

*****APPROVED 3/13/2024*****

**MINUTES
CENTRAL UTAH COUNSELING CENTER
AUTHORITY BOARD MEETING**

DATE: February 21, 2024

PLACE: 282 S 100 E
Richfield, UT 84701

TIME: 4:30 PM

PRESENT: Commissioner Scott Bartholomew, Commissioner Dennis Blackburn, Commissioner Ralph Brown, Commissioner Trevor Johnson, Commissioner Marty Palmer, Commissioner Sam Steed, Nathan Strait, Richard Anderson, Chad Williams, Jared Kummer, Lynnette Robinson, Holly Kunzler, Jace Ellsworth, Christian Matthews, Julie Lynn, Victor Tua'one, Matt Church

EXCUSED: Anna LaDamus

I. APPROVAL OF MINUTES:

A motion was made by Commissioner Marty Palmer to approve the minutes of the January 10th, 2024 Authority Board Meeting. The motion was seconded by Commissioner Scott Bartholomew. Votes by voice included Commissioner Trevor Johnson yes, Commissioner Scott Bartholomew yes, Commissioner Marty Palmer yes, Commissioner Sam Steed yes, and Commissioner Dennis Blackburn yes virtual. Commissioner Ralph Brown was not yet in the meeting and was absent from the vote. Motion carried.

II. APPROVAL OF FINANCIAL REPORT:

Richard Anderson presented the fiscal year (FY) 2024 financial report. Medicaid capitation revenue continues to be down due to the PRISM eligibility system not functioning properly and a decrease in eligibles from what was projected. With 58% of the year gone, revenues are 45% mental health (MH) and 66% substance use disorder (SUD). On the expenditure side, wages and fringe are 57% MH and 58% SA. Board member travel is low but will be used for the National Conference. Capital and equipment at 38% is the funding taken from reserves to complete the Richfield outpatient office. Inpatient is 37% but does not include pending payments, which are in line to spend the total \$1.2 million budget.

Richard thanked the commissioners for notifying him of issues with Unified Fleet. The Center purchased four and returned two of the leased vehicles. A final check was mailed today to end the contract with Unified Fleet.

Richard stated the annual workers compensation cost will increase from around \$30,000 to \$97,000 due to the carbon monoxide claims. This will stay on the Experience Modification (E-Mod) for three years.

Richard stated the required FY2025 Medicaid funding request has been submitted. The FY2024 request was shown with \$6.5 million for MH and \$2.7 million for SUD. Based on the budgeted amount versus projected current, the Center will be \$2.5 million short. Medicaid understands the problem and has promised to issue an interim payment if needed based on request and not current eligibility information. Richard thinks the Center's reserves will carry the agency through the rest of the year. Most of the finance directors in the state voted for an end of the fiscal year interim payment. Richard generally budgets a little larger than needed so the Center should be fine. Richard sent in a request that was broken down by legacy and expansion Medicaid. The Center will be charged a match on legacy Medicaid. Commissioner Trevor Johnson asked if Medicaid has the money to make agencies whole. Richard stated Medicaid has enough money to make agencies whole. There has never been a question on their ability to grant the request. The concern is whether they will have accurate data for next year.

A motion was made by Commissioner Scott Bartholomew to approve the financial report as presented. The motion was seconded by Commissioner Sam Steed. Votes by voice included Commissioner Trevor Johnson yes, Commissioner Scott Bartholomew yes, Commissioner Marty Palmer yes, Commissioner Sam Steed yes, and Commissioner Dennis Blackburn yes virtual. Commissioner Ralph Brown was not yet in the meeting and was absent from the vote. Motion carried.

III. APPROVAL OF RICHFIELD REAL ESTATE CONTRACT:

Richard stated this agenda item is a continuation of an email conversation that needs to be ratified. When the Richfield property was purchased, the Board signed a letter authorizing Richard to sign real estate documents. Similar approval is needed for the sale of the Richfield outpatient office on Main Street. Written approval was given via email. Richard has a document ready for Commissioner Trevor Johnson to sign.

A motion was made by Commissioner Scott Bartholomew to allow Commissioner Trevor Johnson to authorize Richard Anderson to sign real estate documents relating to the sale of the Richfield outpatient office on Main Street. The motion was seconded by Commissioner Marty Palmer. Votes by voice included Commissioner Trevor Johnson yes, Commissioner Scott Bartholomew yes, Commissioner Marty Palmer yes, Commissioner Sam Steed yes, and Commissioner Dennis Blackburn yes virtual. Commissioner Ralph Brown was not yet in the meeting and was absent from the vote. Motion carried.

IV. PERSONNEL ACTIONS:

Jace Ellsworth was hired as the human resources director and presented on turnover in the last two months. Merrill Shaw retired from his position as a substance use disorder counselor (SUDC) in Millard-Juab. Marcie Nay resigned from her position as a custodian in Delta and was replaced by Breanne Johnson. Dane Thurston was hired as a physician assistant (PA) in Ephraim. Angela Taylor resigned from her position as a part-time therapist in Richfield. Commissioner

Trevor Johnson asked what the PA does. Nathan Strait stated the PA prescribes medication to clients and monitors their physical health. Commissioner Trevor Johnson asked if the PA prescribes for the whole Center. Nathan stated the Center has four prescribers; Dane in Ephraim, LaKecia Wilkinson in Richfield, David Boel in Millard-Juab, and Lisa O'Donnal part-time in Ephraim and Millard-Juab. Richard stated the prescribers can see clients over the camera in all locations when needed.

V. LEAVE OF ABSENCE POLICY REVISION APPROVAL:

Jace presented the current leave of absence policy that states the executive director may approve leave requests up to 12 weeks, and the Authority Board must approve leave requests longer than 12 weeks. The problem in the policy is that it allows the executive director to terminate leave of absence contracts made by the Board. Administration thinks this gives too much power to the executive director. The policy has been revised to state the executive director may only terminate leave of absence contracts he makes, and the Board may terminate leave of absence contracts they make.

A motion was made by Commissioner Marty Palmer to approve the revised leave of absence policy. The motion was seconded by Commissioner Sam Steed. Votes by voice included Commissioner Trevor Johnson yes, Commissioner Scott Bartholomew yes, Commissioner Marty Palmer yes, Commissioner Sam Steed yes, and Commissioner Dennis Blackburn yes virtual. Commissioner Ralph Brown was not yet in the meeting and was absent from the vote. Motion carried.

VI. CORPORATE COMPLIANCE REPORT:

Lynnette Robinson stated corporate compliance is one of her job duties, and it works well with the controller position. The Center's corporate compliance plan outlines the method used to keep the agency under compliance in every aspect of the organization. The Health Insurance Portability and Accountability Act (HIPAA) is a federal law that requires the Center to protect sensitive patient health information from being disclosed without the patient's consent or knowledge. Employees and those the Center contracts with are required to follow standards listed in a code of conduct. Some of these standards include complete and accurate records, consumer confidentiality, payment for referrals, quality of care, and consumer rights. Employees are encouraged to report any fraud or abuse they become aware of. If there is a violation, administration determines if it was an innocent mistake or completed on purpose. A corporate compliance committee is made up of many of the people in this room. They meet together about 10 times per year in the Center Administration Meeting (CAM) to look at ways to improve services for clients, staff, and associated businesses. Upper management continually looks for ways to minimize risk by identifying potential exposure to the Center in electronic medical records and financial records. Assessments discussed in CAM are put into action by team leaders, in virtual and in-person meetings, and twice a year at general staff meetings. Some of the things discussed this year were improving unrecorded services with a dictation software, a new performance improvement project that focuses on integrated care with physical and mental health, drug court fees and the role the Center plays in drug testing and reporting, and providing evening treatment by extending Monday through Thursday hours and shortening hours on Fridays. Additional training was held for office managers, case managers, therapists, and medical

staff. Jared Kummer completed an audit on psychosocial rehabilitation services to ensure staff are providing these services in compliance with the Medicaid contract. A checkout system was put into place for times when groups pause for meals and transportation. The skills being taught needed to be better defined in the documentation. Jared held an excellent case manager training to provide instruction. Commissioner Scott Bartholomew stated completing notes on time must be critical and asked if there was a problem. Lynnette stated there are always a few staff who get behind and need help. An employee who was planning to retire was able to use the dictation software to get caught up and stated it made a huge difference.

VII. CLINICAL SERVICES BOARD REPORT:

Jared stated there was recently a question about the Outcome Questionnaire (OQ) and how it works. When clients come in for services, they complete a 30 question survey. It is similar to having vital signs taken for a physical health appointment. Research shows using this tool with clients results in better outcomes. A sample of the questionnaire was shown. The results notify clinicians of concerns to be aware of. Commissioner Scott Bartholomew states he has found it interesting that he has been taking the same questionnaire at his physical health appointments. Nathan asked if he was ever shown the results. Commissioner Scott Bartholomew states he has not been shown the results. Jared stated part of the magic of this tool is reviewing it with the client so they can see their change over time. The OQ is used statewide by all the local MH authorities. Commissioner Trevor Johnson asked if there are clients who would not recognize their improvement without seeing their results. Jared stated many clients do not realize they have improved until they see their results. The OQ does not count as an evidence based practice (EBP) unless it is reviewed with the client. Commissioner Scott Bartholomew wondered what would happen if he answered all the questions the same. Jared stated this would create some attention. He notices when a court ordered client's score is way below average. This is an indicator to be mindful of how forthcoming the client is. Commissioner Scott Bartholomew asked if clients are honest on the OQ. Jared stated sometimes clients provide a lower score on their initial visit until they become more comfortable, and then their score will increase. The more honest score will be set as the baseline. Some clients do not want to take the OQ and are not forced to. Richard stated there can be a problem with state reporting when clients underreport their drug use at intake and then become honest later on in treatment. It makes it look as though treatment made their drug use increase. Youth are given a youth outcome questionnaire (YOQ) to complete, and their parents complete a caregiver version. The results are often different. Sometimes there are even differences between a mother and father's answers. Therapists need to view the results within one day, and this is tracked. In June of 2022, the view rates were low. Team leaders provided staff training, and the numbers increased. In June of 2023, the view rate increased from 69% to 82%. Sometimes clients are seen in school and complete a physical copy of the YOQ that is manually entered into the computer later. The therapist will view the paper version and not the electronic results. Commissioner Scott Bartholomew asked if therapists go into the schools regularly. Nathan stated there are a number of school referrals. Jared stated therapists make sure to view the thoughts of self harm or thought to hurt others on the OQ/YOQ. A graph of OQ/YOQ results from 2019 to 2024 year-to-date was shown. View rates were 83% in 2019, there was a dip to 71% in 2022, and current rates are back up to 81%.

Jared presented the quarterly and yearly service graphs. Services are increasing by year. A trend that is being followed is client services were 11,637 in the first quarter of last year but are decreasing. This was one of the highest quarters seen. Services are decreasing each quarter back in alignment with previous years. There is a concern that this relates to the Medicaid drawdown. Commissioner Trevor Johnson asked if these services are based on service or client. Jared stated the graph is per service. The slide does not show every service provided but focuses on the services provided the most. The mobile crisis outreach team (MCOT) was created in 2021 during the third quarter. They had 218 services in 2021, 610 in 2022, and 1,132 in 2023. MCOT is very productive and along the same lines as bigger centers in the state.

Jared presented hospital follow-up visit data for 2019 through 2022. The data for 2023 will be available in June of 2024. It is a very risky time when someone is discharged from the hospital. Hospitalizations usually occur when a client is at risk of harm to themselves or others. Staff try to schedule these clients as soon as possible. Sometimes the clients do not come in for their appointment. MCOT has really helped follow up with the clients, which has created a large jump in clients seen within 7 and 30 days following a hospital discharge.

Commissioner Trevor Johnson asked if there is anything to be aware of in the legislature. Nathan stated there are questions surrounding civil commitment and the sale of the Utah State Hospital (USH). There was a proposal to sell the USH and open several locations throughout the state. This would be very difficult to staff and would not save money. The bill has gone back to a committee for revision. Representative Tyler Clancy sponsored the bill without knowing the full intent behind it. The original sponsor was out of Davis County and has friends in the real estate market who own Seven Peaks Ice Arena and want to expand the facility and build a ski resort. The legislature is looking at expanding civil commitment to have the local mental health authorities (LMHA) supervise those on commitment. If a person has 10 felonies within a 5 year period, and there is a mental illness, they want them moved to the LMHA who does not have law enforcement authority and cannot detain individuals. This will go to a committee tomorrow. Another bill is looking at the expansion of MCOT and receiving centers. The governor's budget asked for one receiving center and two MCOT. As a result of that, Representative Steve Eliason coming out of the crisis commission was going to recommend two receiving centers and four MCOT. Commissioner Marty Palmer asked how many staff are on one MCOT. Nathan stated one team must have at least two individuals who have access to a prescriber. One of the individuals must be a therapist. Richard stated the Center's MCOT has six therapists and three case managers. It is one team that almost functions as three. The Center will apply for one of the MCOT. Nathan stated the crisis commission recommending two receiving centers would have benefitted the Center because it was second in line. The Center is given \$490,000 to run one MCOT, but the cost is \$1.2 million. Other agencies have not been able to use all their MCOT funding and have given it to the Center. The Center's MCOT is overstaffed to allow for coverage of the large catchment area so response time is not too slow. Receiving another \$490,000 for an additional MCOT would bring the Center closer to completely using state funds. Richard does not know if other agencies will spend their MCOT funding this year or not. They are aware the Center will take it if they have extra.

VIII. WEBSITE PRIVACY POLICY STATEMENT:

Nathan stated new legislation requires the Center's website to list a privacy statement related to a specific policy. The state auditor sent out a notice with requirements. A new policy has been created and was presented for approval. It basically states the Center does not gather or sell information of those who visit the website, and their information is protected. The only cookies used are to track how many visitors there are to the website and what areas they click on.

A motion was made by Commissioner Steed to approve the Center's website privacy policy statement. The motion was seconded by Commissioner Scott Bartholomew. Votes by voice included Commissioner Trevor Johnson yes, Commissioner Scott Bartholomew yes, Commissioner Marty Palmer yes, Commissioner Sam Steed yes, Commissioner Dennis Blackburn yes virtual, and Commissioner Ralph Brown yes virtual. Motion carried.

IX. EXECUTIVE SESSION:

A motion was made by Commissioner Marty Palmer to move into Executive Session for the purpose of discussing personnel. The motion was seconded by Commissioner Scott Bartholomew. Votes by voice included Commissioner Trevor Johnson yes, Commissioner Scott Bartholomew yes, Commissioner Marty Palmer yes, Commissioner Sam Steed yes, Commissioner Ralph Brown yes virtual, and Commissioner Dennis Blackburn absent. Motion carried. Roll call of those in attendance included Commissioner Trevor Johnson, Commissioner Scott Bartholomew, Commissioner Marty Palmer, Commissioner Sam Steed, Commissioner Ralph Brown virtual, Nathan Strait, Richard Anderson, Lynnette Robinson, Jace Ellsworth, Jared Kummer, Christian Matthews, Victor Tua'one, and Matt Church.

A motion was made by Commissioner Scott Bartholomew to move out of Executive Session. The motion was seconded by Commissioner Marty Palmer. Votes by voice included Commissioner Trevor Johnson yes, Commissioner Scott Bartholomew yes, Commissioner Marty Palmer yes, Commissioner Sam Steed yes, Commissioner Ralph Brown yes virtual, and Commissioner Dennis Blackburn absent. Motion carried.

X. EXECUTIVE SESSION ACTION:

As a result of the Executive Session, a motion was made by Commissioner Scott Bartholomew to grant Lauren Miller's leave of absence request until April 29, 2024. The motion was seconded by Commissioner Marty Palmer. Votes by voice included Commissioner Trevor Johnson yes, Commissioner Scott Bartholomew yes, Commissioner Marty Palmer yes, Commissioner Sam Steed yes, Commissioner Ralph Brown yes virtual, and Commissioner Dennis Blackburn absent. Motion carried.

As a result of the Executive Session, a motion was made by Commissioner Scott Bartholomew to grant Jenny MacKay's leave of absence request until June 3, 2024. The motion was seconded by Commissioner Sam Steed. Votes by voice included Commissioner Trevor Johnson yes, Commissioner Scott Bartholomew yes, Commissioner Marty Palmer yes, Commissioner Sam Steed yes, Commissioner Ralph Brown yes virtual, and Commissioner Dennis Blackburn absent. Motion carried.

As a result of the Executive Session, a motion was made by Commissioner Scott Bartholomew to grant Crystal Barnes’s request to work part-time, increasing her hours each week until she is back full-time, until December 1, 2024. The motion was seconded by Commissioner Marty Palmer. Votes by voice included Commissioner Trevor Johnson yes, Commissioner Scott Bartholomew yes, Commissioner Marty Palmer yes, Commissioner Sam Steed yes, Commissioner Ralph Brown yes virtual, and Commissioner Dennis Blackburn absent. Motion carried.

As a result of the Executive Session, a motion was made by Commissioner Marty Palmer to grant Michelle Folkner’s leave of absence request until June 30, 2024. Jace was instructed to email Michelle and ask for a specific termination date. The motion was seconded by Commissioner Scott Bartholomew. Votes by voice included Commissioner Trevor Johnson yes, Commissioner Scott Bartholomew yes, Commissioner Marty Palmer yes, Commissioner Sam Steed yes, Commissioner Ralph Brown yes virtual, and Commissioner Dennis Blackburn absent. Motion carried.

As a result of the Executive Session, a motion was made by Commissioner Scott Bartholomew to grant Victor Tua’one’s leave of absence request until June 30, 2024. The motion was seconded by Commissioner Marty Palmer. Votes by voice included Commissioner Trevor Johnson yes, Commissioner Scott Bartholomew yes, Commissioner Marty Palmer yes, Commissioner Sam Steed yes, Commissioner Ralph Brown yes virtual, and Commissioner Dennis Blackburn absent. Motion carried.

Commissioner Trevor Johnson asked Jace to make a list of Victor Tua’one’s concerns and bring it to the Board with suggested solutions.

XI. MEETING SCHEDULE:

The next Authority Board Meeting will be held on Wednesday, March 13th, 2024 at 4:30 p.m. at Central Utah Counseling Center’s residential facility located at 282 S 100 E in Richfield.

XII. OTHER:

Nothing to report.

XIII. MATTERS FROM THE BOARD:

Nothing to report.

A motion was made by Commissioner Scott Bartholomew to adjourn the meeting. The motion was seconded by Commissioner Marty Palmer. Votes by voice included Commissioner Trevor Johnson yes, Commissioner Scott Bartholomew yes, Commissioner Marty Palmer yes, Commissioner Sam Steed yes, Commissioner Ralph Brown yes virtual, and Commissioner Dennis Blackburn absent. Motion carried.

The meeting was adjourned at 7:58 p.m.

Julie Lynn, Accountant