

Scioto County Board of DD Finance Committee Meeting – May 12, 2011

5:00 PM at STAR, Inc., 2625 Gallia Street, Portsmouth, Ohio

- 1. Attendance:** Present were Board President Rodney H. Barnett and Jeff Kleha. Committee member Mike Thoroughman was absent. Attending ex-officio were Superintendent Benjamin Hollinger, SSA Director Donna Royse, ADS Director Karren Griffith, STAR, Inc. Director Kelly Hunter, Business Manager Matt Purcell, and Board Clerk Margaret Compton.
- 2. CareTracker Presentation:** Dustin Eubanks from Resource Systems was on hand to deliver a PowerPoint presentation about the CareTracker documentation system for adult services. The product uses a combination of software and hardware for direct service staff to document services delivered. The process is meant to allow less time to be spent on paper work and reduce documentation errors for services delivered in a habilitation setting, such as our Adult Day Services (ADS). Six kiosks would be installed in the day hab space and the staff will need training. Mr. Eubanks indicated that the system is considered relatively foolproof, using a system of graphic images to represent activities that need to be documented for Medicaid reimbursement. It would also help with the problem of taking attendance of consumers each day.

The Board was presented with some data on the current cost of the documentation and billing process for ADS. This process involves both Adult Services and the Fiscal Office with manual data entry. A recently vacant position in the Fiscal Office will be left unfilled. This position was integral to the billing process, and the funds that went into that position can now be used for CareTracker.

One concern was the system's compatibility with the planning software used by our Service and Support Administrators. The plans implemented by the Individual Service Facilitators (ISFs) in the adult day program are derived from Individual Service Plans (ISPs) created using either Infal or Gatekeeper software, which are products of two other companies. Mrs. Royse has expressed her intention of switching all ISPs to the Gatekeeper software. Mr. Eubanks explained that his company is in the process of developing a bridge between the two programs to make this transition easier in the future.

Security of the system was also discussed. There is a thumbprint reader that would prohibit unauthorized persons from accessing or inputting data. Also, the company has a series of backup locations around the country, so that a current copy of our data would be stored off-site in the event of a disaster involving our buildings.

Mrs. Griffith said that she had spoken to other vendors about their products and had chosen CareTracker to present to the Committee. Mr. Hollinger mentioned that they had visited and spoken with other users of the program and had heard

good things. He feels that the program will pay for itself in time. Mr. Purcell confirmed that the people they had spoken with were pleased with the system's efficiency.

The Board members clarified a few points with Mr. Eubanks before he was excused. The Committee decided to hear the next presentation before making a recommendation.

3. **Intellivue Presentation:** An on-line/telephone conference had been arranged with a representative from Intellinetics, the company which makes the Intellivue digital document storage software. Donna Royse, who has done a great deal of research on digital document storage, and interviewed six vendors, distributed a proposal about Intellivue to the Committee. This proposal included photographs of the current document storage room in Vern Riffe School, illustrating that it is filled to capacity.

Mike Beck from Intellinetics was heard over the telephone. While on a screen, a page was projected from the Internet upon which Mr. Beck was able to deliver a presentation, using his cursor to highlight different items of interest.

Mrs. Royse had already noted that the digitizing process would be applied to documentation created beginning January 2010. Files older than that would remain on paper in the file room. Each SSA would be responsible for scanning their caseload into the document storage system gradually over next year. The woman who works in the file room would help them and continue to locate paper files as needed, but it is hoped that when she is ready to retire, there will be no need to back fill her position.

Mr. Beck explained the software's filing methods, retrieval methods and archiving system. He also noted that his company has already worked with the owners of the Gatekeeper and Infal software systems to facilitate the transition of information from one system to the other.

For security reassurances, Mr. Beck noted that his company began by serving the criminal justice system. Since then it has worked with banks and other security conscious businesses and maintains high standards of information protection.

After this presentation there was some discussion on both systems. Mr. Hollinger stated that he recommends both systems for purchase stating that it was his intention to beef up the agency's computer systems so that as the agency grows, that growth will not necessarily be in human resources. The cost was discussed and estimates were distributed. The CareTracker system will initially cost around \$25,000 and have a quarterly fee thereafter. Intellivue is initially \$21,000, plus a monthly fee thereafter. The Committee members were assured that funds are available for these purchases.

Mr. Barnett and Mr. Kleha agreed to recommend the purchase of both systems to the full board.

- 4. Adult Services Refinance:** Mr. Hollinger updated the Committee on the status of this initiative. Suggested by the reviewers from the Ohio Association of County Boards and previously implemented by Mr. Hollinger in Hocking County, this is the process whereby individuals who attend day programming already, are given a Level 1 waiver. A Level 1 waiver is a funding mechanism that waives the usual rules for Medicaid reimbursement so that an individual can be served in a less restrictive, more appropriate environment than a nursing facility. In this case, it would allow up to \$5,000 annually to be used for the purchase of services, including adult day habilitation, like that which is offered by our Adult Services Program. This would allow the county board, as a day hab provider, to bill the federal government for about 60% of the cost of providing those services – services we are already providing at 100% of the cost. This will also allow us to take people off the waiting list.

The process of assigning waivers includes an eligibility process, addressing our waiting list for adult services and processing all the paperwork. Mrs. Royce anticipates that adding 40 additional people to the waiver rolls will take about a year.

- 5. Bridges to Transition Grant:** Mr. Hollinger stated that this is an expansion of our services and an opportunity to refinance some positions. Funds that had been used for the wages and benefits of one position, that of community employment specialist, can be used to pay the match for the Bridges Grant. Another position, currently assigned to the Family Support Program can be redirected to the Bridges Grant which can pay for this employee's salary and benefits. There are a number of other reorganizational moves that Mr. Hollinger will soon present to the Personnel Committee with an eye toward improving efficiency and reducing costs.

Mr. Hollinger warned that continuation of the grant is not guaranteed. They are awarded year-to-year. However, he is confident that the program will continue, as it is beneficial to the state budget and has weathered the transition from one political party to the other.

The Board has already approved the match for this grant for 2011. With the grant running in accordance with the Federal budget cycle, a match for 2012 will be presented to the Board in August.

It has been recommended by the Bridges Committee, the OACB reviewers who were here recently and others, that this program be operated somewhere other than on our existing premises. To that end, a lease agreement has been drawn up for a building in Portsmouth located near the U.S. 23 overpass just south of

Kinney's Lane. This lease was given to the committee members for review. It was noted that the cost of the lease would be billed to the grant.

Mr. Barnett and Mr. Kleha expressed their desire to have a legal review of the contract. They were assured that the document had been sent to the County Prosecutor, but that this process takes time. Neither member was willing to recommend the project until the legal review was complete, even though they expressed support of the concept of operating the Bridges program in location not already associated with the county board.

Minutes prepared by: Margaret Compton
Respectfully submitted by:

Stephanie Childers, Recording Secretary