

## **Harmonia CEO and Service Report 4/20/22**

### **CEO Report**

*-submitted by Valerie Nowak, CEO*

#### Consulting:

##### Magellan Group

- March status report attached.
- Greg and Marta to submitted 3-year proposal for contract; Val approved and signed contract.

##### Incept-Mike Davern

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

##### Jessica Russo (new contract)

- Jessica will be managing our social media. She has years of experience and is enthusiastic.
- This will not only enhance our online presence due to increased expertise, but will also relieve this duty from Marta and reduce Magellan’s ongoing monthly overage.

##### Atlas Alignment

- Stepping back in process to review purpose and intent with leadership team. Request made to Diana Southall to offer a project flow chart as a guide, and project management tool to assist in execution.

##### CCNY (new contract)

- Hired for data/dashboard project for MH. Used Blue Fund grant funds.
- This will enhance our ability to retrieve important/useful data from 10e11, which will help for internal use, showcasing value and project management and reporting.
- (See more under MH Program report)

#### COVID-19 Update:

- As per regulatory guidelines masking and monitoring is still required for OMH offices. School-based satellites allowed to de-mask.

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

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

#### Strategic Planning:

- Next quarterly meeting 6/10.

#### Facilities:

- Easement: No update
- Facilities spring walk-through:
  - Michelle and Val will schedule a walk-through to determine needs at both locations. Will assign to maintenance.
- Foundation-Building Committee continues to meet as necessary. Next meeting 4/27.
  - Val will work with Greg on projections for more concrete space needs. Evaluate growth by service area and impact on space.
  - Sean and Jerry exploring viable options. Val to contact Iskalo about 17 Long.

#### Other business:

- Mileage increase:
  - Harmonia raised mileage above federal rate by 10 cents/mile starting in March to support travel with increasing gas prices. Will reduce at our discretion when prices return to reasonable amount.
- Board Bylaws:
  - Reached out to CEO forum for assistance with bylaws and referred to Trevor Torcello, Esq. He has assisted with our Seneca MOU and Hamburg Easement (referred by Tom Gordon). Copy of most recent bylaws sent for review.
- Investments:
  - Michelle scheduling a meeting with Tony Frandina to review Trubee Collins Investments. Board members are invited to attend. Greg will be present.
  - Michelle and Greg will explore cash position for future investments and explore opportunities (ie. Community Foundation of Greater Buffalo Endowment)
- Board membership:
  - Two responses from Leadership Buffalo.
    - Interviewed Tristan Keelan on 4/11 with Howard and Lou.
    - Waiting for formal application from Jenna Bichler, Dir of Operations for City of Buffalo. Graduated with Val from LB. Has a degree in MH and has worked with seniors.
  - One response from Linked-In.
    - Sent application to Andrew Belden, PT. He knows former CarePanion Coordinator, Cami Kent and is interested in “our approach to senior care”.
- Staff shortage:
  - Michelle is building administrative team. Office Manager hired and starting 4/25. Reconfiguring staff to meet needs and reduce burden on self.
  - Difficulty hiring for MH and HH programs; no response to recruitment. This burdens the program directors who need to maintain caseloads. It is particularly concerning to MH with the need to put projects for improvement/enhancement and expansion on hold.
    - Val contacted 40 past applicants/interviewees by phone, referring them to the postings on the website. Five responded; some viable. Passed along to Megan for further action.

#### **Mental Health:**

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

#### Value Network:

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

#### 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 reporting on surveys.

#### Part 599 Regs and Coding changes:

- Review and update of current Clinic Manual needed. No internal changes have yet been implemented.
- Changes need to be reflected in clinical chart in EMR. Megan will be trained on FormLab through 10e11.

#### Audit:

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

#### CCNY Data/Dashboard Project:

- Kick-off meeting with CCNY team held on 3/5 via Zoom. Megan, Marta and Val in attendance. Bi-weekly meetings planned. Discussed placing project on hold until after summer. Staffing is needed in order to take on new projects effectively.

#### COVID-19 Status:

- Telehealth, including audio-only are now a permanent reimbursable treatment modality.
- 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
    - No updates. Waiting to hire school coordinator. Possible internal hire.
  - Collaborative opportunities
    - Communications continue with JC Seneca Foundation and Roswell Park Center for Indigenous Cancer Research.
  - Contracting opportunities
    - Ovarian Cancer Project and Boys and Girls club have opportunities to contract with Harmonia for on-site clinicians.
    - Working with Greg and Michelle to develop template for possible contracts.
    - Val has contacted OMH to determine if these contracts are allowed—awaiting response.
  - Hiring Plans 2022:
    - Derby Clinic Coordinator, Hamburg Clinic Coordinator, School Clinics Coordinator, 3 FT Derby Clinicians, 1 FT Hamburg Clinician

#### Health Homes:

*-submitted by Kristy Gasiewicz, HH Program Manager*

#### Current Status:

- Both telehealth and face to face visits continue for the time being.
- Telehealth will continue until April 15<sup>th</sup>, or until the NY State of Emergency has lifted.
  - Harmonia will not be accepting referrals from HHUNY in April due to staff shortage. Referral from clinic will still be accepted.
- Health Home continues to grow during the month of March. County referrals have increased due to other agencies not being able to accept referrals. Health Home Plus clients have increased which brings in a higher reimbursement rate.
- Kristy has reached out to the licensing board regarding status of Lynn's license. No response.

#### Growth Opportunities:

- Bev continues to market Health Homes through zip recruiter, the Bee and job fairs.

#### COVID-19 Status:

- Continue to see clients face to face or over the phone. Clients are asking to be seen in person which makes it difficult being short staffed.

#### Senior Services:

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

#### Case Management General Updates:

- County Contract ended 3/31- Fell short of I & A and Case Management goal due to shortage of staff.
  - County has offered opportunity to earn full contract amount for 21/22 year based on expenditures. Michelle will work on report and submit.
  - 22/23 contract has reverted back to expenditure-based due to the number of problems. For 23/24 the plan is to resume the pay-per-client model initiated in 21/22. Michelle is submitting budget for current contract year.
- Corey Haertel resigned from his Case Manager position- last day will be 4/22.
  - Current caseload will need to be divided between current case managers, increasing burden.
- Jennifer attended Hamburg Senior Advisory Board - First meeting was 3/24.
- Jen selected to be on the Hamburg Interview Committee for the search for the Director of Senior, Youth and Recreation Dept.

#### CarePanion General Updates:

- Monthly CarePanion was held 3/14.
- County bid list continuing to come weekly. Plenty of clients to obtain, just need to hire more to fill the need.
- New contract Started April 1. Applied for increase in reimbursement to \$31.00 per hour, which was awarded. All clients will be billed at increased rate.
- All but one waitlist county clients have been linked.
- Private Pay wait list has begun- 5 people waiting to be linked
- Resumes received; Audrey is working on scheduling interviews

#### WNYICC:

- Jen continues to attend Monthly Compliance Meeting
- CM, Dana will complete the healthy ideas training May 10 & May 12
- Health Coach training was held April 5- CMs, Corey and Dana attended

#### Covid-19 Status:

- Staff continue to follow protocol. No updates.

#### Growth Opportunities:

- Exhale
  - Grant opportunity through Wilson Foundation and Health Foundation to create a respite program for caregivers.
    - Jen and Val attended meeting on 3/21 to define project and prepare for LOI. And additional meeting at Cradle Beach on 4/5 to do the same.
    - Lead, Credle Beach submitted LOI and preliminary budget on 4/12.

**Compliance/HR Report:**

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

**Human Resources:**

Filled positions:

- Jennifer Seitz – Front Office Assistant

Position Changes (resignations, reassignments, terminations):

- Debra Henderson – Mental Health Clinician; resignation

Open Positions:

- Mental Health Clinician
- Behavioral Health Coordinator
- School Program Coordinator
- Health Homes Case Manager
- Sr. Services Case Manager
- Billing and Credentialing Clerk
- CarePanion (Continuous)
  - All positions are advertised
  - Attended a job fair – community outreach -- with the intention of increasing Harmonia's name recognition. No possible candidates were identified.

General Updates:

- Continued training with Diana Southall (Atlas Alignment). Focus is on tightening up job descriptions and designing a performance appraisal system.
- Board Training was sent out in February. Still waiting for a few responses.
- Compliance Committee meeting was rescheduled for April. Conducting a risk review.
- March Compliance meeting with Bonadio was cancelled. Will be meeting after the holiday.
- Employees completed DRA (Deficit Reduction Act) and False Claims training.
- No updates from Selective Insurance on the client who submitted a claim for falling in our parking lot.