

Harmonia CEO and Service Report 3/15/23

CEO Report

-submitted by Valerie Nowak, CEO

Consulting:

Magellan Group

- February status reports attached.
- Magellan has historically provided overage of hours each month at no additional cost. For February they provided an overage of 15 hours; they requested to be compensated for only 6 of these hours at \$1,050; a total for the month of \$5950.
 - This is only the second time a request for additional compensation has been made; however we want to use them as efficiently as possible for all parties concerned. I will be meeting with them to review contract and make any adjustments regarding scope and deliverables. Also, identify gaps where other resources/help may be needed outside of Magellan.

Incept-Mike Davern

- Digital marketing on hold for recruitment. Intended “work around” using Indeed for applicants was not effective. Plan to develop website careers page for direct application process.

Jessica Russo

- Continued monthly posts as per contract. Jessica has been on-site more frequently, and staff have been sending more contact, including for staff recruitment.

Atlas Alignment

- Met with Diana Southall and Leadership team to discuss compensation plan for 2023 on 3/7.
- Beverly, Val and Michelle created compensation calendar for 2023. Val and Michelle currently are working with each department to “level-up” salaries as indicated by the compensation survey. Any performance related raises will be made later in the year.

CCNY

- Work continues with MH and Dir of Finance, assisted by Magellan. Updates are listed under MH Program report.

Bonadio

- Beverly and Val met with Paul on 3/10. Paul continues to assist with regulatory changes and how to strengthen our compliance program.

COVID-19 Update:

- Adjusting as indicated. The Public Health Emergency is scheduled to end on 5/11; moving from “pandemic” to “endemic”.
- Outpatient clinics have been advised to follow CDC guidelines and independently determine policies for our agencies. Masking is no longer “required” by the CDC but is “recommended” due to current transmission rates. Harmonia has made masking “optional” at our clinics, but will follow guidelines and transition rates.

Strategic Planning:

- Quarterly meeting held on 3/3. Val created a spreadsheet format, which Greg is enhancing. This should allow for greater concentration on the overall plan, progress, and indicate where alterations need to be made to keep us on target, or adjust.

Facilities:

- Easement: No update.
- Facilities:
 - New hallway carpet installed at Derby. New cubicle partitions in the Senior Case Management offices. These were supported by the SS County monies grated through the “wish list”.
 - Derby roof repairs: Awaiting “energy assessment” from Solar Liberty. Once complete Michelle will get estimates for roof.
- Foundation-Building Committee.
 - Building exploration: Val will reconvene meetings for Q2. Hiring has improved and it is important to be aware of future needs and opportunities.
 - “Roadway Agreement” for the access road with 77 S. Buffalo St.
 - No update.

Other business:

- End of year appeal designed and sent to almost 2,000 recipients. Total cost: ~\$2,700.
 - Appeal brought in \$3,370. Note that \$2,000 was the EOY Magellan donation. We had a total of 15 donors for this appeal, donating a range of \$5 to \$2,000.
- Best Places to Work Awards Luncheon is on 3/16. Val will attend with HR, Bev and Office Manager, Mary. Quarter page ad has been designed.
- CEO Compensation:
 - Atlas Alignment-Diana Southall is able to complete a full review to guide the Board in this process at \$500 (discounted from \$1,000).
 - Diana suggested a “merit raise” for annual review from January and then review comprehensively based on market to identify any adjustments. Magellan can assist with identifying variables specific to agency, position, environment, etc.
- Gross Shuman:
 - Val is awaiting Summary of Changes/Recommendations from Nick Pusateri, Esq.
 - Board will be provided with the summary and most recent version to review.
 - PI: Address questions, changes recommended by the Board and vote to approve at the May Board meeting.
 - Kevin Burke, Esq is a labor attorney and is reviewing our Employee Handbook, Code of Ethics and Mission Statement. No Update on progress.
- Investments:
 - Interviews with potential advisors will be held in April. Awaiting availability of Investment Committee to schedule.
 - Meeting with Relationship Manager at Evans Bank and LPL held on 3/10. Michelle, Val and Greg attended regarding shot-term, long-term and Line of Credit.
 - Dave Mangano from LPL will be working to prepare investment strategies to present.
- Board membership:

- Board needs to determine strategy for recruitment. Will be explored further through the year and at the Board retreat.

Mental Health:

-submitted by Megan Brautlacht, Dir of MH Clinics

Clinic Updates:

- 1,235 clients; 3 prescribers, 12 clinicians, 2 interns

Audit:

- Clinic Operating Certificates valid through 1/31/25. Megan is implementing Performance Improvement Plan, approved by OMH – risk assessment and safety planning in-progress.

Part 599 Regs and Coding changes:

- Review and update of current Clinic Manual has begun. Megan to connect with OMH Regulations Specialist for contracted assistance.
- Changes need to be reflected in clinical chart in EMR. Megan has been trained on FormLab.

Value Network:

- Highmark, Amerigroup, and Monroe-Molina Plans Contract – Metrics Monitoring continues. Megan will head up and report CQI updates at bi-monthly meetings.

OMH Overdose Prevention QIC

- Harmonia meets many of NYS expectations related to the opioid crisis. Megan attending quarterly meetings and ensuring needed action items are completed.

CCNY Data/Dashboard Project:

- Val, Megan, Michelle, and Greg working to identify metrics from Provider Productivity Model to include in Power BI dashboards. Main barrier being inconsistent 10e11 data and definitions.
 - Megan and Michelle are sending necessary data to CCNY to begin building dashboard.

COVID-19 Status:

- No updates/changes.

Growth Opportunities:

- Mental Health Expansion Project
 - Business Plan is being developed by Megan and Magellan
 - Turn-It-Around Program at Lakeshore Schools
 - On-site services provided 3 days per week at the High School between two clinicians.
 - Collaborative & Contracting opportunities
 - No updates/changes.
 - Hiring Plans 2023:
 - Mental Health Programs Manager, School Programs Coordinator, 4 Hamburg Clinicians, 1 Derby Clinician

Health Homes:

-submitted by Kristy Gasiewicz, HH Program Director

Current Status:

- Referrals have increased from both HHUNY and SPOA for February.
- Requirements have changed for telehealth visits come April 1st due to the state of emergency ending. Home visits and assessments need to be in person. HHUNY has not provided guidance on phone visits after April 1st. Health Home has been doing home visits for the past year and

half, limiting phone visits. This new policy will not have much of an impact on our program at Harmonia.

Growth Opportunities:

- Met with Greg, Michelle, Bev and Val for Quartey Health Home budget meeting. Health Home continues to be in the plus. Discussed hiring with the team. Current recruitment and posted salary ranges for CMs.

Senior Services:

-submitted by Jennifer Gunia, Senior Services Program Coordinator

Case Management General Updates

- Harmonia was approved for \$13,115 in improvement funds.
 - Added funding was approved for new cubicle dividers for SS Case Management Office.
 - New carpeting in halls were installed with some additional cost; Jennifer will contact County to see if added \$400 can be covered.
- Case Reviews with team continue a regular basis to bring cases up to NYS protocol.
- County Contract ends 3/31; no word on structure for renewed contract starting 4/1/23 (expenditure based, vs Pay-per service model)
- Jen will be building Formal SS Business Plan over next several months (utilizing Magellan).
- Jen and Taylor created client surveys and mailed out 40 surveys across Case Management System.

CarePanion General Updates:

- Taylor Butterfield is working to build her team for CarePanion-continuing to interview and hire in CarePanion Dept.
 - Goal: Hire 5 new CarePanions at 20 hrs/wk for 2023.
 - Recruitment continuing via social media and signage, word of mouth.
- County bid list has been placed on pause by County, for March due to budgetary constraints. Reimbursement rate is \$31.00 currently . Jen requested increase for 2023 Contract to \$34.00; awaiting response
 - 2 county clients waiting to be linked.
 - Private Pay wait list - 1 pending

WNYICC:

- Team is building caseloads:
 - Marnie has 4 Falls Prevention Clients and 1 Community Health Coach Client.
 - Dana has 2 Community Health Coach Clients.
- Jen is determining billing and reporting on stats for WNYICC Clients as referrals continue to grow.

Growth Opportunities:

- Exhale
 - “Pathways” project meetings held 1-2x/month.
 - Mental Health Staff will be leading group sessions- Julia Lorusso, MHC-P and Elisabeth Parker, SW-Student, from the clinical team will be overseen by Megan.
 - Open House at Cradle Beach was on 2/2/23, well attended.
 - Kick-Off is scheduled for 3/16/23
- Grants

- No current applications or opportunities.

Compliance/HR Report:

-submitted by Beverly Eagan, HR and Compliance Specialist

Human Resources:

Filled positions:

- Margaret Riggan (Human Resources Clerk-PT)
- Joann Drusbik (Front Desk-FT)

Position Changes (resignations, reassignments, terminations):

- Front Office Reception-Faith Pursell (resigned)

Open Positions:

- Health Homes Case Manager
- Mental Health Clinician
- Mental Health Programs Manager
- School Programs Coordinator
- CarePanion

Training:

- Sexual Harassment Training Completed. Every employer in New York State is required to adopt a sexual harassment prevention training. This training is required on an annual basis for all staff. It is also required of all new hires with the goal that the training to take place within their first 30 days of employment. The training must include an explanation of sexual harassment consistent with guidance issued by the Department of Labor in consultation with the Division of Human Rights.

HR Strategic Plan:

- People:
 - The focus remains on recruiting. New outreach opportunities for advertising have been identified so that we increase our chances of reaching the appropriate candidate pools based on the requirements of the open positions.
 - Compensation. The leadership team continued to work with Diana Southall, Atlas Alignment, to refine our compensation model and going into year two. Our primary goal is to remain market competitive and ensure internal consistency.
 - The Leadership team also set the performance review calendar to dovetail with our compensation goals. We want to present compensation and performance as separate yet complimentary processes.

Compliance:

- The Compliance Committee is focused on completing the assigned tasks to meet the new OMH regulations and complete the annual risk assessment.