

# Program Committee Meeting

**Meeting date:** Monday, July 10, 2023

**Meeting time:** 5:04pm-6:27pm

**Meeting location:** 2 Oak Street, Norwalk

**Recorder:** Cari Williamson

## Committee Members Present:

X	Katie Chieda		Lenora Minor-Excused
	Amber Boldman, Committee Chair-Excused	X	Laura M. Wheeler
X	Julie Landoll, First Vice Chair 5:07	X	Silvia Hernandez
X	Erin Bohne 6:19pm		

## Board Staff Present:

X	Kristen Cardone, Executive Director		Ashley Morrow, Community Engagement & Resource Manager - Excused
X	Cari Williamson, Office & Fiscal Manager		

## Unfinished business/updates:

- July Meeting
  - July 18, 2023 at Huron County DJFS, Norwalk
    - 5:00pm Board members Roles and Responsibilities training with Ohio Association of County Behavioral Health Authorities (OACBHA)
    - 6:15pm Board meeting will begin
  - Executive Session will be held at the end of the Board meeting to discuss staff reviews.
  - Board member survey
    - Board members will complete a one-page survey about their experience as being a Board member and provide feedback or comments on what is working and what can be improved. The Governance committee will review the surveys and suggest any changes to policies or the strategic plan, if needed.
- Budget Update
  - Ms. Cardone shared the State finalized their SFY2024 and 2025 budget.
    - 421 Continuum of Care line item was not cut.
    - State Hospitals are getting less funds.
    - Group Homes (RSS) increased funding.
    - Criminal Justice stayed the same.
    - Medicaid rates increased 10%.
    - Recovery Housing lowered the budget amount, but funds were not cut.
    - 988 funding increased.
    - The language that would have eliminated the ability to run replacement levies was removed.
    - Adds language to ORC 340.036 that states – “The Board may contract with a government entity, for-profit entity, or nonprofit entity. Any such entity may be faith-based.”



- Question regarding whether the Norwalk office has the staffing capability to properly care for the incoming Willard clients.
- Ms. Cardone shared that she requested an update from FLC regarding missing documents and was informed that the files were all recovered and that FLC has taken the appropriate steps to address the security breach. Ms. Cardone responded asking for an update on the computer that was also in the vehicle. She is waiting for the response.
- Utilization Review (Potential Motion)
  - Ms. Cardone shared that annually the Board is required to audit agencies receiving federal funds. This focuses primarily on quality of services provided and ensuring billing in GOSH aligns with records, it does not look at financials. Given that the Board has a couple of agencies (FLC House of Hope and Let's Get Real) that bill some services outside of the fee for service model and receive federal funds, it is recommended by the prosecutor that we have them complete a utilization review. They would submit the following: how much money is going where and documentation to back this up.
  - Motion: To request a utilization review from Family Life Counseling for recovery housing services and Let's Get Real for SFY 2023.
    - Program committee members were in support of adding a motion to request a utilization review from Family Life Counseling for recovery housing services and Let's Get Real to the Board meeting agenda.

#### **Discussion Items:**

- Position Descriptions (Attachment I, Motion)
  - Motion: To approve and adopt the revised job descriptions for the following positions: Administrative Assistant, Deputy Director, Office and Fiscal Manager, and Community Engagement and Resource Manager, as shown in Attachment I.
    - Ms. Cardone shared the Governance committee has reviewed and approved all the job descriptions as shown in Attachment I. The prior job descriptions did not clearly align with the Ohio Revised Code. The corrections that have been made are in yellow.
    - Program Committee members were in support of adding a motion to approve and adopt the revised job descriptions to the Board meeting agenda.
- Upcoming Events
  - Huron County Fair
    - Week of August 14<sup>th</sup> – 19<sup>th</sup>. Next week Ms. Cardone will email Signup Genius to Board members and contracted agencies to sign up for time slots to work the booth.
  - Recovery Walk
    - Scheduled for Saturday, September 9<sup>th</sup> in Willard. The walk will go through the downtown Willard area and end at the Depot.
- Brown Consulting Audits (Attachment II)
  - Ms. Cardone shared that last week she emailed all the agencies audit results except Let's Get Real's because she just received their audit. Clinical records look good and a summary of the audits may be found in Attachment II.

## **Attachment I**

### **Huron County Board of Mental Health and Addiction Services**

An Equal Employment Opportunity Employer

#### **Organization Description**

The Huron County MHAS Board is a public authority created by the Ohio Legislature to which citizen volunteers are appointed to collectively represent the Huron County community and to assume responsibility and authority for the management of the planning, implementing and monitoring of the publicly funded behavioral healthcare benefits. The Board's official relationship extends to the Executive Director only. The Executive Director is given the authority to employ and to set areas of responsibility and compensation for employees, subject to the approval of the Board.

The Huron County MHAS Board has a history of good stewardship of public dollars, of collaboration with community partners and of contracting with service providers for evidence-based and best practices to achieve its Mission.

#### **POSITION DESCRIPTION**

##### **Job Title: Administrative Assistant**

- Reports to: Executive Director.
- Civil Service Status: Unclassified (See, Sections 124.11(A)(18) and (30) of the Ohio Revised Code). Pursuant to Ohio Revised Code sections 124.11(A)(18) and (30), this administrative assistant position is considered to be a secretarial role.

##### **Compensation and Hours**

Position is full-time. Some evenings and weekends may be required. Participation in Ohio Public Employees Retirement System is offered.

##### **Position Summary**

Provide executive and secretarial support to include, but not to be limited to, the following:

- Assist the Executive Director in the preparation of Board Meeting materials, reports, minutes and correspondence;
- Assist the Executive Director in the development and review of requests for proposals, contracts or other documents as needed;
- Conduct the research, fact-checking and analysis necessary to prepare reports needed to conduct Board business and meet State of Ohio MHAS, other state departments, and other funding source requirements;
- Attend, participate in and report about local, regional and state meetings as needed;
- Attend, participate in seminars, classes and/or trainings relative to the position as requested;
- Organize office information so that it may be retrieved promptly and so that confidentiality is maintained for any client-identifying information;
- Ensure cost effectiveness in the office operation;
- Organize and attend community engagement events;
- Execute fiscal duties as needed;
- Organize meetings, conference calls and conferences as needed; and
- Complete other duties as assigned by the Board's Executive Director.

##### **Preferred Qualifications**

- Minimum of associate degree in an appropriate discipline or equivalent experience
- Proficiency with Microsoft Office, using a computer, office equipment, and web-based reporting
- Strong interpersonal skills
- Proven time management and organizational skills

##### **Work Environment**

The work environment is typical of a small office. Some travel may be necessary.

## **Demands of Position**

The physical demands include driving, walking, light lifting, talking, hearing, and sitting. Vision abilities include close and color vision. Reasonable accommodations may be provided under the Americans with Disabilities Act to enable individuals with disabilities to perform the essential functions of the position.

I have read and understand the requirements of this job description.

Date \_\_\_\_\_

SFY 2024 Administrative Assistant Position Description.docx

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### **POSITION DESCRIPTION**

#### **Job Title: Deputy Director**

Reports to: Executive Director

Civil Service Status: Unclassified (Section 124.11 (A) (18) and (30) of the Ohio Revised Code).

#### **Compensation and Hours**

Position is full-time. Some evenings and weekends may be required. Participation in Ohio Public Employees Retirement System is offered.

#### **Position Summary**

Provide executive/fiscal support to include, but not to be limited to, the following:

- Assist the Executive Director in the preparation of Board Meeting materials, reports, minutes and correspondence;
- Assist the Executive Director in the development and review of requests for proposals, contracts or other documents as needed;
- Conduct the research, fact-checking and analysis necessary to prepare reports necessary to conduct Board business and meet state department and other funding source requirements;
- Attend, participate in and report about local, regional and state meetings attended on behalf of the Executive Director when necessary or appropriate;
- Organize office information so that it may be retrieved promptly and so that confidentiality is achieved for any information with client-identifying information;
- Assure cost effectiveness in the office operation;
- Acts as Clients Rights Officer, Records Custodian/Manager, and Behavioral Health Responder (to natural and manmade disasters);
- Assist to organize meetings, conference calls and conferences as needed; and

- Complete other duties as assigned by the Board’s Executive Director.

**Position Requirements**

- **Education/ Experience/Skills**

Education at the minimum of the master’s degree level is required. Proficiency is needed in using a computer, in using Microsoft Office, e-mail, and web-based reporting as well as in using other office equipment.

- **Key Personal Requirements**

This position provides an opportunity for an individual to assist the Board to be a good steward of public funds and to assist it to improve the behavioral health care services available to persons in this county. This position requires a self-starting individual with good judgment who enjoys undertaking a broad range of duties.

**Work Environment**

The work environment in this small office is typically quiet, in noise level and in number of people with whom employee would interface. Some travel is necessary.

**Demands of Position**

The physical demands include driving, walking, light lifting, talking, hearing, and sitting. Vision abilities include close and color vision. Reasonable accommodation may be provided under the Americans with Disabilities Act to enable individuals with disabilities to perform the essential functions of the position.

I have read and understand the requirements of this job description.

\_\_\_\_\_ Date \_\_\_\_\_

SFY 2024 Deputy Director Position Description.docx

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**POSITION DESCRIPTION**

**Job Title: Office & Fiscal Manager**

- Reports to: Executive Director.
- Civil Service Status: Unclassified (See, Sections 124.11(A)(18) and (30) of the Ohio Revised Code). Pursuant to Ohio Revised Code sections 124.11(A)(18) and (30), this position is considered to be a Secretarial and/or Program Director role.

**Compensation and Hours**

Position is full-time. Some evenings and weekends may be required. Participation in Ohio Public Employees Retirement System is offered.

### **Position Summary**

Provide support **and secretarial duties** to the Executive Director and other office staff as needed, including, but not limited to, the following:

- Assist the Executive Director in the preparation of Board Meeting materials, reports, minutes and correspondence;
- Assist the Executive Director in the development and review of requests for proposals, contracts or other documents as needed;
- Conduct the research, fact-checking and analysis necessary to prepare reports needed to conduct Board business and meet State of Ohio MHAS, other state departments, and other funding source requirements;
- Attend, participate in and report about local, regional and state meetings as needed;
- Attend, participate in seminars, classes and/or trainings relative to the position as requested;
- Organize office information so that it may be retrieved promptly and so that confidentiality is maintained for any client-identifying information;
- Manage Board office maintenance and upkeep;
- Ensure cost effectiveness in the office operation;
- Attend community engagement events;
- General administrative duties including, but not limited to, filing, copying, scanning, printing, answering the phone, and greeting visitors to the office;
- Organize meetings, conference calls and conferences as needed; and
- Complete other duties as may be assigned from time to time by the Board's Executive Director.

Provide fiscal support to include, but not be limited to, the following:

- Calendar Year Budgets (temporary and permanent) for the County Auditor's Office.
- Calendar Year Purchase Orders.
- Ohio MHAS Title XX Annual Report.
- Ohio MHAS GFMS Budget & Fiscal Entries.
- Huron Board Fiscal Budget in preparation for contract approval.
- All payments/ voucher processing/ GOSH processing.
- Receipts, including check deposits, to County Auditor.
- End Month Reports, including receipts, expenditures, audit trail, and actual budget.
- Community Mental Health and Addiction providers expenditures reports.
- OACBHA Fiscal reports.
- Ohio MHAS all deposits, changed to EFTs.
- All contract collections, including but not limited to electronic signatures, assurances, Ohio MHAS license, fiscal audit, and fiscal risk assessment, once the contract is completed by Huron Board.
- 120 Days' Notice to behavioral health providers.
- All other financial reports (no program reports), including ATP, CTP, and Crisis Flex.
- IDAT fiscal reporting.
- Calendar Year Federal Fiscal Report for providers.
- Work with the Mental Health and Recovery Services Board of Seneca, Sandusky, and Wyandot counties on the following: Ohio MHAS FIS 040 Budget, Ohio MHAS FIS 040 Actual, Sliding Fee Schedule (yearly), Providers Ohio MHAS Audit Checklist, Ohio MHAS Substance Abuse Entity Inventory, Ohio MHAS Annual Board Questionnaire.

### **Preferred Qualifications**

- Minimum of an associate degree in an appropriate discipline.
- Minimum of three years' experience in an administrative or office managerial role.
- Proficiency with Microsoft Office/Google Suite, using a computer, office equipment, and web-based reporting.
- Strong interpersonal skills.
- Proven time management and organizational skills.

- Bilingual (Spanish).

### **Work Environment**

The work environment is typical of a small office. Some travel may be necessary.

### **Demands of Position**

The physical demands include driving, walking, light lifting, talking, hearing, and sitting. Vision abilities include close and color vision. Reasonable accommodations may be made under the Americans with Disabilities Act to enable individuals with disabilities to perform the essential functions of the position.

I have read and understand the requirements of this job description.

\_\_\_\_\_ Date \_\_\_\_\_

SFY 2024 Office & Fiscal Manager Position Description.docx

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### **POSITION DESCRIPTION**

#### **Job Title: Community Engagement and Resource Manager**

- Reports to: Executive Director.
- Civil Service Status: Unclassified (See, Sections 124.11(A)(18) and (30) of the Ohio Revised Code). Pursuant to the Ohio Revised Code 124.11(A)(18) and (30), this position is considered to be a Program Director role.

### **Compensation and Hours**

Position is full-time. Some evenings and weekends may be required. Participation in Ohio Public Employees Retirement System is offered.

### **Position Summary**

Provide program direction and oversight to include, but not to be limited to, the following:

- Build and manage the Board's social media profiles and presence, including Facebook, Twitter, LinkedIn, and additional channels that may be deemed relevant.

- Create and disseminate shareable content and marketing materials appropriate for specific networks to spread our mission, vision, and services.
- Regularly create content to grow the Board’s informational footprint (press releases, newsletters, and creative content).
- Identify grant funding opportunities that align with Board’s strategic plan.
- Write, submit, and manage grant proposals.
- Coordinate planning for events such as community meetings, educational events, trainings, health fairs and local business fairs.
- Represent the organization at coalition and community group meetings to build relationships and promote services.
- Manage and actively promote levy campaign.
- Develop and execute outreach programs to targeted populations.
- Oversee the Board’s Culture of Quality certification.
- Manage the Board’s website.
- Creatively engage the public to inform the community of our programs and supports.
- Gather and share feedback and input regarding community needs.
- Manage tracking of efforts and share with Executive Director on a monthly basis.
- Attend and participate in seminars, classes and/or trainings relative to the position as requested.
- Complete other duties as assigned by the Board’s Executive Director.

**Preferred Qualifications**

- Minimum of bachelor’s degree in an appropriate discipline or equivalent experience.
- Proficiency with Microsoft Office, using a computer, office equipment, and web-based reporting.
- Strong interpersonal and communication skills.
- Proven time management and organizational skills.
- Experience in grant writing.
- Networking and engagement skills.

**Work Environment**

The work environment is typical of a small office. Some travel is necessary.

**Demands of Position**

The physical demands include driving, walking, light lifting, talking, hearing and sitting. Vision abilities include close and color vision. Reasonable accommodations under the Americans With Disabilities Act may be made to enable individuals with disabilities to perform the essential functions of the position.

I have read and understand the requirements of this job description

\_\_\_\_\_ Date \_\_\_\_\_

## Attachment II

### 2023 Brown Consulting Audit Summary

#### Family Life Counseling

- Family Life Counseling & Psychiatric Services' clinical records in the sample audited were complete and well organized. Family Life Counseling & Psychiatric Services demonstrates effective competence and thoroughness through the use of their electronic health records system. Clinical services reviewed in the sample included diagnostic assessment, pharmacological management, individual and group behavioral health counseling and therapy, and crisis intervention. In the sample of one hundred (100) lines of billing audited / reviewed across twenty (20) clinical records, the reviewer identified no (0) errors in any of the line items reviewed. The reviewer identified (2) areas in the documentation that the organization may want to consider for quality improvement.
- **Quality Improvement Recommendations:**
  - During the review, a total of twelve (12) line items reviewed had documentation signed between 6 and 21 days after the service was provided, and at times the documentation was not completed until after an additional service was provided. It is recommended that the organization ensures that all staff are following current policies and procedures regarding the timeline for completion and signing of documentation.
  - Telehealth services were not consistently documented in regard to how staff document the location of service, type of service, etc. The documentation of the telehealth services was always detailed, but the information on where and how the service was provided was inconsistent and confusing because no two notes were completed consistently of the ten (10) telehealth notes provided.
- **Recommendations:**
  - Recommend a process to ensure documentation is signed within the timeframe established by the organization's policies and procedures.
  - Recommend the organization complete education or training with staff on a consistent way to document where and how telehealth services are conducted.
- **Areas to address:**
  - Case management Activities
  - Referrals
  - Discharge Level of Care (ASAM)
- **Summary:** Brown Consulting, Ltd. believes the mental health treatment and alcohol and other drug services of Family Life Counseling and Psychiatric Services continue to be of good quality and are capable of addressing a wide range of client alcohol and drug treatment service needs. The clinical supervision logs were reviewed and appeared to meet OhioMHAS certification and CARF accreditation supervision standards requirements.

#### Firelands Counseling

- Firelands Counseling and Recovery Services' clinical records in the sample audited were complete and well organized. Firelands Counseling and Recovery Services demonstrates effective competence and thoroughness through the use of their electronic health records system. Clinical services reviewed in the sample included diagnostic assessment, pharmacological management, individual and group behavioral health counseling and therapy, and crisis intervention. In the sample of one hundred and fifteen (115) lines of billing audited / reviewed, the reviewer identified no (0) errors in any of the line items reviewed. The reviewer identified two (2) areas in the documentation that the organization may want to consider for quality improvement.
- **Quality Improvement Recommendations:**
  - Ensure that documentation completed is not generic or "cookie cutter" within the Individual Service Plan (ISP).

- Ensure that the ISP is consistently documented throughout the documentation. There was inconsistency in the line items reviewed where the ISP goals, objectives, or progress were documented.
- **Recommendations:**
  - Recommend a process to ensure that the ISP is documented consistently and in a manner which reflects each individual person served and does not utilize generic “cookie cutter” statements. However, in wrap up discussion with leadership of the organization, it appears action has already been taken to correct these items which would be able to be viewed in the next FY audit documentation.
- **Areas to address:**
  - Referrals
- **Summary:** Brown Consulting, Ltd. believes the mental health and alcohol and drug treatment services of Firelands Counseling and Recovery Services of Huron County continue to be of good quality and are capable of addressing a wide range of mental health and client alcohol and drug treatment service needs. The clinical supervision logs were reviewed and appeared to meet OhioMHAS certification and CARF accreditation supervision standards requirements.

### Let’s Get Real

- **Key Findings:**
  - Five (5) client records were reviewed as representative examples. All contained appropriate registration and orientation documentation. Signed consent documents were in evidence and reflected the services being rendered by authorized personnel.
  - Six (6) staff members are currently certified as Peer Recovery Specialists with three (3) of these individuals being qualified to provide supervision. The agency was able to produce documentation of certification for a seventh individual; however this could not be corroborated in the state database. The state has been contacted twice for assistance and has of yet not replied.
  - According to documentation in the agency, Let’s Get Real, Inc. Peer Recovery Services are currently certified with the State of Ohio through September 3, 2025; however this could not be corroborated in the state database. The state has been contacted twice for assistance and has of yet not replied.
  - Let’s Get Real, Inc. is providing compliant Peer Recovery Services in accordance with the OhioMHAS standards laid out in O.A.C. 5122-29-15.
  - All six (6) advertising / marketing materials reviewed had the Board logo on them. The statement “Funded in part by the Huron County Board of Mental Health & Addiction Services” was not seen on any materials.
  - Let’s Get Real, Inc. maintains a comprehensive Policy and Procedures Manual. However, the supervision policy only addresses program supervision. Management should insert additional language to ensure compliance with O.A.C. 5122-26-06 (H).
  - Per program management, no client rights violations or grievances were filed during FY 2022.
  - Client rights and responsibilities are documented in the agency policies and provided to clients upon entering the program. A copy should also be “posted in a conspicuous location that is accessible to persons served, their family or significant others and the public” per O.A.C. 5122-26-18 (D)(2).
- **Summary:** Brown Consulting, Ltd. believes the Peer Recovery Support Services of Let’s Get Real, Inc. are of good quality and can address a wide range of client alcohol and drug treatment service needs.

### Oriana House

- Rigel Recovery Services’ clinical records in the sample audited were complete and well organized. Rigel Recovery Services demonstrates effective competence and thoroughness through the use of their electronic health records system (CareLogic). Clinical services reviewed in the sample included

diagnostic assessment, pharmacological management, individual and group behavioral health counseling and therapy, and crisis intervention. In the sample of one hundred twenty-six (126) lines of billing audited / reviewed, the reviewer identified zero (0) claims that would be considered ineligible and zero (0) claims that required further research. The reviewer identified zero (0) areas in the documentation that should be considered for quality improvement.

- **Quality Improvement Recommendations:** none
- **Recommendations:** none
- **Areas to address:**
  - Case management activities
  - Referrals
- **Summary:** Brown Consulting, Ltd. believes the alcohol and other drug services of Rigel Recovery Services are of good quality and are capable of addressing a wide range of client alcohol and drug treatment service needs. The clinical supervision logs appear to continue to meet OhioMHAS certification and CARF accreditation supervision standards requirements.