

Harmonia CEO and Service Report 5/18/22

CEO Report

-submitted by Valerie Nowak, CEO

Consulting:

Magellan Group

- April status report attached.

Incept-Mike Davern

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

Jessica Russo

- Jessica has been attending events and posting on our SM accounts. Marta will provide oversight and report in the Magellan status report.

Atlas Alignment

- Performance review project is moving forward. Team has worked hard to develop job-specific reviews for a more accurate process. Val determined, based on current demands and staffing issues, we will progressively build in the new format over the next two years. In 2022 we will schedule reviews as able, but will have a single salary adjustment period (July), which we will maintain yearly. At the end of 2022 we will build in the employee engagement component, and in 2023 we will have a single review period (May/June).

CCNY

- Greg and Marta are currently engaged, due to limitations/constraints of the Dir of MH Clinics.
- (See more under MH Program report)

Bonadio

- On-site meeting with Paul Mayer on 4/27; invoiced for bi-monthly consultation fee. Now that Paul is healthier, meetings will be more regular.
- See updates under HR/Compliance report (below).

COVID-19 Update:

- As per regulatory guidelines masking and monitoring is still required for OMH offices. School-based satellites allowed to de-mask.
- Client have been voicing complaints about needing masks in clinic. Directed to call OMH with concerns.

50th 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:

- Val will schedule a walk-through with new Office Manager to determine needs at both locations. Will assign to maintenance.
- Foundation-Building Committee continues to meet as necessary. Next meeting 5/25.
 - 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:

- OMH Workforce Grant
 - \$34,000 grant was issued to Harmonia's MH clinic. There are various ways to use these funds; Val and Michelle will work, with input from Megan on how best to use these funds for the clinical staff.
- Board Bylaws:
 - No update.
- Investments:
 - Meeting with Tony Frandina from Trubee Collins scheduled for 5/19. Board members are invited to attend. Greg will be present.
 - Michelle and Greg determined cash position to guide investments.
 - Val linked with new contact Andrew Gaerte at The Community Foundation. Will schedule a meeting with Andrew, Greg and Michelle to further explore opportunity. Any board members are welcome to attend.
- Board membership:
 - Two responses from Leadership Buffalo.
 - Interviewed Andrew Belden on 5/9 with Howard.
 - Interview scheduled with Francesca Tioleco on 4/17 with Howard and Lou.
 - Waiting for formal application from Jenna Bichler, Dir of Operations for City of Buffalo and Saralin Tiedeman, Population Health Strategist, Independent Health.
- Staff shortage:
 - Michelle is building administrative team. Reconfiguring staff to meet needs and reduce burden on self.
 - Difficulty hiring for MH and HH programs. 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. Intakes are also on hold or referring out.
 - One full-time therapist hired. HH may have a transfer candidate currently working at the front office.
 - BryLin's outpatient clinic is closing. Mike Davern will turn on geofencing to the clinic for our recruitment ads. Val reached out to contacts to make them aware of open positions.

Mental Health:

-submitted by Megan Brautlacht, Dir of MH Clinics

Clinic Updates:

- Staffing shortage has forced Harmonia to establish a process to refer out new clients; we do not have the capacity to meet demand. High-risk clients are being triaged and given appointments. A wait-list was also created to contact those who are interested once staffing is increased.

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. Beginning to create process to tackle this update.
- 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:

- Discussed placing project on hold until after summer. Staffing is needed in order to take on new projects effectively.
- In interim, Marta will attend bi-weekly meetings with CCNY team. Marta will be working with team to explore data for marginalized individuals and Greg will be working with the team on utilizing data to measure provider productivity.

COVID-19 Status:

- 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—had Zoom meeting on 5/11. Outside opportunities are allowed; establishment of satellites (under OMH) may be warranted in certain situations.
 - Hiring Plans 2022:

- Derby Clinic Coordinator, Hamburg Clinic Coordinator, School Clinics Coordinator, 3 FT Derby Clinicians, 1 FT Hamburg Clinician
- Hired 1 FT clinician for Derby site.

Health Homes:

-submitted by Kristy Gasiewicz, HH Program Manager

Current Status:

- Both telehealth and face to face visits continue for the time being.
- Telehealth has been extended for another month.
 - Referrals were accepted from the county for April, they were not accepted from HHUNY. Referrals from clinic will still be accepted.

Growth Opportunities:

- Kristy will be training Caitlin who currently works as front office staff for one of the Health Home positions. Caitlin has expressed an interest in case management and will start to shadow Kristy come May. After shadowing Kristy, if Caitlin feels Health Home is a good fit for her, she will be offered the position as case manager. Caitlin recently graduated with her bachelor’s in psychology in January.

COVID-19 Status:

- Face to face visits have increased. Some clients have been asked to be seen more than once a month due to higher needs.
- Staff is still wearing masks at all visits and taking other necessary protocols when seeing clients.
- COVID cases have increased among Health Home clients, and some group homes have stopped visits.
- Despite the rise in COVID cases, hospitals are allowing case managers to complete assessments with clients.

Senior Services:

-submitted by Jennifer Gunia, Senior Services Program Coordinator

Case Management General Updates:

- Stats update: “Outreach” is now being reported based on County terminology. These are “new clients who have never been in the system in their lives”. This will be a measurable goal once returning to the “pay-per-client” model for program year 23/24. “Outreach” formerly represented # of hours at tabling/community events and # of people at those events.
- New County Contract started 4/1/22; reverted to expenditure-based model. Michelle submitted budget; awaiting approval. Michelle will begin invoicing.
 - For 21/22 contract, unable to meet “expenditure based” opportunity that the County provided to obtain un-earned funds.
- Jen attended meeting for the Hamburg Interview Committee for the search for the Director of Senior, Youth and Recreation Dept. – Reviewed resumes and scheduling interviews. Quality candidates are very limited.

CarePanion General Updates:

- Monthly CarePanion was held 4/19.
- County bid list continuing to come weekly. Plenty of clients to obtain, just need to hire more to fill the need.
- All but one waitlist county clients have been linked.

- Private Pay wait list has begun- 5 people waiting to be linked; 1 being linked this week.
- Resumes received; Audrey is working on scheduling interviews. Candidates are not calling or emailing back.

WNYICC:

- Jen continues to attend Monthly Compliance Meeting – 5/11 is next meeting.
- CM, Dana will complete the healthy ideas training May 10 & May 12.
- Health Coach Program – CM, Dana is trained.

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.
 - 5/16 is determination date to be invited for full application.

Compliance/HR Report:

-submitted by Beverly Eagan, HR and Compliance Specialist

Human Resources:

Filled positions:

- Mary Bradshaw – Office Manager

Position Changes (resignations, reassignments, terminations):

- none

Open Positions:

- Mental Health Clinician
- Behavioral Health Coordinator
- School Program Coordinator
- Health Homes Case Manager
- Sr. Services Case Manager
- Billing and Credentialing Clerk (on hold)
- CarePanion (Continuous)
 - All positions are advertised

General Updates:

- Diana Southall (Atlas Alignment) demonstrated a pre-selection (for job-fit) tool we can administer both prior to hiring or immediately after hire (our offer letter is conditional).
- Leadership completed the first Agency risk assessment. There was a total of five identified. Two top risk areas:
 - IT/Cyber Security
 - Business Continuity Plan must be developed
- Met with Paul Mayer to firm up work plan for the remainder of the year. Major areas for attention:
 - Ongoing training for the Compliance Committee. Focusing on their responsibilities and the Eight Elements of a Compliance Plan.
 - Audits: Medicaid audit, Audit of write-offs, denials, and adjustments

- Exclusion testing (to begin in May)
- Set up a Hotline for employees concerns and complaints (currently we have a “suggestion box” at both offices for employees to submit issues confidentially and anonymously)
- The Compliance Committee will be meeting monthly for the remainder of the year.
- The committee will begin reviewing compliance policies.
- The Compliance Plan won't be released until we receive the updates from OMIG. Once the new updates are available Paul and I will review and incorporate as appropriate into the plan and the plan will then be shared with the committee.
- Leadership Team met for a working lunch to do a deep dive on Harmonia's Values so they can be incorporated into annual performance appraisals and measured uniformly across the agency.