

## **Harmonia CEO and Service Report 11/16/22**

### **CEO Report**

*-submitted by Valerie Nowak, CEO*

#### Consulting:

##### Magellan Group

- October status report attached.

##### Incept-Mike Davern

- Updates included under “digital marketing” in Magellan status report.

##### Jessica Russo

- Updates included under “social media” in Magellan status report.

##### Atlas Alignment

- Reengaging for Salary Survey to guide salary adjustment in early 2023. Bev and Michelle managing process.

##### CCNY

- Updates under MH Program report.

##### Bonadio

- Next meeting with Paul Mayer scheduled for 11/17. (See more under HR/Compliance report).

##### Str84wrđ

- Contract ended. Will reengage next year for Annual Report.

#### COVID-19 Update:

- No updates; continue to follow protocols, which will likely remain in place until the end of the Public Health Emergency, which has been extended for the 11<sup>th</sup> time; until January 11th.

#### 50<sup>th</sup> Anniversary:

- Anniversary date is in November; will discontinue use of logo afterwards.

#### Strategic Planning:

- Next quarterly meeting scheduled for 12/16.

#### Facilities:

- Easement: No update.
- Facilities:
  - No updates.
- Foundation-Building Committee.
  - Due to current staff shortage, building exploration is on-hold, with the understanding of a need for a future plan.
  - “Roadway Agreement” for the access road with 77 S. Buffalo St.
    - Last revision sent to their attorney to review. - no update.
    - Foundation Cmte will need to approve final, as the foundation owns the building at 97 S. Buffalo.

#### Other business:

- Formal monthly Marketing and Development meetings have been scheduled with Val and Marta. Will work closely with M&D Committee.
- Southtowns Chamber Holiday Bash scheduled for Tuesday Dec. 13<sup>th</sup>. Harmonia has purchased a sponsorship for \$1,200. We will be listed on the scholarships for local high schools, and have a table of 8 for the event.
- Harmonia Holiday Party to be held 12/2 at ilio's; Board members welcome to attend.
- Business First Advertisements. Harmonia had it's very first BF Advertisement in the special, "Working Through Behavioral Health" October edition. Half page ad @ \$1,745. Planning a full-page add for the "All-About Non-profits" edition.
- Health Workers' Bonus application completed by Michelle for eligible recipients. Each covered worker will receive a total of \$3,000.
- Board Bylaws:
  - Trevor Torcello, Esq will provide most recent draft version. Will be sent out to Board to review. Trevor is willing to answer any questions. Status: not yet received.
- Investments:
  - Investment Committee reviewed proposed investment policy and will approve at next Finance Committee meeting on 11/16.
    - Once approved, Val will schedule interviews with Trubee-Collins and CFGB to choose advisor.
- Board membership:
  - No updates. Request for membership still posted on community boards and website.
- Staff shortage:
  - Finance and Admin departments continue to struggle due to staff shortage. One front office employee has taken a position in billing to assist. Billing department is slotted for 2.5 FTE's (currently has 2 PT; 1.5 positions open). FY Accounts Receivable Clerk continues to be out on disability post maternity leave (will not return until January). Lack in staffing falls on Michelle.
  - Improvement in hiring for MH clinic. SS case management is staffed, but hiring for CarePanions. HH program applicants are non-existent. Front Office is fully-staffed.
  - Digital Recruitment Campaign through Incept began for the MH program continues to run.

#### **Mental Health:**

*-submitted by Megan Brautlacht, Dir of MH Clinics*

#### Clinic Updates:

- Staffing shortage and wait-list update:
  - Plan is for wait-list to end and rolling intakes to resume by end of November. Three new hires with start dates in October and November support this plan.

#### Value Network:

- Highmark, Amerigroup and Monroe-Molina Plans Contract –Metrics Monitoring continues. Megan will head up and report CQI updates at bi-monthly meetings.
  - 2021 outcomes/payouts are being processed. Harmonia received a total of \$9,344.05:
    - Highmark - \$284,00 (for the entire network)

- Harmonia is receiving a payout of \$9,344.05 from the Highmark contract.
- Monroe-Molina - \$0 (for the entire network)
  - VN believes there was an error in coding and have developed an internal process to substantiate claims for 2022
- Amerigroup - \$23,239 (for the entire network)
  - Harmonia did not have clients fall into the Amerigroup metrics. The Amerigroup contract for 2023 has expanded, which may allow for inclusion.

**CQI Project:**

- Overdose Prevention-NYS
  - Harmonia meets many of NYS expectations related to the opioid crisis; RODS assessment, prescribers offer MAT, staff Narcan trained, collaboration with TLC.
  - Megan attending meetings and ensuring needed action items are completed.

**Part 599 Regs and Coding changes:**

- Review and update of current Clinic Manual has begun. Megan to contact OMH Regulations Specialist for contracted assistance.
- Changes need to be reflected in clinical chart in EMR. Megan will be trained on FormLab through 10e11, planning to be trained by end of November.

**Audit:**

- Megan is implementing Performance Improvement Plan, approved by OMH.

**CCNY Data/Dashboard Project:**

- Val, Marta and Greg met with CCNY to discuss use of remaining contract. A provider performance dashboard will be built for ease of internal monitoring.
- Internal meeting scheduled with internal team (Megan, Michelle, Greg and Val) on 11/21 to examine Greg and Michelle's provider productivity spreadsheet and determine most useful data to build into dashboard.

**COVID-19 Status:**

- No updates/changes.

**Growth Opportunities:**

- Mental Health Expansion Project
  - Turn-It-Around program at Lakeshore Schools
    - No updates.
  - Collaborative & Contracting opportunities
    - Will consider collaborative and contracting opportunities in monthly Mental Health Business Planning meetings, now that staffing has improved.
    - Working with Greg and Michelle to develop template for possible future contracts.
  - Hiring Plans 2022:
    - Programs Manager (FKA Clinics Coordinator), School Program Coordinator, 3 FT Hamburg Clinicians.

**Health Homes:**

*-submitted by Kristy Gasiewicz, HH Program Director*

**Current Status:**

- Health Home continues to accept limited referrals. Being mindful of the holidays coming up and staff time-off. Clients are being closed due to loss of contact and graduating the program. Vacant spots are being filled by those referrals.

#### Growth Opportunities:

- Contacted a few applicants to see if they interested in the position. Applicants declined interest due to Harmonia not being located in the city.
- Bev continues to post and market the vacant positions in Health Home. Bev attempted to contact a few potential resumes through Indeed; none responded.

#### COVID-19 Status:

- Following protocols; no changes.

#### Senior Services:

*-submitted by Jennifer Gunia, Senior Services Program Coordinator*

#### Case Management General Updates:

- Harmonia was approved for \$13,115 in improvement funds.
  - Jen will meet with Michelle and Val to begin ordering process.
- Recent state Audit was completed. Cases are being brought up to date now that staff is full.

#### CarePanion General Updates:

- Taylor Butterfield is working to build her team for CarePanion-continuing to interview and hire in CarePanion Dept.
  - 1 new CarePanion onboarded on 11/1.
  - 2 CarePanions gave notice due to health reasons and one being offered other employment.
- County bid list continuing to come weekly not bidding on any new clients until current clients are able to be reassigned.
  - 1 county client waiting to be linked.
  - Private Pay wait list - 6 people waiting to be linked.
- Upcoming Open House for CarePanion Recruiting 12/20.
- Monthly CarePanion Meeting was 10/18, Next meeting is 11/15.

#### WNYICC:

- Training opportunities extended to Taylor Butterfield, CarePanion Manager. She is eligible to pick up cases in addition to Case Managers.
- Healthy Ideas training was completed by Dana. Marnie and Taylor will be trained on this program this month.
- Community Health Coach training was completed by Dana, waiting on release of next training for Marnie and Taylor.

#### Covid-19 Status:

- No updates. Protocols being followed.

#### Growth Opportunities:

- Exhale
  - "Pathways" project meetings held 1-2x/month.
    - Open House moved from November to January due to time restraints.
    - Program volunteers are being recruited and logo is being developed including the Cradle Beach and Harmonia monikers.
- Grants

- Garman grant reviewed and submitted on 9/12/22 for fall. Focus on Mental Health and Client/Caregiver needs; awaiting notification.
- Ralph Wilson Legacy Fund Caregiving Grant will be submitted. Jen and Marta have begun process.

**Compliance/HR Report:**

*-submitted by Beverly Eagan, HR and Compliance Specialist*

**Human Resources:**

Filled positions:

- Elisabeth Parker, MSW student - Therapist

Position Changes (resignations, reassignments, terminations):

- LuAnn Stevens, LCSW - resignation

Open Positions:

- Mental Health Clinician
- Behavioral Health – Program Manager
- Health Homes Case Managers
- CarePanions

General Updates:

- Training Topic for the month was a microburst training on HIPPA.
- Compliance Committee met. Introduced a monthly report to be shared regularly at future meetings. The report reflects key areas that department/program leaders should be monitoring on a regular basis. This information will be a resource for the 2023 risk assessment.
- Attended a Business Council webinar with Michelle on Recruiting.
- Worked with Megan Brautlacht to complete audit tool from United Health Care.
- A Safety Committee was established in an effort to enhance transparency and communication between the Hamburg and Derby offices. The committee will meet quarterly. The first meeting was held and a Charter for the committee was presented along with basic elements and responsibilities of the committee were outlined and reviewed. At future meetings any items of concern will be brought forward by a safety representative from each office. There is also a representative of management, Mary Bradshaw, Office Manager. The Chairperson of the Committee is the Compliance/HR Specialist.
  - Annual fire drill was conducted at both offices. This responsibility for coordinating this event has been taken on by our Office Manager with support from HR. Firefighters from the Evans fire department visited the Derby office so that leadership and fire marshalls from both offices were given the opportunity to learn some basic fire safety rules and they received a lesson in the proper operation of a fire extinguisher.
- Open Enrollment is schedule for December first. Michelle Chiappetta and HR met with our representative from our broker from Evan Bank to review current plans and future adjustments and enhancements for 2023.