

**WESTERN HIGHLANDS AREA AUTHORITY
NOVEMBER 17, 2006, REGULAR MEETING**

BOARD MEMBERS PRESENT: Nancy Carey; John W. Condrey; William J. Cook, Jr.; Patricia Franklin; Susan Hendrick; Minnie Jones; Abigail Karroubi; Ricky McDevitt; Mandy Stone; Michael Talbert; Ryan Whitson; and Arthur C. Wilson, Jr.

BOARD MEMBERS ABSENT: Michele Lawhern; G. Keith Parker; Robert Ratcliffe; and Steve Wyatt.

MEMBERS OF THE PUBLIC PRESENT: Leslie Huntley, CFAC Co-Chair; Robert Huntley, NAMI; Nancy Baker, CFAC, Co-Chair; Bob Carey; David Cornwell; Becky Kessel, Buncombe DSS; Jayne St. Clair; Michael Williams; and Dan Zorn, Families Together;

ALSO PRESENT: Arthur D. Carder, Jr., Chief Executive Officer; Rhonda McKee, HR Director; Charlie Schoenheit, Director, Access & Services Management; Lynn Trotter, Provider & Consumer Relations; Marsha Ring, Access & Services Management; George Scott, Director, Information Services; Victor W. Buchanan, Legal Counsel; and Beverly Atkins, Clerk to the Board.

CALL TO ORDER: The area board ("Board") of the Western Highlands Area Authority met on Friday, November 17, 2006, at 9:40 a.m. in the second-floor Conference Room (Room 312/315) of 356 Biltmore Avenue, Asheville, North Carolina. The Chair called the meeting to order.

PUBLIC COMMENTS: Ms. Jayne St. Clair made comments with respect to the provider list which appears on Western Highlands web site. Mr. Jerry Rice made comments relative to the trouble clients are having getting medical records, Provider monitoring, WHN board committee meetings, and the State Liaison.

APPROVAL OF AGENDA: Ms. Hendrick asked that the Nominating Committee report be moved to the end. Mr. Wilson made a motion to approve the agenda as amended. Mr. Talbert seconded the motion, and it carried by a unanimous vote. (A copy of the amended agenda is included in the minute book with these minutes.)

APPROVAL OF MINUTES: Mr. Wilson made a motion to approve the minutes for the:

- October, 20, 2006, Regular Meeting;
- October 20, 2006, Closed Session;
- October 31, 2006, Regular Meeting; and
- October 31, 2006, Closed Session;

And to seal and withhold the minutes of such closed sessions from public inspection so long as public inspection would frustrate the purposes thereof. The motion was seconded by Ms. Stone, and it carried by a unanimous vote.

BOARD CHAIR REPORT: Ms. Hendrick discussed the revised LME Committee list saying she will email revised list to members. Ms. Hendrick reported that she received a letter from Leslie Huntley and Nancy Baker, CFAC Co-chairs who expressed their interest in meeting with the board executive committee to discuss the amended statute governing the operation of CFAC's. Ms. Atkins will contact the individuals involved and schedule a meeting.

PRESENTATION OF 2006 AUDIT REPORT: Mr. Talbert introduced Mr. Chuck Killian and Mr. Danny Yelton, representatives of Gould Killian CPA Group. Mr. Killian presented the Financial Statements and Correspondence to Management relative to the fiscal year ending on June 30, 2006. After some discussion, Mr. Talbert stated that the Finance Committee reviewed the audit report at its meeting this morning and recommends acceptance of the audit documentation. Mr. Whitson seconded the motion, and it carried by a unanimous vote. (Copies of the audit documentation are available for inspection in the office of the Clerk to the Board). Mr. Talbert commended Ms. Lentz and her staff for the excellent job. Board members requested that in

the future audit reports be distributed for review a week in advance of the board meeting.

CHIEF EXECUTIVE OFFICER'S REPORT: Mr. Carder gave a report with respect to the Crisis Task Force proposal for the use of vouchers for particularly for family members in child and adolescent services. Funding would come from the special projects initiative funds. They are looking for an entity to oversee this process. One suggestion was CFAC if they would be willing to undertake such a project.

Mr. Carder stated that on November 1 LME staff was stationed at the NVML front desk to manage consumers. Overall, the first week went rather smoothly. There were individual complaints, which were handled as quickly as possible. It is good, he believes, that now there is a wide range of providers providing services. Physician coverage is still a concern in terms of the stability of medication/medical coverage throughout the eight county area. In addition, the need for open slots continues to be a concern. The effort for the past eight weeks has been getting NVML clients assigned to providers. There is a problem with new folks not having easy access to services. Currently in the system, there are 974 unassigned NVML consumers throughout the eight county area. An agreement has been worked out with Alpha Omega in the northern three counties to take the additional caseload of 112 consumers. The balance of consumers needs to be assigned. There is discussion with Providence (Family Preservation Services) about picking up the additional caseload with the exception of Transylvania County, which has 59 consumers. Mr. Carder stated that he is planning to use the \$250,000 of the transition funds to supplement providers taking on additional caseloads. He hopes to have all consumers assigned by Monday.

Mr. Carder stated that he met with Mike Moseley, Director, Division of MH/DD/SA, Leza Wainwright, Deputy Director of the Division, and Dick Oliver, LME Systems Performance Team Leader in Raleigh on November 2nd. He shared the key issues of the discussion.

- Issues around NVML closing
 - (1) limited funding for the IS system initially
 - (2) changes in the model from the traditional office model to community based care.
 - (3) NVML leadership was clearly not the kind an organization of this size needed. They worked over a year without a CFO.
 - (4) IPRS funding is very complicated.
- Other issues discussed:
 - (1) State needs to help come up with incentives to encourage providers to serve IPRS consumers.
 - (2) The need for clarification on proper use of MOE funds.
 - (3) Additional funding is needed for transition.
 - (4) WHN focus on primary care

Mr. Carder stated that a lot of time is being spent discussing the cost model. The LOC has demanded that the state must be clear on how to pay for LME functions and has required that some of the functions taken away from the LMEs be returned. He and staff are in a process reviewing the cost model formula that has been developed. Under the new cost model, the staffing pattern will increase from 61 to 84 effective July 1, 2007. Staff is currently reviewing the data associated with the LME functions to be addressed under the current and future expectations in order to have the new staffing pattern ready by July 1, 2007.

Mr. Carder then briefly discussed the monthly management report.

Mr. Carder stated that the efforts of the last six weeks prior to the closure of NVML required teamwork from a lot of people, board members, staff, and the providers. There is potential to have a different model that the state might be looking at in the future. The solution was provider driven. The providers really stepped up to the plate and identified how they could be partners in the process. He felt that it is important that everyone know how hard the staff of the different agencies, as well as the LME staff and board members, worked together on this project.

CHIEF FINANCIAL OFFICER'S REPORT: Mr. Talbert, due to the absence of Sharon Lentz, presented the financial report for September 2006. Mr. Talbert stated that the Finance Committee reviewed the financial reports and recommends acceptance of the report after which Mr. Wilson seconded the motion, and it carried by a unanimous vote. (A copy of the financial report is included in the minute book with these minutes.)

COMMITTEE REPORTS: Ms. Hendrick reported that Ms. Atkins would be in touch with the Executive Committee to schedule a time in December or January to meet with the CFAC Executive Committee.

Mr. Wilson reported that the Personnel Committee met Tuesday, November 14 to discuss the 2007 Health and Dental program for Western Highlands. He stated that the Personnel Committee recommends renewal of health insurance with BCBS of NC with the same benefit level as this past year. Mr. Talbert seconded the motion, and it carried by a unanimous vote. Mr. Wilson reported that WHN's current dental carrier presented a renewal rate with a 24% increase. Ms. McKee obtained quotes from several carriers. The Personnel Committee recommended the use of Guardian for dental insurance with a 6% increase for 2007. Ms. Carey seconded the motion, and it carried by a unanimous vote. Ms. McKee was commended for her work on this process.

Ms. Carey presented the Human Rights Committee Report. Ms. Carey expressed her concern regarding the 17 deaths which have occurred over a 3-month period. This certainly points out the need for monitoring. Ms. Carey stated that she felt the Human Rights Committee meeting four times a year, does not give adequate time to discuss all the issues. In the future, she will bring a recommendation from the Human Rights Committee about this issue.

Ms. Hendrick reported that QIAC will meet following the board meeting. The committee has sent invitations to providers to attend and talk about their challenges and needs with respect to the transition. Parkway and Family Preservation will present at today's meeting. Other providers will be invited to future meetings.

CFAC: Ms. Baker discussed the written CFAC report which was distributed. CFAC has decided that beginning in February, 2007 the committee will begin meeting the first Monday of the month, with the Executive Committee meeting on the last Wednesday of each month. Ms. Baker reported that the Legislative Candidate Breakfasts went well and were valuable despite the fact that attendance could have been better in some areas. The membership committee is reviewing applications from consumers and/or family members in Henderson and Yancey Counties.

BOARD COMMENTS: Mr. Wilson suggested that because of Mr. Bullington's failure to attend board meetings that a letter needs to be written to Secretary Hooker-Odom and copy the LOC that Western Highlands would like representation from the state at the board meetings. Without state representation at meetings, the state does not hear the problems such as the complaints with respect to ValueOptions. He feels that this board should take a strong stand on these issues.

Mr. Wilson made a motion to send a letter to Secretary Hooker-Odom with copies to LOC, Legislators, and board members to express concerns about the following:

- (1) ValueOptions authorizing services more quickly
- (2) Agree with Senator Nesbitt's to stop the efforts of the State requiring counties to pay additional funds.
- (3) State Liaison not attending board meetings and providing information from the state

Ms. Jones seconded the motion, and it carried by a unanimous vote.

Ms. Stone stated that she appreciates providers stepping up to the plate and seeing clients that just walk-in looking for help. Mr. Wilson thanked Mr. Carder and staff for the work that they have done working with the counties and the clients.

Ms. Hendrick reminded the board about the Pinehurst meeting in December.

Mr. Wilson reported that the nominating committee met and recommends the following slate of officers for FY 2007.

Chair	Susan Hendrick
Vice-Chair	Mandy Stone
Treasurer	Michael Talbert
At-Large	Bill Cook

Mr. Whitson seconded the motion, which carried by a unanimous vote.

ADJOURNMENT: Mr. Wilson made a motion to adjourn the meeting. Mr. Talbert seconded the motion, which carried by a unanimous vote; and the meeting adjourned at 11:55 p.m.

Respectfully submitted,

Beverly Atkins
Clerk to the Board