

Harmonia CEO and Service Report 8/17/22

CEO Report

-submitted by Valerie Nowak, CEO

Consulting:

Magellan Group

- June and July status reports attached.

Incept-Mike Davern

- Updates included under “digital marketing” in Magellan status report.
- New 6-month contract for \$14,000 for digital recruitment and search engine optimization.

Jessica Russo

- Updates included under “social media” in Magellan status report.

Atlas Alignment

- No updates at present. Implementing performance reviews internally.

CCNY

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

Bonadio

- Next bi-monthly on-site meeting scheduled with Paul Mayer on 9/21. (See more under HR/Compliance report).

Str84wrđ

- Engaged for 2021 Annual Report. \$7,890. Project in process.

COVID-19 Update:

- No updates; continue to follow protocols, which will likely remain in place until the end of the Public Health Emergency (currently until 10/15).

50th Anniversary:

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

Strategic Planning:

- Quarterly meeting held 8/12. Reviewed goals and tactics in preparation for today’s meeting. Next quarterly meeting scheduled for 12/16.

Facilities:

- Easement: No update.
- Facilities:
 - Nothing to report.
- Foundation-Building Committee. Next meeting 9/28.
 - Due to current staff shortage, this is on-hold, with the understanding of a need for a future plan.

Other business:

- Hosted Roswell Indigenous and Rural Outreach Team for an on-site meeting on 8/3; introduced to other program leads to explore collaborative opportunities/develop relationship.
- Val appointed Director seat on the Southtowns Chamber of Commerce Board.
 - Attended introductory event on 7/12. First meeting 8/16; requested to be excused due to conflict with Harmonia Finance/Investment Committee meeting.
- Harmonia Collaborative Care nominated as a “Top 3 Non-Profit of the Year” through the SoTowns Chamber. Reception event will be held at Ilio’s on 8/25.
- Board Bylaws:
 - Howard requested to connect with Trevor Torcello, Esq. No update.
- Investments:
 - Next Investment Committee meeting 8/16/22.
 - Greg will present on formal investment policy for review/approval.
 - Will explore investment opportunities (Trubee-Collins, CFGB, Invesco).
- Board membership:
 - No updates. Request for membership still posted on community boards and website.
- Staff shortage:
 - Michelle is building administrative team. Reconfiguring staff to meet needs and reduce burden on self.
 - Proposal for Practice First to manage all credentialing for the MH Clinic has been accepted. Michelle is working with rep to initiate process. Hiring for billing assistant.
 - Difficulty hiring for MH and HH programs. Intakes for the clinic are on-hold, as well as any expansion opportunities. There has been some increase in resumes.
 - Beverly is devoting Mondays to recruitment. She will be checking on opportunities at local institutions, ensuring ads are running appropriately, etc.
 - Digital Recruitment Campaign through Incept will begin running. (Specific to the MH program). Increased GeoFencing to 50 locations to reach more candidates.

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.
 - Around 80 clients were contacted and received an appointment in relation to June hire. Wait-list re-started 6/23/22. Two potential candidates scheduled interviews.
- Mental health counselors have been granted diagnostic privileges in NYS, allowing them the ability to be on-par with LCSW providers. This may require some alteration to our current supervision arrangements internally. The State Education Department has until 6/24/24 to prepare regulations, leaving ambiguity potentially for the next 2 years.

Value Network:

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

- 2021 outcomes/payouts will be as follows (for the entire network), individual agency performance/payment awaiting determination:
 - Amerigroup- \$23,239
 - Highmark- \$219,000
 - Monroe-Molina- \$0 (VN believes there was a error in coding and have developed an internal process to substantiate claims for 2022)

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. Revamping contract with CCNY to address clinical chart structure. Considering engaging regulatory consultant to assist as well.

Audit:

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

CCNY Data/Dashboard Project:

- Revamping contract to assist with immediate need of clinical chart revision within 10e11. Awaiting updated agreement.
- Greg will continue to work 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:

- Note that any expansion projects are on-hold due to staffing shortage.
- Mental Health Expansion Project
 - Turn-It-Around program at Lakeshore Schools
 - No updates. Clarified roles and responsibilities of school program coordinator, to be hired – non-clinical individual.
 - 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.
 - Hiring Plans 2022:
 - Clinics Coordinator, School Program Coordinator, 2 FT Derby Clinicians, 3 FT Hamburg Clinician
 - Two doctoral-level students starting in September will offer some relief.

Health Homes:

-submitted by Kristy Gasiewicz, HH Program Director

Current Status:

- Both telehealth and face to face visits continue for the time being.
- Telehealth has been extended until October.
 - Referrals were accepted from clinic for the months of June and July

Growth Opportunities:

- Potential candidate for Health Homes applied, Kristy called the candidate twice with no response from the candidate. No other candidates applied for the month of June.
- Health Home is still looking to hire two case managers.
- Kristy had a meeting with the Office of Mental Health (OMH) to look into serving more Health Home Plus(HH+) clients. OMH is asking all Health Home to increase their HH + clients due to the higher need of clients in the community. HH+ clients will generate a higher reimbursement rate for Harmonia.

COVID-19 Status:

- Staff is still wearing masks at all visits and taking other necessary protocols when seeing clients.

Senior Services:

-submitted by Jennifer Gunia, Senior Services Program Coordinator

Case Management General Updates:

- County Contract started 4/1-
 - County has offered to give up to \$15,000 to each cluster for items that are in need IE- technology needs, flooring etc. Submitted quotes 7/31, waiting on response.
 - 22/23 contract has been finalized and submitted.
- Vacant position for Case Manager has been filled. Marnie Andrew started 7/18 case management program is fully staffed.
- Jennifer member of Hamburg Senior Advisory Board – Next Meeting TBD
- Jen completed process for the Hamburg Interview Committee. The new Director of Senior, Youth and Recreation Dept. will start in September.

CarePanion General Updates:

- Monthly CarePanion was held 7/19.
- Audrey Feldman, CarePanion Manager resigned to pursue a position in her field; last day is August 19.
 - CarePanion, Taylor Butterfield has been promoted to CarePanion Manager effective August 8. She has been training with Audrey on reporting, understanding bidding process etc
- County bid list continuing to come weekly not bidding on any new clients until current clients are able to be reassigned.
 - 10 county clients waiting to be linked.
 - Private Pay wait list - 4 people waiting to be linked.
- One CarePanion, Trish Stresing has been onboarded but will be phasing out eventually for other opportunity within billing dept.

- Resumes continue to come in; poor response from candidates after reaching out.
 - Upcoming Event- 3 hour open house used for recruitment of potential CarePanions, meet and greet, and on the spot interviews. This will be held August 16 at Derby location.

WNYICC:

- Jen continues to attend Compliance Meeting and Program Committee Meetings
- Healthy Ideas training was completed by Dana. Marnie will be trained on this program.
- Community Health Coach training was completed by Dana, and she just completed her first referral.
- Dana and Marnie will be the main referral sources for WNYICC programming opportunities.

Covid-19 Status:

- Staff continue to follow protocol. Home visits being conducted. County Gave us the option to do remote assessments due to staffing issues

Growth Opportunities:

- Exhale
 - Grant opportunity was awarded through Wilson Foundation and Health Foundation to create a respite program for caregivers.
 - Jen and Val attended meeting in July with team to discuss final budgetary recommendations. Adjustments were required for final approval.
- Garman Grant
 - Considering fall application – due 9/12.
- Outreaches Conducted at Music in the Park- Hamburg and Arts on the Water. Harmonia sponsored each of these events

Compliance/HR Report:

-submitted by Beverly Eagan, HR and Compliance Specialist

Human Resources:

Filled positions:

- Taylor Butterfield: CarePanion
- Patricia Stresing: CarePanion
- Marnie Andrew: Senior Services Case Manager
- Elizabeth Walker, LMSW: Behavioral Health Clinician

Position Changes (resignations, reassignments, terminations):

- Jennifer Lee: Billing- resignation
- Caitlin Taylor: Office Asst- resignation
- Madelyn Ryan: Clinician- resignation
- Liz Franklin: Clinician- resignation

Open Positions:

- Mental Health Clinician (5)
- Behavioral Health Clinic Coordinator (1)
- School Program Coordinator (1)
- Health Homes Case Manager (2)
- Billing Specialist (1)
- CarePanion (as needed)

- Front Office (part-time) (1)

General Updates:

- Training for the month of July took a mid-summer break and will resume in August.
- At the advice of Bonadio the Compliance Committee began to meet monthly. This will enable us to cover more ground in a shorter period of time. We hope to resume quarterly meetings in 2023 but at the present time we are busy setting the parameters for the committee's responsibilities and ongoing function. We recently began enlisting the committee's participation in the policy review process.
- The Code of Ethics and Professional Behavior was approved and sent to the Board for review, and it was posted on our website for employee access.
- Commercial Investigations has begun to perform background checks for our new hires to the Senior Services and CarePanion programs.
- Department and program leaders have taken the initial steps in the performance review process, by engaging staff in performance discussions.
- There is one pending internal investigation regarding a client complaint. The investigation is not complete at this time, but it has brought to light an area for improvement and process changes have been made to address how the front office handles refill request given to our prescribers.