

Harmonia CEO and Service Report 1/19/22

CEO Report:

-submitted by Valerie Nowak, CEO

Consulting:

Magellan Group

- December status report attached.
- Greg and Marta to submit 2-year proposal for contract; will discuss in February. No contract for services in month of January.

Incept-Mike Davern

- Updates included under “digital marketing” in Magellan status report.
- Val requested meeting with Mike to review 2021 services and ROI and 2022 plans; Marta is scheduling with Mike.

Atlas Alignment

- Compensation Structure Design near completion. Val will be working with Diana Southall from Atlas Alignment on the executive-level compensations. Currently working on Performance Management Framework.

COVID-19 Update:

- Increased transmissibility of Omicron variant has led to more cases internally with staff. Following guidance as well as possible while meeting agency needs.

50th Anniversary:

- Will continue to market as such into 2022, as the official anniversary is in November. Extend possible opportunities to celebrate or choose to forfeit.

Strategic Planning:

- Quarterly meeting schedule created for SP Committee to monitor and execute.

Facilities:

- Easement: Trevor Torcello, Esq provided update via phone on 1/7. James Gelormini, Esq. contacted Trevor again. He identified the error that Harmonia is indeed NOT responsible for our own sewer lines and pumping station. Due to usage and age of current system, they will be working with ECSD to build a new sewer and pumping station and are now requesting Harmonia pay for 25% of the new system. Trevor believes this is all a result of a monetary crunch.
 - Informed Trevor of our desire to sell the location at 97 S. Buffalo this year as that impacts relationship with the developer.
 - Val contacted Ed Murphy, Esq, Hamburg Village Atty. Ed emailed Easement for the access road. Sent to Trevor to review regarding our legal rights for access and what our responsibilities might be for maintenance and repairs.
- Foundation-Building Committee continues to meet about every 2 weeks-break for holidays.
 - Howard identified potential opportunity to buy. Held off on LOI to CBRE. Awaiting information on opportunity.
 - Submitted signed proposal for “desk” appraisal to Northwestern Appraisals.

Other business:

- Search for Board members. Submitted request to Leadership Buffalo and posted on website and social media.
- Staff shortage:
 - Have been able to shore-up administrative positions. Human services/case management positions continue to struggle.
- End of year appeal sent 12/8. Sent to 1,932 individuals (those who received annual report). Generated \$2650 (which includes a generous donation from The Magellan Group of \$2000). Design, print and postage costs total \$2220.
- HHUNY Incident: In process of resolving. Attorney fees \$2441.50-final. Repayment fees are unknown at present; this may take up to 6 months.
- Accepted \$34k OMH Workforce Grant. Funds, once received can be used for trainings, MH workforce staff incentives and other.
- DiSC training on-site for Leadership team conducted by Amy Pearl on 1/11/22. Positive feedback received from the team Appreciative of the opportunity to learn more about their styles and others in the organization. Considering ways to incorporate into our culture on an on-going, meaningful basis.

Mental Health:

-submitted by Megan Brautlacht, Dir of MH Clinics

EMR:

- Performance, reliability, and response continues to be mediocre. System allows clinic to deliver services. Discontinue reporting as there are no major changes.

Value Network:

- Highmark and Monroe-Molina Plans Contract –Metrics Monitoring continues. Megan is heading up and reporting CQI updates at bi-monthly meetings; training new Clinic Coordinator, Tracey Miers to be project lead.

CQI Project:

- Overdose Prevention-NYS
 - Megan is heading up and reporting on monthly surveys to assist with Project Planning; training Tracey to become project lead. Exploring Narcan training for all staff on-site.

Part 599 Regs and Coding changes:

- Reviewing and editing Clinic Manual in accordance with updated Standards of Care and OMH Guidance. No internal changes have yet been implemented.
- No updates. Awaiting formal Monitoring Outcome Report; will need to submit PIP w/in 30 days of receipt.
 - Megan and Tracey beginning to work on issues identified in Final Summation in preparation of Report.

COVID-19 Status:

- The regulation for audio only for commercial insurances has been made permanent by DFS. An emergency rule was issued to extend telehealth services including audio-only for Medicaid until 3/12/2022.
- We are waiting for OMH to update their guidance for telehealth to include the law to provide audio-only. Once the guidance is changed, we change our own internal Telehealth P&P.

- Clinicians seeing clients in office are following necessary/required precautions. Continue to work 2 days/week in office.

Growth Opportunities:

- Mental Health Expansion Project
 - Blue Fund: Year-end Report and Business Plan deliverable submitted. Business Plan and Proforma development assisted with prioritizing expansion moves.
 - Turn-It-Around program at Lakeshore Schools
 - Val submitted Administrative Action to OMH for approval for 2nd day of operations at the high school – Approved by OMH; awaiting new Operating Certificate.
 - Exploration of expanding into other schools is ongoing as MH Expansion Business Plan is being developed with Greg and Marta.
 - Business Plan calls for presenting at local meeting of principals within first quarter of 2022 to explore interest in a second school for 2022-23 school year.
 - Collaborative opportunities
 - Meeting 12/28/21 with Roswell Park Indigenous & Rural Patient Navigation program resulted in sharing of resources for referrals.
 - Physician/Community education – providing CMEs to local physicians and trainings/CEUs to other community providers.
 - No updates
 - Possible funding sources:
 - Megan, Marta, Greg, and Michelle finalizing proforma, which will act as guide for asks regarding each piece of expansion.
 - LOI submitted for Oishei grant to continue projects supported by Blue Fund.
 - Working on application with easy-to-understand breakouts for the three or four key areas: School, Collaboration, Physician Education and Move.
 - Many funders are invite-only at present. Hopeful Oishei can bring in partners.
 - DOH Telehealth grant being explored, application due 1/18/22.

Health Homes:

-submitted by Kristy Gasiewicz, HH Program Manager

Current Status:

- Referrals on hold until staffing needs are met.
 - Two FT Case Managers needed.
 - Of two resumes in December neither were qualified.
- Health Homes accepted 10 referrals from HHUNY this month for outreach. Referrals will be put on hold and reconsidered in February. Referrals in outreach are active for 60 days.
- Health Homes enrolled 5 clients for the month of December.
- Health Home plus clients decreased this month due to being with Harmonia for a year. These clients have stepped down from Health Home Plus to HARP status with a lower reimbursement rate (\$342 vs \$750/month). Received one referral from the county to outreach a potential Health Home Plus client. Will continue to investigate PSYCKES for other possible Health Home Plus clients.
- Kristy completed and sent out documentation to the licensing board of education regarding former case manager Lynn's license. Her license is under investigation and clients will be interviewed through this process to determine.

Growth Opportunities:

- Kristy is exploring applying for Harmonia to operate a children's Health Home. Placed on consideration list and will be sent application package in January.
 - Cannot move forward if staffing continues to be an issue.

COVID-19 Status:

- Health Homes continues to see high-need clients at their home. Telephonic visits will increase until Health Homes is able to hire new staff. Caution is being taken due to rise in COVID. Telehealth has been extended another month.

Senior Services:

-submitted by Jennifer Gunia, Senior Services Program Coordinator

Case Management General Updates:

- Michelle and Jennifer met with County on 1/11 to review status. The County decided that money owed from their overpayment errors will not be owed back. 30 clients the County was managing will be returned and the program will take 3 new intakes/week. 85% of goal for CM has been met; behind by 200 I&A Units.
 - Jennifer held brainstorming session with her team to tackle these challenges before contract year in effort to earn the majority of the full contract. Team responded well.
- Recruiting for one full time Case Manager
 - New Case Manager Corey Haertel is started FT status on 12/20; doing well

CarePanion General Updates:

- Audrey Feldmann has taken the position as CarePanion Manager after Cami Kent's resignation.
 - Jennifer is overseeing Audrey and meeting bi-monthly.
- County bid list continuing to come weekly. Private Pay intakes are increasing.
 - Two private pay and five County clients were obtained for services.
- Staffing is adequate but will hire to meet demand

WNYICC:

- Next compliance meeting 2/9/22.
- No updates on opportunities.

Covid-19 Status:

- Home visits continue to be on "pause" -per NYS guidance. Phone visits only.
- Staff continue to follow protocol.

Growth Opportunities:

- Garman Grant
 - Val submitted EOY report to close out grant.
 - Plan to submit application for Spring funding to support CarePanion program.
- Exhale
 - Grant opportunity through Wilson Foundation and Health Foundation to create a respite program for caregivers.
 - Jennifer and Val signed up for 5-part workshop series to be eligible for opportunity.
 - Series offers training in creative problem solving and project management and a \$500 incentive is offered to each agency which attends all trainings.
 - Val is exploring connections for partners.
- SBIRT for Older Adults

- Opportunity to pilot substance abuse screening with older adults. \$2,500 annual stipend for participating. Virtual meeting with organizers on 12/8; Jen and Val attended. Will not likely be implemented until 2023.

Compliance/HR Report:

-submitted by Beverly Eagan, HR and Compliance Specialist

Human Resources:

Filled positions:

- Lynette Doxie – Front Office
- Cheryl Ross – Back Office Assistant; part-time
- Jennifer Lee – Finance/Billing Assistant

Open Positions:

- Case Manager (2) – Health Homes
- Case Manager (1) – Senior Services
- CarePanion (open to demand)

Position Changes (resignations, reassignments, terminations):

- Cami Kent, CarePanion Coordinator – resignation

Positions Accepted:

- none

General Updates:

- December started with Open Enrollment for Employee Benefits on December 2nd and 3rd.
 - We are offering new variable benefits for employees to purchase. Added Dental and Vision insurance, Legal Shield and ID Shield. Continue to offer benefits through Colonial (Paul Revere) for Critical Incidents and Cancer. Continue to offer Flexible Spending Accounts.
 - HCC will be able to offer fully paid health insurance for individual coverage under our new Bronze plan. Great recruitment tool and designed for younger employees who make up a large percentage of our staff.
- Compliance Committee Meeting: The Committee is preparing to conduct an Agency-wide Risk Assessment. This will focus on assessing risk/opportunities for individual programs and departments.
 - The Compliance Manual was completed following a review by Bonadio.
- December Agency Newsletter was published.
- Work with Atlas Alignment continued; focus shifts to performance.
- Finalized employee EAP program with Child & Family Services. Waiting on contract.
- Finalized and approved new PTO Policy.

