

Clayton Center Community Service Board

Business Meeting Minutes

August 18, 2015

Present: NaJeebah Butler, Chairperson
Birney Bowmaster, Vice Chairperson
Pat Schmidt
Dr. Alieka Anderson (via telephone)
An'Cel Davis
Bryan Flowers
Dr. Aundria Cheever, Chief Executive Officer;
Tonya Smallwood, Interim Chief Financial Officer

Absent: Terrica Ganzy
Martin Thompson

Others: Dana Stephens-Craig, M.A., Ed.D, COO – Salveo Integrative Health
Shahzad M. Hashmi, MD, CEO - Salveo Integrative Health

I. Call to Order/Welcome

Ms. Butler Called the meeting to order at 5:38 p.m.

II. Invocation

Mr. Lee Adams led the Invocation

III. Public Comments

Janice Lanier

Ms. Lanier shared her gratitude about being a part of "Spring Fling" for the past three years. She enjoyed attending Spring Fling because of the knowledge she received about the different types of mental illnesses and medications for treating mental health. One key factor was the loving and caring environment she felt at the Simpson Woods facility. Ms. Lanier is looking forward to attending "Spring Fling" next year.

Dr. Aundria Cheever explained "Spring Fling", an annual event sponsored by the Georgia Association of Community Service Boards. Dr. Cheever is the chairperson for the committee that is in charge of "Spring Fling". This year the event was held at St. Simon's Island. The Board often sponsors some of the Individuals that attend. Therefore, Dr. Cheever wanted to give those who attended the event an opportunity to share their experiences. **Dr. Cheever thanked the Board for their support.**

Deborah Henley

Ms. Henley said this was her third year attending "Spring Fling." She received a lot of information and enjoyed the people that attended. Ms. Henley said, going to Spring Fling brought happiness and joy in the lives of those receiving the assistance they need to have a healthy life style. Ms. Henley shared how much she enjoyed the activities and she's looking forward to going to the next "Spring Fling" event.

Patricia Bridges

Ms. Bridges shared her concerns about her daughter not being able to see a doctor after 3-4 months at Clayton Center. This delay was due to a shortage of doctors at the Battle Creek location. Ms. Bridges offered to help out any way she could and suggested contacting the universities for qualified doctors to fulfill the shortage at Battle Creek.

Dr. Cheever acknowledged that she and several other staff members had an opportunity to speak with Ms. Bridges about her daughter. Dr. Cheever stated that the Board Members are aware that we have had issues meeting the growing demand of psychiatrists on staff. We want to meet these demands, Dr. Cheever stated.

IV.

Salveo Integrated Health Presentation

Dr. Cheever introduced Representatives from Salveo Integrated Health:

- **Dr. Hashmi, M.D., CEO**
- **Dr. Dana Stephens-Craig, COO**

Dr. Cheever stated, "Salveo is a company we have contracted with to begin to provide services that will give a level of hope that will come to the Agency as a result of the contract being signed and services being rendered."

Dr. Dana Stephens-Craig provided a presentation and informed the Board of their objective and goals for Clayton Center, which is to provide physician telemedicine coverage for Clayton Center. Salveo is one of the largest private psychiatry groups in the State of Georgia and has over 10 years of experience providing the highest quality medical services to Community Service Boards and Crisis Stabilization Units. Salveo provide many varying levels of support for CSB's depending on the unique needs of each CSB. Their Physicians/Physician Extenders are highly skilled, experience in CSB programs and are highly motivated to provide unmatched medical coverage for Community Service Boards. Salveo expressed that they have true passion for working with CSB's as well as CSB clients in order to provide the highest quality of care for clients. Salveo staff can provide psychiatry services via telemedicine to outpatient clinics; face-to-face coverage of programs and services; and consultation services in order to increase CSB profits, based on physician/nurse models and staffing patterns, policies, procedures and best practices.

Dr. Cheever stated that one of things that she's excited about is the turn around that this company has done for many of the CSB's. They know the CSB's structure, they're not foreign to CSB's, and they can have the dramatic change that we need to have very, very quickly. They were able to make this change very quickly with everyone cooperating and working together in developing this Nurse/Doctor model. The Nurse/Doctor model that they're having to bring in to us has been successful and because of that we want an opportunity to see the same success here and the ability to grow. In our current situation we cannot grow effectively without having more psychiatrists and nurses on staff to do the billing that we need to do to make things happen.

Dr. Cheever said, "I am excited about Salveo coming to work with us, because I know the dramatic change from a point of productivity and financial standpoint that Advantage, Viewpoint and Gateway have had, and I feel that Clayton should not receive any less. They are coming to bring their expertise to us and we're excited about that, and we're looking forward to it starting next week!"

V. **Business**

Approval of Agenda

1. **Additions of Agenda**

There were no additions to the Agenda.

2. **Adoption of Agenda**

Motion was made by Ms. Schmidt, seconded by Mr. Flowers, that the Agenda of the Board meeting be approved as submitted. The motion was carried unanimously in the affirmative.

VI. **Approval of Minutes**

Motion was made by Mr. Bowmaster, seconded by Ms. Schmidt, that the minutes of the Board meeting be approved as submitted. The motion was carried unanimously in the affirmative.

Action Item: Rhonda Lane will e-mail the minutes Board Members to review prior to each meeting as requested by Mr. Bowmaster.

VII. **Performance Management Report**

During a prior Board Meeting there was a question about resignations and reasons why people leave the Agency. Therefore, Dr. Cheever asked Human Resources, headed by Jori Hammond to provide that information to the Board Members.

Ms. Hammond presented a survey identifying the number of employees who had left the Agency during July 1, 2014 through June 30, 2015 timeframe. Of all the people that left the Agency, there were only 10 people that completed an exit interview. Ms. Hammond also provided a chart identifying the reasons why they left, what they liked most about Clayton Center, what they liked least, and the survey also captured recommendations for Clayton Center. Ms. Hammond stated that of the 10 exit interviews turned in, 100% stated that they would consider returning to Clayton Center.

Every employee that leaves the Agency receives an exit interview. However, of the 78 people that left, only 10 turned in an exit interview. Ms. Hammond stated that because

the number of completed exit interviews have been less than 8%, HR has made a change in the way exit interviews are conducted. Going forward, employees will be required to personally come to HR to meet with Ms. Hammond to complete an exit interview.

Dr. Cheever stated that a change was implemented because we wanted to know and we also wanted to improve. Therefore anyone leaving the Agency are required to come to HR on their last day of employment to meet with Ms. Hammond privately.

Question: How will the “recommendations” be filtered and processed? How will it be handled?

Dr. Cheever stated exit interview recommendations are discussed during the Management Retreat that we have once a year, and also during Center-Wide Training, which is being held this year on September 18th at Paula Crane Life Enrichment Center. Dr. Cheever stated that we will make sure all Managers receive copies of the exit interview recommendations.

PRODUCTIVITY REPORTS

The Board Members asked for productivity reports from each Clayton Center Department specifically from those who have low productivity. Each Departmental Manager presented their presentation to the Board. Handouts associated with each Manager’s presentation is attached.

VIII. By-Laws Revision Date

Dr. Cheever said a date will be set around the last of September to review, revise and update the By-Laws.

IX. Reports

A. Financial Updates

Tonya Smallwood, Interim CFO, stated the numbers will remain the same until the audit is completed the audit.

Operating Margins

Month	\$ Amount	Revenue	Expenses
2015-Jun30	\$ 58,795	\$1,067,977	\$1,009,182
2015-May31	\$ <28,318>	\$ 799,588	\$ 827,817
2015-Apr30	\$ <103,967>	\$ 824,511	\$ 928,478

Fiscal 2014 / Fiscal 2015 Comparisons

Month	\$ Amount	Revenue	Expenses
2014-Jun30	\$ <257,433>	\$ 842,702	\$1,100,135
2014-May31	\$ 69,865	\$ 929,472	\$ 859,607
2014-Apr30	\$ <65,624>	\$ 876,210	\$ 941,834

Ms. Smallwood stated that Revenues are higher for July 2015 because of additional advance funding received from DBHDD. Medicaid funds of \$300,000 were received during the July 2015 while none were received in July 2014. Expenditures were down in repairs and maintenance, salaries and fringe benefits, and other operating expenses.

Year-to-Date

Month	\$ Amount	Revenue	Expenses
2015-July	\$ 174,446	\$ 1,063,838	\$ 889,392
2015-Jun30	\$ <486,535>	\$ 10,870,184	\$ 11,356,719

Days of Cash on Hand

July 2015 – 26 days (Without State Advance – 16 days)

Current Ratio (Current assets compared to current liabilities)

FY 4th Quarter (2015) 3.13
Last Year (2014) 2.24
Previous Year (2013) 3.59
Goal: 1

Dr. Cheever made the Board Members aware that she has been working very closely with the Finance Department, because there is a deficit. Dr. Cheever stated that it is important that we keep paying our bills, but more important, that we keep paying our staff.

We make necessary provisions in paying our staff so sometimes we have run late in paying our bills as a result of making sure that our staff get paid first.

The deficit is important and the money we request from the state has been important too and this is why we have to work harder to make sure that we improve our productivity in working with the new company around the nurse/doctor management to help us improve our overall financial figures.

B. Chief Executive Director

Dr. Cheever presented her report which explains the Agency Staff we currently have as listed:

- Current Staff - 228
- Terminations - 1
- Resignations - 4
- New Hires - 6
- Vacancies - 16

Dr. Cheever stated, "We're trying to make strategic hires and not fill all our vacancies because we want to make sure we don't increase our numbers too much, too quickly.

We have had a number of things occur and Ms. Butler has already talked about the meeting that we had with DBHDD. I was requested to come to the State Office along with Ms. Butler to talk with them about the funding request that was made and also to talk about our plan and what our ideas were. I held that meeting along with Ms. Butler. While it was a comfortable meeting it was also very uncomfortable when they began to talk about productivity and their concern about investing in this agency when our productivity numbers looked the way they looked and they are concerned about giving us money under those conditions. There is quite a bit of talk about whether or not Clayton will continue if the productivity does not improve. So, although I went with a

plan and I gave them all the plans and showed them where I talked to people, they still were concerned that even with the implemented things that I've mentioned to them to whether or not we would continue to exist. So, I have another meeting coming up with them and I will talk with you about that once it is over.

We did receive our advance of \$500,000 and DD and BH State contracts were received and executed by the Agency.

Ms. Tiffany Tom-Johnson submitted the application for "Person Centered Organizational" training and the State was going to select three CSB's to award it and we're very happy to announce that we were one of the three.

We had a wonderful meeting on yesterday with Judge Dallas, a meeting that our Clinical Director [Tita Green] set up for us. Ms. Dallas is over the Magistrate Court. She has whole heartedly committed to working with us. So, starting next week, Caryn Haire and the Case Managers will start going to the court. We will receive referrals from the court and that is a remarkable change from where we've been before.

We have expanded DA Services that we're going to be providing. Mr. Hall will be doing some anger management and theft courses. They contacted us and asked us to add those services; that's really a compliment to the Agency.

Lastly, Ms. Caryn Haire and her Staff went over to the jail and they've started a collaboration with the Clayton County Jail to make sure those that are going to be released can get into services quickly.

The overall productivity is 58.59%; KPI Agency Percentage, which the State requires us to be 77%."

Upcoming events within the Georgia Association:

1. Clayton Center will be sponsoring the Addiction Certification Program starting August 22.
2. The 18th Annual Educational Exchange will be held October 25-27 at Chateau Elan. (Board Members were asked to let Dr. Cheever know if they would be interested in attending so she could make room reservations)

Dr. Cheever requested an Executive Session to discuss Personnel Matters.

Motion was made by Ms. Schmidt, seconded by Mr. Flowers, to discuss litigations and personnel Matters. The motion was carried unanimously in the affirmative.

X. Executive Session

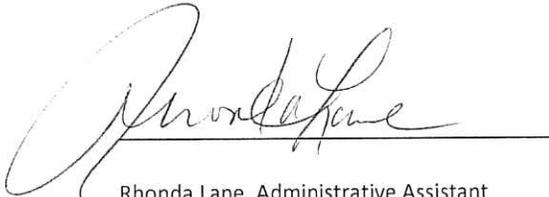
Litigations and Personnel Matters

XI. Adjournment

There being no further business, Dr. Anderson motioned for the meeting to be adjourned. Mr. Davis seconded the motion and the vote was unanimous in the affirmative. Meeting was adjourned at 7:43 p.m.

The next Board meeting is scheduled for Tuesday, October 20, 2015.

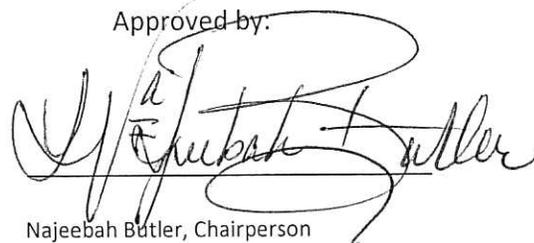
Submitted by:



Rhonda Lane, Administrative Assistant

Clayton Center Community Service Board

Approved by:



Najeebah Butler, Chairperson

Clayton Center Community Service Board

cc: Clayton Community Service Board Members

Clayton County Board of Commissioners