

## **Harmonia CEO and Service Report 2/16/22**

### **CEO Report:**

*-submitted by Valerie Nowak, CEO*

#### Consulting:

##### Magellan Group

- January status report attached.
- Greg and Marta to submit 3-year proposal for contract; this will align with the 3-year strategic plan. Will review plan annually. No contract for services in month of January or February.

##### Incept-Mike Davern

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

##### Atlas Alignment

- No updates. Beverly has been in contact with Diana regarding next steps for performance management. Compensation Structure Design near completion. Val will be working with Diana Southall from Atlas Alignment on the executive-level compensations.

#### COVID-19 Update:

- No updates

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

- Will continue to market as such into 2022. No plans to celebrate in place.

#### Strategic Planning:

- Quarterly meeting schedule created for SP Committee to monitor and execute.
  - Meetings with each goal “champion” will occur before the quarterly meeting.
  - Plan and progress to be reviewed at the Board meetings (3<sup>rd</sup> month of each quarter).

#### Facilities:

- Easement: No update
- Foundation-Building Committee continues to meet about every 2 weeks.
  - Continue to consider the location on Sunset in Hamburg for lease. Val met with Mike Clark from CBRE on 2/1 to reignite conversations. He brought full-scale floor plans and I shared design ideas to meet our needs.
  - Exploring options for a broker. Will begin work internally for fiscal impact.

#### Other business:

- Staff shortage:
  - Termination of Office Manager will impact workload Michelle and Megan (Admin and MH) until a new OM is hired.
  - MH is down staff due to a batch of resignations.
  - Health Home program continues to be difficult to hire for.
- Incident: Client fell on ice in parking lot but did not report; received letter from attorney shortly after. Bev has submitted a claim to Selective Insurance.

## **Mental Health:**

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

### **EMR:**

- Megan will be attending EMR User Group which includes agencies that utilize 10e11. Bob Kirbis, General Manager, scheduled to join group once per month.

### **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. Narcan training for all staff on-site mid-Feb.

### **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.
- Meeting scheduled with consultant familiar with OMH regulations; may engage for assistance.

### **Audit:**

- Received Monitoring Outcome Report with renewed Operating Certificates. Megan working on PIP to submit by 3/1/22.

### **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
  - Turn-It-Around program at Lakeshore Schools
    - Position of “School Coordinator” created to manage overall school expansion project and associated grand funding.
      - Amy Szyszkowski shifted to this position from general Expansion Coordinator, then resigned with last day 2/10/22.
    - As a result of Amy’s resignation, withdrew application from The Oishei Foundation for mental health school counseling services expansion at this time.
      - Oishei contact may attempt to encourage approval with a contingency on hiring someone to fill the position.
    - Updated Operating Certificate for Lake Shore HS arrived, now providing 6 hours of in-person counseling services two days a week. Current Tuesday counselor taking over Amy’s Mondays, starting 3/15.
  - Collaborative opportunities

- Megan spoke at Press Conference held by JC Seneca with Roswell Park Indigenous & Rural Patient Navigation program 1/24/22, presenting Harmonia as mental health partner.
- Physician/Community education – providing CMEs to local physicians and trainings/CEUs to other community providers. Proposal received for cost of CME development. Project paused while focused on hiring.

### **Health Homes:**

*-submitted by Kristy Gasiewicz, HH Program Manager*

#### Current Status:

- HHUNY has completed their quarterly audit. Health Homes received an 88.9%, the next audit is expected to be around April.
- Program remains down 2 staff. No resumes received for the month of January.
- Health Homes enrolled 3 clients for the month of January.
  - Referrals will be considered in the upcoming months due to members being closed.
- Regarding former employee Lynn Borgogelli, there has been no status update on her licensure status from the NYS Board of Education.

#### Growth Opportunities:

- Children's Health Home opportunity will not be pursued at this time due to staffing shortage. Program will continue to focus on hiring and will reconsider Child Health Home for next year.
- Kristy had a meeting with Independent Health to discuss the Performance Opportunity Project (POP). Clients that are considered POP by the Managed Care Organization (MCO) will now be considered Health Home Plus clients. This could be a potential revenue for Harmonia. Kristy will continue to check PSYCKES monthly for eligible clients.

#### COVID-19 Status:

- Telehealth and face to face visits continue. Caution is being taken due to the increase numbers of COVID in Erie County.
- 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:

- County completed and sent final-quarter check in.
  - As of 1/31/22, the program has \$45,127 to earn to achieve full contract earnings.
  - Began accepting 3 new clients per week in January to ensure none of the overpayments from the County will need to be returned.
  - Achieving this goal could still result in a \$12,300 potential loss of earnings for the contract.
  - Jennifer continues brainstorming sessions with her team to earn the majority of the full contract. Next meeting is 2/22 to provide feedback to Case Managers on findings.
  - Michelle, Val and Jen met on 2/10 to review information from the County.

- Program exceeded Outreach by 15 clients, which would equate to \$4770 if those units were reimbursed for overage. Will contact county and use as leverage to earn as much as possible of the full contract. Given this being the first year of this contract design along with work-force and Covid challenges, there is hope for some grace.
- New Case Manager Dana Haley started FT status 2/7/22-Fully staffed, officially! Corey and Jen continue to meet several times a week to review cases and train, same will be done for Dana. Corey continuing to do well.

#### CarePanion General Updates:

- Jennifer continues to oversee Audrey in her new role as CarePanion Manager. Meeting bi-monthly. Goals and tasks are discussed and Audrey reports back on accomplishments.
- Monthly Carepanion meeting was held 1/18, next meeting is 2/15. Surveyed staff about trainings they are interested in. If new Garman Grant is obtained, funds can be utilized to support ongoing trainings.
- County bid list continuing to come weekly.
  - Not accepting new bids until current clients are assigned and staff are hired.
- Two CarePanions resigned. This leaves 6 county clients in need of reassignment.
  - Jen and Audrey will be interviewing a prospect on 2/11.
  - Recruitment flyer for CarePanion workers have been sent to Hilbert College and Network in Aging. Audrey will be posting in other local places (senior centers, pharmacies etc).

#### WNYICC:

- Next compliance meeting 2/9/22; Jen will attend.
- Case Manager, Corey has completed training #1 on Healthy Ideas. Next training is 2/17. New CM, Dana will be doing the next round of training when it is offered.

#### Covid-19 Status:

- As per county, 2/14 in-person home visits may resume; if clients are uncomfortable, services may be delivered by phone.
- Staff continue to follow protocol.

#### Growth Opportunities:

- Garman Grant
  - Garman Grant- next meeting with Marta on 2/10. 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.
    - 2/5 workshops attended thus far. Next workshop scheduled for 2/15.
  - Val and Jen attended respite program at the West Falls Center for the Arts on 2/2. Other potential community partners were in attendance. Continuing discussions with key players.

#### Highlights:

- Jen has linked up with the Hamburg Senior Center to acquire COVID test kits and masks through Senator Sean Ryan's office. These items will be delivered to CarePanion clients, 39 were distributed.
- Jen has rejoined the Southtown Coalition group. Meetings are monthly, and agencies are coming together to share their programs. Jen reported out to staff about agencies that may be helpful to clients.
- Joe Wenzel, Asst. Director approached Jen to see if she was interested in joining the Hamburg Senior Advisory board. Martin Denecke, director of Senior and Youth services was going to meet with the town board on 2/8 for approval.

### **Compliance/HR Report:**

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

#### **Human Resources:**

Filled positions:

- Dana Haley – Senior Services Case Manager

Open Positions:

- Office Manager (1)
- Mental Health Clinic Coordinator (1)
- School Program Coordinator (1) – Mental Health
- Clinicians (2) – Mental Health (Derby and Hamburg)
- Case Manager (2) – Health Homes
- Case Manager (1) – Senior Services
- CarePanion (2-3 positions)

Position Changes (resignations, reassignments, terminations):

- Amy Syszkowski, MH Expansion Coordinator – Resignation
- Melissa Bergquist, Psy.D. – Resignation
- Sandra Eschberber, Office Manager – Termination with cause

Positions Accepted:

- none

General Updates:

- Completed Security Assessment in accordance with HIPAA Security Rule.
  - Developing policies to support Security Assessment.
- Completed annual Cybersecurity staff training provided by Renee Cerullo.
- Working with Atlas Alignment to design a complete Performance Evaluation system that supports our compensation strategy.
- Introduced an Employee Assistance Plan for staff.
- Prepared Annual Board Training for February (Conflict of Interest Policy Attestation). Will be mailed to members of the Board.
- Completed Compliance Plan – will be posted on website.
- Sent Code of Ethics and Professional Conduct to Bonadio for review.
- Employee Handbook is ready for publication on website.
- Working with EBI to provide background checks and fingerprinting for Senior Services and CarePanion employees.

- DiSC Assessment for leadership team held in January.
  - Plan to incorporate DiSC into onboarding to facilitate communication between supervisor and new employee so an effort is made to provide early support and enhance employee's early job performance.