

*****PENDING - SUBJECT TO CHANGE*****

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

DATE: August 14, 2024

PLACE: 282 S 100 E
Richfield, UT 84701

TIME: 4:30 PM

PRESENT: Commissioner Dennis Blackburn, Commissioner Ralph Brown, Commissioner Trevor Johnson, Commissioner Marty Palmer, Commissioner Sam Steed, Nathan Strait, Richard Anderson, Chad Williams, Anna LaDamus, Jared Kummer, Lynnette Robinson, Holly Kunzler, Jace Ellsworth, Christian Matthews, Julie Lynn

EXCUSED: Commissioner Scott Bartholomew

I. APPROVAL OF MINUTES:

A motion was made by Commissioner Ralph Brown to approve the minutes of the June 12th, 2024 Authority Board Meeting. The motion was seconded by Commissioner Marty Palmer. Votes by voice included Commissioner Dennis Blackburn, Commissioner Ralph Brown, Commissioner Trevor Johnson, Commissioner Marty Palmer, and Commissioner Sam Steed. Commissioner Scott Bartholomew was absent from the meeting. Motion carried.

II. FINANCIAL REPORT:

Richard Anderson stated a financial report is not typically presented in August as the previous fiscal year is wrapping up, and the new year just began. The information will be provided in the next meeting.

A. Medicaid Reconciliation

Richard received an email last week from Gregory Trollan at the Utah Department of Health and Human Services (DHHS) that stated because eligibles dropped so drastically and unexpectedly, they will make the Center whole on their FY2024 request. Richard was hoping for a \$2 million gross adjustment, but the DHHS will process a recoup and replace for each eligible client per month. Hopefully, the Provider Reimbursement Information System for Medicaid (PRISM) can handle the process, which has been a contributing factor in the issue.

B. MCOT Vehicle Purchase, Motion, & Approval

Richard worked with Manny Lucero from Intermountain Health to secure a \$90,000 Health Resources and Services Administration (HRSA) grant to purchase three new Mobile Crisis

Outreach Team (MCOT) vehicles. Vehicles were previously obtained from United Fleet, but the Center moved away from that agency. The Center will purchase three Chevrolet Equinox vehicles at \$30,635 each for a total of \$91,905 and then be reimbursed by the grant.

A motion was made by Commissioner Marty Palmer to purchase three vehicles for \$91,905. The motion was seconded by Commissioner Sam Steed. Votes by voice included Commissioner Dennis Blackburn, Commissioner Ralph Brown, Commissioner Trevor Johnson, Commissioner Marty Palmer, and Commissioner Sam Steed. Commissioner Scott Bartholomew was absent from the meeting. Motion carried.

C. Credible Contract - RCMS

Credible is the Center's electronic health record (EHR) and also provides RCMS billing. The EHR and RCMS were separate contracts prior to November 2023, but the most recently signed contract combined them. The Center is not receiving the billing services needed from Credible, and notified them on May 21st that they were in breach of contract due to several years of data that showed dwindling amounts of work. The contract provided them 45 days to correct their error, but they were not able to completely rectify the situation. Credible states the contract can be separated to just provide the Center with the EHR, but they are requesting a five year term. Richard proposed a one year term and is waiting to hear back. Nathan Strait stated he should have had more oversight on billing but has been preoccupied with other issues. Tammy Arellano was hired to bring the billing in house. She has been a great help so far and worked at Central Valley Medical Center in Nephi for 20 plus years in billing. Richard added that the issues in PRISM caused inaccurate data that made it difficult to really understand the issue.

D. Gunnison Administration Building

Richard stated he met with Gunnison's Main Street Historical Committee on July 29th about the administration building. Some aesthetic adjustments were made based on their recommendations. The building will have a separate entrance to the board room, which is where this meeting will be held. The American Rescue Plan Act of 2021 (ARPA) awarded the Center \$830,000 to help complete the Richfield clinic and build the Gunnison administration building. This was a very good surprise. Fencing for the Richfield clinic was left off the bid so these funds will really help with that.

E. Richfield Property Sale

An investment firm is interested in the old Richfield clinic. After several emails, they reached the \$850,000 amount the board agreed to not go lower than. They continue to look at the building to get prices on moving some walls and installing a washer and dryer. They hope to have cost estimates from the contractor to make a decision this week. The Center's realtor has a good feeling that the sale will happen, it just might take some time. The group that will occupy the building is different from the firm purchasing it. Richard is fine to wait a few months but would like the funds to use on the administration building.

III. DISCLOSURE FORM:

Nathan stated H.B. 80 Candidate and Officeholder Disclosure Modifications requires the commissioners to complete an annual Disclosure Form to list any potential conflicts of interest.

The form must be posted for each board the elected official serves on, as well as on the county website. Nathan asked the commissioners to complete a form specific to the Center.

IV. SANPETE TEAM REPORT:

Christian Matthews stated his 21 member fully staffed team consists of 2 office managers, 6 case managers (2 are master's level interns), 7 therapists, 1 part-time maintenance, 2 nurses, 1 part-time nurse practitioner, 1 full-time physician assistant, and 1 team leader. The team provides mental health (MH) and substance use disorder (SUD) treatment such as evaluations and recommendations, individual and group therapy, psychosocial rehabilitation groups, case management, medication assessment and management, and residential living. There are typically 11 to 13 residential units available, and the residential is normally full. Group services offered include seeking safety, early recovery, dialectical behavior therapy (DBT), moral reconnection therapy (MRT), mens' and womens' groups, thinking errors, and day treatment groups. Community services include recovery court (drug court), family recovery court, Adult Probation and Parole (AP&P) referrals (justice reinvestment initiative JRI), Division of Child and Family Services (DCFS) referrals, school based services (SBS), and prevention and safe social activities. There are currently 14 clients in recovery court, and the limit is 20. Commissioner Marty Palmer asked if the Sanpete team does treatment in the jail. Chris stated they do treatment once per week in the jail for prisoners who are close to being released so they can transition directly into services in the Ephraim clinic. Prisoners can also engage in groups while in jail, which connects them to therapists and case managers. There was a national news article written on the Sanpete County Jail's treatment program and how it has reduced recidivism. Commissioner Marty Palmer asked Chad Williams if they go to the jail in Nephi. Chad stated they do treatment there when needed, but not as a routine. Anna LaDamus stated MCOT has responded to crises inside the six county area jails. Commissioner Marty Palmer asked how jail services are billed. Chris stated Medicaid is billed directly if the client has that insurance. There is also drug court and JRI funding for those without insurance. Nathan stated the Centers for Medicare and Medicaid Services (CMS) just approved a waiver for Utah to extend Medicaid eligibility 90 days prior to release, which will help fund many of these services and pay for medication that is a huge cost for the counties. Chris stated his team's strengths and growth include being fully staffed, providing consistent services, reconnection to community agencies, improving performance, and increasing teamwork and communication. Some weeks are tougher than others, and they are still coming out of the storm. The human toll of the carbon monoxide (CO) accident and injuries cannot be calculated or described unless you are part of it day to day. Challenges include new and inexperienced staff and the training and supervision demands that come along with that, leadership in stepping up and helping the team move forward, trust, and community messages. They need to find a way to let the community know the office is fully staffed, functional, and there is no hazard in the building. The last half of FY2023 was the accident, injury, and the team was in survival mode, trying to keep the doors open and services provided. Last year included a lot of regrouping, staff returning to work, clarification of what the team was going to look like, and reconnecting services. Going into FY2025, they know who the team is and understand some staff are still facing challenges. They are working on solidifying, improving, and increasing effectiveness and frequency of services. Chris thanked the commissioners and members of administration for their support during this process. Commissioner Marty Palmer expressed appreciation to Chris for what he has done to help the team. Jared Kummer stated Chris has a

good balance of being firm but supportive, which is much needed. The situation at the jail is garnering national attention. The recidivism rate is very low. Chris's team is the handoff point for most cases, and they take good care of their clients. They are saving lives at a dangerous time when people are just getting out of jail.

V. CLINICAL SERVICES REPORT:

Jared presented services statistics for the last two quarters, which are the highest in some areas. Evaluations decreased from 335 in the third quarter to 266 in the fourth quarter so this is something that will be watched. Evaluations by location were Tri-County 237, Millard-Juab 203, and Sanpete 144. The current average caseload per full-time therapist by location is Tri-County 75, Sanpete 54, and Millard-Juab 45. Tri-County has no more space for additional therapists to help lighten the load. The new clinic is definitely needed. Full-time therapists are Tri-County 8, Millard-Juab 7, and Sanpete 7. Services at schools by location are Millard-Juab 356, Tri-County 258, and Sanpete 177. Chad stated the Tintic School District is fairly small, but they do have a presence there. Most of their school services are in the Juab School District. Jared stated the Center is in about 19 schools. The kids they see there are typically the highest need and hardest cases. Richard added that the numbers seen are affected by how the school districts are set up and refer to the Center. Jared stated the Outcome Questionnaire (OQ) is a MH and SUD symptoms tracking tool, similar to getting your vitals taken at the doctor. The OQ is given to clients every time they come in for treatment. A higher score means more symptoms. For adults, the community average is 31.5 and the mixed outpatient average is 55.56. Initial and current scores of Center clients show improvements in each location. The youth OQ community average is 23.39, and the mixed outpatient average is 40.31. Youth caregivers also complete the form. The community average for that is 17.9, and the mixed outpatient average is 42.9. Caregivers typically score higher than their children. Initial and current scores all decreased by location. Case management and personal services focus on connecting clients to basic needs such as food, housing, and health related matters. The last two quarters have been the highest since 2018. A social determinants screening tool went into effect July 1st and is given to clients at intake. It comes from the University of New Mexico and is used worldwide. It includes simple questions that hit on basic needs to have better health and improve happiness.

VI. PERSONNEL ACTIONS:

Jace Ellsworth presented on personnel actions for the last two months. Crystal Barnes was a part-time case manager in Ephraim who was approved for a leave of absence then resigned at the end of June. Emilee Watkins was a part-time drug screener in Nephi who resigned. Ephraim therapists Jenny MacKay and Victor Tua'one, nurse practitioner Lauren Miller, and case manager Michelle Folkner separated on July 1st. Samantha Payne was a full-time office manager in Richfield who was reassigned to the administration team as an accounts payable clerk. Her spot has been backfilled and will be reported on at the next meeting. Arien Nay was hired as a full-time office manager in Ephraim to replace Tammy Arellano who transferred to administration as a billing specialist.

VII. UTAH LOCAL GOVERNMENTS TRUST:

Steve Hansen is the CEO of Utah Local Governments Trust (ULGT) and has been with the organization for 31 years and in the field for 35 years. They insure 500 entities in Utah. His

organization spent an enormous amount of time on the very sensitive CO claim. He asked to attend this meeting to make sure the commissioners know what a great job Nathan and Richard did in handling this process and trying to take care of staff. The Center is one of the finest organizations he has had the opportunity to engage with. There were 15 claimants, and 10 of those retained attorneys. This was a little surprising because the Center provided every possible opportunity and extension of grace to help with staff needs. Steve never had a discussion with Nathan and Richard where anything was said except they wanted to do the best they could and take care of employees. Of the 10 claims, 2 were settled, and the rest remain open. This claim is over \$1.5 million, and the costs continue to incur. Steve asked to feature the information in his annual meeting, as it is the most complicated case he has ever seen. When these situations occur, the most important thing is to ensure they are doing all they can to provide opportunities by what is eligible by law. The Center offered more than what was eligible by law. ULGT is a billion dollar organization that covers entities throughout the state and bets on management. Steve is grateful for this team and leadership. Nathan and Richard cannot do what they do without support of the board. Steve's message is one of gratitude and respect, and he has been honored to partner with the Center since 1990. ULGT is one of a kind and the premiere insurance partner in Utah and nationally. He is grateful he can use this experience as an example of what can happen when loss occurs. If there was not a team of people who tried to handle things the right way, things could have been much worse. ULGT will continue to provide the claimants the care they need. Retaining attorneys in a workers compensation claim is very unusual. Several of the claimants filed liability claims to get out of workers compensation and claim the Center was at fault. None of these claims are gaining any steam. Unfortunately, what happened was an accident. ULGT has subrogation and can recover from other parties involved. Nathan stated he appreciates the partnership and the board, and many of the conversations helped tremendously.

VIII. CLOSED SESSION:

Commissioner Dennis Blackburn stated he would like the CEO and CFO performance reviews to take place in person when the full board is there and proposed postponing this agenda item until the next meeting. With the performance reviews being postponed, a closed session was no longer needed.

A motion was made by Commissioner Dennis Blackburn to postpone the CEO and CFO performance reviews until the next meeting. The motion was seconded by Commissioner Ralph Brown. Votes by voice included Commissioner Dennis Blackburn, Commissioner Ralph Brown, Commissioner Trevor Johnson, Commissioner Marty Palmer, and Commissioner Sam Steed. Commissioner Scott Bartholomew was absent from the meeting. Motion carried.

IX. CLOSED SESSION ACTION:

Not needed.

X. MEETING SCHEDULE:

The next Authority Board Meeting is scheduled for Wednesday, October 9th, 2024 at 4:30 p.m. at Steve's Steakhouse in Richfield.

XI. OTHER:

Nothing to report.

XII. MATTERS FROM THE BOARD:

Commissioner Trevor Johnson stated there has been some concern with his wife being an employee of the Center so he will step away from the board to avoid any conflict of interest. Either Commissioner Bill Wright or Commissioner Vicki Lyman will be assigned to the board during their Tuesday commission meeting. Nathan stated selecting a new chair for the board will be placed on the next meeting agenda. Those in attendance thanked Commissioner Trevor Johnson for his service to the Center.

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

The meeting was adjourned at approximately 6:06 p.m.

Julie Lynn, Accountant