wilson was out
 - He also reported that some of the clients will be going for a walk tomorrow and would be passing out brochures about the Peer to Peer meetings
 - Worked on another book for D&A about relapse prevention
 - Provider Advisory Committee – Kim Benner
 - No concerns but there are updates
 - Treatment Trends did a presentation on their training that was offered on Trauma Informed Care
 - Haven House did a presentation on their FQHC
 - KidsPeace was offering an open for referrals for their STAP
 - Discussion was also raised regarding concern about collaborative peer documentation

- Reflections Program – Donna Keutmann
 - 1 current County guest and 6 HealthChoices
 - Atmosphere allows individuals to focus on themselves
 - Almost every single person coming in has housing issues
 - Some are connected with Safe Harbor before leaving
 - One person found an apartment that had Valley Housing in the works when they came into the program
 - Donna indicated that they are assisting in coordinating with other services in the work that was already started
- **Magellan Updates**
 - Triennial PEPS audit occurred in March
 - Diane indicated that the audit went well and was a very intensive review involving all of their staff
 - Received a lot of positive feedback
 - There were no immediate action items to complete as there were in the past
 - Awaiting the final written report and anticipate some recommendations
 - There were a lot of QI reports submitted to OMHSAS and deadlines in terms of the work plans and cost driver updates
 - Outpatient Diversification
 - Diane reported that Magellan has been working on this over the course of the past year primarily with Lehigh County
 - 2 new providers added to the network
 - Omni
 - Preventative Measures
 - Also working with HAO to expand
 - Serving about 200 additional members
 - Currently serving 350 and hope to expand to an additional 300
 - Extended services to kids and now have a child/adolescent psychiatrist available
 - Eric Ledbetter is managing monthly meetings to collect outcomes
 - Integrated Health Home with NHCLV and Haven House
 - NHCLV is the FQHC and Magellan has been working with them for over a year and is a great partnership
 - Opened February 3rd as an integrated program and already have 14 HealthChoices individuals
 - Magellan asked for a CPS peer to be added to the integrated team
 - In addition we will be rolling out a 2 day training for peer whole health and Larry Fricks will be here
 - Provider Satisfaction Results for 2013
 - Northampton and Lehigh Counties had an overall provider satisfaction score of 97.7%
 - Is a 32% jump in the cooperation rate from the previous year in terms of the number of surveys being completed
 - The more surveys being completed the better

- Behavioral Specialist Licensing
 - Diane reported that there are no kids or families that will not be connected to a licensed individual effective by the end of May
 - Still a number of applications pending
- Assist
 - In 2014 Magellan will be sponsoring 2 Assist workshops to all of our local providers and community members to better equip them in helping individuals in suicidal situations
 - First training - completed April 3 & 4th at the Willow Grove location
 - Second training - August 7 & 8th at the LC Government Center and registration information will be sent in July
 - By the end of the August session there will be over 200 people and providers across the 5 counties that have been trained
- **Lehigh County Updates**
 - In January Allison Franz accepted the position of NC Human Services Director
 - Matt took over the acting role of LC HealthChoices Administrator and in March was hired for the position
 - Matt also reported that he has selected Lizabeth Fox as the new Quality Assurance Manager and she will start on Tuesday, May 27th, 2014
 - LC Human Services Director David Gilgoff resigned in January and Kay Achenbach was appointed to the position as of April 23, 2014
 - Reinvestment Plans that closed in December
 - Detox Rehabilitation Program-White Deer Run
 - Medical Mobile Program-RHD
 - Current Reinvestment Plans that are still open
 - Integrated Health Home between Neighborhood Centers of the Lehigh Valley and Haven House
 - Respite Program-Valley Youth House
 - Hi-Fidelity Wrap Around Program-Pinebrook Service
 - Comprehensive Housing-Clearing House
 - Drop-in Center-Goodwill
 - Open until December 2014
 - May do an extension depending on marketing efforts that are identified
 - Received rate package from the State in April
 - Rates for 2014/15 fiscal year were cut
 - The rates that were given are much tighter than in the past
 - Will have to take a strategic and thoughtful look at reinvestment plans
 - Donna asked Matt if there was transportation available to Drop-in Center consumers
 - Matt explained that there is a van available but it is to be used for group outings and not for individual appointments

▪ **Northampton County Updates**

- In January Allison Franz became the new Human Services Director
- John Brown was elected as the new County Executive
- Retirements
 - MH Supervisor-MaryAnn Drunkenmiller
 - Deputy MH Administrator-Wendy Heatley
 - MH/MR Administrator-Kathleen Kelly is anticipating retirement in June
- Human Services has moved into the new building on Emrick Boulevard
- Reinvestment plans
 - EAC
 - In its permanent site
 - Residents moved in January 14th
 - Deb reported that the program is doing very well
 - The reinvestment plan with them will end in June
 - Plan for school based out-patient program
 - Locations at Liberty H.S. and Colonial Academy
 - Deb indicated that the program is going very well and there are a lot of people using it
 - Wonderful results from the people who were in the partial programs that step down into this
 - Is also an opportunity for some people to enter MH for the first time
 - Other schools are asking for this program in their schools
 - After outcomes are collected the plan is to extend this program into 1 elementary and 1 middle school
- Butler Street
 - Converting into a 7 person individual living
 - Hopefully ready for move in by the end of June
 - The reinvestment plan with them will end in June
- Housing Plan
 - Gone through 2 revisions and possibly another next week
 - Being very supported by the state
 - Once approved will work on Clearing House
 - Approximately 2.1 million dollars
 - Serve 25 individual per year
 - We will strongly encourage for the subsidies and that the people who are able to work will work
 - Contingency fund attached
 - Will hopefully serve another 25 people
 - \$2000 cap increase
 - Hope to do this for 5 years
- Ronnie added that Doctor Andrews will be moving out of state

▪ **Adjournment**

▪ **Next Meeting to be held at Magellan on August 21, 2014**