

Harmonia CEO and Service Report 4/17/24

CEO Report

-submitted by Valerie Nowak, CEO

Consulting/Vendor Update:

Magellan Group

- March report attached.

Incept-Mike Davern

- Digital Recruitment Campaign
 - Campaign approved and has begun; receiving weekly performance reports
- Updates planned for webpage to add compliance resources
 - Estimate received for planned work
 - Trying to make minimal, cost effective changes at present with ultimate plan to have a new website that would allow for greater flexibility and operability.

Jessica Russo

- Continued monthly posts as per contract.

Bonadio

- Beverly continues to meet with Paul on a bi-monthly basis to address compliance and assist with regulatory changes and building Harmonia's Compliance Plan.

Gross-Shuman

- Community Concern Foundation
 - COI Amendment – Successful filed
 - Awaiting update.
- CRS Companies
 - Contact with John "Skip" Cerio
 - No contact; plan to write letter to attorney and CC Skip.
- Board Policies – in progress.

ESC

- Continue to work on implementation with internal team and projects.
- Provided on-site leadership training to Leadership team on 3/18
 - On development and coaching – team found useful

Upper Edge Consulting

- New opportunities presented at April monthly meeting.
- Pursuing/considering:
 - Health Foundation – Continue/Expand Caregiver's series
 - OMH MHOTRS Clinic Enhancement Grant – Underserved population expansion
 - Mother Cabrini – School Programs Expansion (for continued funding)
 - Kyrias – Technology Capacity (laptops, cell phones)
 - OMH Stigma Reduction – Stigma reduction to underserved population
 - Tower –Website redesign
- Current status:
 - Loan Repayment Grant – awaiting decision
 - RFP for contract to continue to provide PCA1 (CarePanion Services) – awarded
 - DOH Statewide HCFT – Construction (roof, water remediation) – submitted

Atlas Alignment – Diana Southall

- Has provided necessary support and feedback for decision making process.
 - Internally Val, Michelle and Bev reviewed options. Would like to adopt “growth structure” but would like to review first quarter financials to determine feasibility. Once decided on 2024 plan a rollout, will invite Diana to return for discussion with Leadership Team.

Jerry Bartone

- Engaged Jerry Bartone to compile and analyze service stats for MH clinics for 2023.

Facilities:

- Derby roof replacement and building repairs – exploring NYS DOH Facilities grant.
- Building exploration:
 - On hold. First “Vision and Planning” Workgroup to be scheduled 4/26.

Other business:

- Jessica Slomiany, LCSW will begin in Mental Health Programs Manager
 - 4/8 start has been delayed due to personal/professional obligations – renegotiating start date and onboarding process for position.
- “Spring Update” letter approved. Will be sent to town legislators, grantors and supporters this week.
- Attended Best Places to Work on 3/28. Most of the leadership and management attended. Nice time had by all with solid representation. We did not win, but we are still proud finalists. Badge is on website and we will continue to market.
- Business First – Table of Experts
 - Val attended 4/9 Mental Health Table of Experts discussion with 7 other area leaders.
 - Will be featured in a May edition for Mental Health Awareness Month.

Mental Health:

-submitted by Laura Spencer, Dir of MH Clinics

Clinic Updates:

- Clinic Director and Programs Manager positions filled.
- Jessica Slomiany was not able to start on 4/8 due to unforeseen personal circumstances. Harmonia is working with her to start later, perhaps beginning part time, then scaling up to a full-time position. In the meantime, the position remains posted (as a contingency).
- 1119 clients; 3 prescribers, 12 clinicians, 2 interns.
- The waitlist for Derby location is now being addressed as clinicians in this location have discharged patients. Hiring continues to be a struggle but the goal is to increase the total clinician count to 16.
- Laura has completed most of the clinician interviews and one obstacle to taking more cases for clients has been balancing chart revisions. What this balance looks like is an ongoing discussion as we move through this process.

Clinic Regulations and Compliance

- Identified areas of improvement needed to assure proper chart compliance in alignment with 599 Regs and billing requirements.
- Dawn Ferguson, consultant:

- **Status:**
 - Dawn is pulling back from direct clinic input.
 - Chart Audits, progress note, and treatment plan writing clinics continue.

Value Network:

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

OMH Overdose Prevention CQI

- Laura will address this with staff to discuss obstacles to the treatment of this population and any other issues that remain.

CCNY data/Dashboard Project:

- Next quarterly scheduled for April. (Laura, Michelle, Val, Bev and Greg)

Growth Opportunities:

- In-School Counseling Program, “Turn-It-Around”:
 - On-site services are provided 2 days per week at Lake Shore High School by 1 clinician.
 - Mother Cabrini Health Foundation award
 - Looking for ways to expand reach into other schools. Our School Programs coordinator had a very successful 90-minute program at Lakeshore high school. We are looking to put together a program offering for our high schools to address both parent and student concerns and mental health issues and interventions. A few Mental Health staff have expressed interest.
- Laura, Marta, Greg and Val met regarding the MH business plan and discussed opportunities to expand our current offerings.

Health Homes:

-submitted by Kristy Gasiewicz, HH Program Director

Current Status:

- Health Home referrals increased in March. As a result, Health Homes enrolled 14 clients this month, which is more than the previous month. An increase of Health Home plus clients were enrolled this month due to clients being homeless, living on the streets or in hotels placed by the department of social services. The increase in both Health Home Plus referrals and non-Health Home Plus referrals will positively impact revenue for Health Home.
- Health Home Plus yearly audit was completed in March 2024. Health Home passed this audit.
- Health Home had a total of 13 Health Home + clients enrolled.
 - Out of those 13 clients we were not able to bill for 1 due to excluded setting (hospitalization). We were able to bill for 5 Health Home Plus at the full rate and 7 HH + at a partial rate. A portion of those 7 clients did not enroll until the end of the month making it difficult to get 4 billable contacts to bill at the full rate. Of those 13 clients 2 of them were closed. One client will be going to a higher level of care where he will be admitted to Buffalo Psychiatric Center and the other client was successfully d/c.
- Clients that were discharged this month graduated from Health Home, moved out of state, disengaged from services, or passed away.

Growth Opportunities:

- HH+ Grant-OMH:
 - Submitted by Upper Edge. – Grant awarded for up to \$40,000 (awaiting payment).

- Kristy will be meeting with Michelle to discuss how to distribute the Health Home Plus grant and to budget for a potential health home staff in the upcoming quarter.

Senior Services:

-submitted by Jennifer Gunia, Senior Services Program Coordinator

Case Management General Updates

- Working on Completion of SS Business Plan
- Jen and Taylor will be working on creating updated survey across Case Management Programs (scheduled for April)
- T-Care Program: No New Updates
- Note: There were errors found in reporting stats for this program. Found a new report which provides more accurate reporting. Plan to use moving forward (used for March -end of contract year stats).

CarePanion General Updates:

- Limited County Bid List continues – the County not releasing more people in need poses a hiring /sustaining hours problem.
 - 2 New County Clients acquired for services.
 - 2 County Clients on hold.
- RFP for PCA I Home Care Service granted on 3/18. New Contract Begins 4/1.

WNYICC:

- Current cases:
 - Community Health Coach: 3 Active
 - Caregiver Program-None
 - Healthy Ideas-1 Active and 1 Pending (accepted but unable to reach).
 - Falls Prevention Program- 3 Active and 1 Pending (accepted but unable to reach)
 - Ground Game (new contract signed)- still waiting on training date.

Growth Opportunities:

- Grants
 - Exhale (3 yr grant)
 - “Pathways” project meeting held 1-2x per month.
 - 3/8- Monthly Zoom Pre-Meeting.
 - 3/21-March Session Held at Cradle Beach. Next Session 4/18.
 - 3/22- Monthly Zoom Post -Session Meeting
 - Wilson Legacy Grant (1 yr grant)
 - Caregiver Support Grant Ended, will be working on finalizing report, which is due in June.
- Met with Upper Edge on 3/6 to discuss Health Foundation Grant. TBD as this is a rolling grant. Will be discussing expanding Caregiver Support Grant through Foundation 214 on 4/11.

Compliance/HR Report:

-submitted by Beverly Eagan, HR and Compliance Specialist

Human Resources:

New Hires:

- Kathrine Hoysen – Revenue Cycle Manager (hired in March with an April start date)

Open Positions:

- Mental Health Clinicians (3 at Derby and 3 at Hamburg)
Health Homes Case Manager
CarePanion (ongoing)

Human Resources:

- ESC: Two ongoing projects.
 - Employee Handbook: The draft of the Employee Handbook has been completed by ESC and sent to Harmonia for review and approval. Meetings have been scheduled in April to review the Handbook.
 - Job Descriptions: I am waiting for an update from ESC. I would like to obtain updated copies of our job descriptions as we should have easy access to them.
- Recruiting.
 - Continued campus outreach efforts with a job fair at Niagara University and a job expo at Canisius University. We are trying to increase awareness of Harmonia's presence in the WNY area as an employer of social workers and mental health clinicians.
 - New resources were identified that will be helpful in our pursuit of diverse candidates -- The Buffalo Latino Village.
 - Extended Job Board Post to include ESC Prism Hiring (free job boards)
 - Indeed Smartsource
 - Waiting for response – digital marketing campaign.

Compliance:

- Compliance training for the staff was completed for the first quarter. Clinical staff were trained in the importance of accurate coding, billing, and false claims – If something isn't coded properly, it can't be billed properly and eventually this could lead to a false claim. Board training was also completed. The focus was on the eight elements of a compliance plan.
- Due to absences at the March compliance committee meeting we postponed reviewing the department/program risk reviews. These will be completed in May.
- Work with Bonadio continues. We have a meeting scheduled for April to review the Compliance Plan following his assessment. He will also review my Work Plan.
- Currently I am working with Dawn Ferguson on a clinical file audit. It is the first audit in my plan for 2024.