

Clayton Center Community Service Board

Business Meeting Minutes

April 16, 2019

Clayton Center Community Service Board (CSB) Board Members

Mr. Bryan Flowers, Chairperson	Ms. Khadija Works
Dr. Alieka Anderson, Vice-Chairperson	Ms. Mellissa Prescott-Crawford
Mr. An'Cel Davis	Ms. Cathy Loving
Mr. Eric Bell	Mr. Junior Jackson
Mr. Martin Thompson	

I. Call to Order

Dr. Alieka Anderson called the Board meeting to order at 5:39pm.

II. Invocation

Dr. Adams led the Invocation.

III. Public Comments

There were no public comments

IV. Business

A. Approval of Agenda

Motion was made by Mr. Jackson, seconded by Ms. Works to accept the Agenda as submitted. The motion was carried unanimously in the affirmative.

B. Approval of Minutes

Motion was made by Mr. Davis, seconded by Ms. Works, to approve the March 19, 2019 Minutes as submitted. The motion was carried unanimously in the affirmative.

V. Business II

A. Human Resource Update (report attached)

Ms. Linda Harris, HR Director report was distributed to the Board. HR is still looking to fill the accountant position as well as the Psychiatrist's position that is on a continuous recruiting list. Three house managers are still needed for the IDD residential program. Ms. Harris explained that the IDD manager is covering homes that do not currently have a house manager. She also explained in detail several open positions that are posted. Ms. Harris sent out an email to the staff regarding the leave revision and staff are aware that they have to use their PTO as well as comp time. Nurses were hired for Health & Wellness. Although, we still are in need of a LPN and Med-Tech, they are almost fully staffed. Ms. Harris did advise that HR had an internal investigation regarding a sexual harassment complaint and the report is being finalized. HR will like to make a recommendation that as they are looking to recruit; they look to hire full-time Client Support Workers, but prefer to hire part-time PRN staff to cut down on PTO as well as benefits.

## Staff Report for March 2019

Clayton Center	Mar	Healthcare Staffing	Mar
Employees	65	Employees	117
Terminations	0	Terminations	0
Resignations	1	Resignations	3
Interns	1	Released	2
Vacancies	4	Vacancies	22
New Hires	4	New Hires	0

### B. Individuals Served (report attached)

Mr. Aaron Prillhart, IT Director report was submitted to the Board.

The individuals served increase in the month of March to 1458. The team is more comfortable with the numbers this fiscal year, because the clinicians are actively monitoring (scrubbing) their caseloads.

### C. Failed Claims (report attached)

Mr. Jeremnich Russell, report was submitted to the Board. The failed claims total in March 2019 was 86, which is a 31% decrease from February 2019. Most of the failed claims are under state contract, which is around 43%. The Adult Day program had zero failed claims and 15 BHAD. Majority of the failed claims are due to no authorization, which is 71%. In addition, several staff members meet weekly to review and address the failed claims. Therefore, the total amount expected from May 2015 to current is \$5127.41, which is an 87% decrease from last month. Mr. Russell advised that we have the lowest amount of failed claims within most of the CSBs. He also explained in detail an analysis of failed claims and expected revenue from 2<sup>nd</sup> to 3<sup>rd</sup> Quarter.

### D. Vacancy Analysis (report attached)

Ms. Dorothy Fondi, Clinical Director report was submitted to the Board. We are still looking for two (2) LCSW as well as two (2) licensed clinicians for Battle Creek and for Phoenix program. Ms. Fondi advised that the APEX Program is doing great. Caseloads will not change if we do not have any new staff to re-assign the cases. With the staff that has left, we cannot transfer the cases to the clinicians that are left until we have new hires. Our next task is to perform some massive discharges as well as authorizations. The VA individuals are progressively increasing.

### E. Productivity Review & Accountability Report (report attached)

Mr. Charles Releford, COO report was submitted to the Board. KPI Meetings are every Thursday and they continue to go well. We charge the managers to have their failed claims, etc. worked out before the meetings. One-on-One meetings with all managers have started in order to discuss "What's Working or not Working" within their programs with an end result to increase revenue. We are still working on the process of getting our new vans and are currently providing information regarding handicap accessibility etc. We will go Live on May 1, 2019 with the MOU with the new pharmacy which will help reduce our medication errors within our residential program. Mr. Releford advised that he will be meeting with Atlanta Tech on April 18, 2019 to pick up the edits on the MOU with the billing interns. Our numbers are greatly increasing due to Dr. Adams getting out in the community making it known what we do here at Clayton Center. Mr. Releford advised that we had one resignation which was secondary to a disciplinary action in Intake & Counseling that contributed to them not getting all their productivity for the month. The agency's overall productivity percentage was 90% which is down from last month due to various factors. We also have a lot of interns in our programs that are also seeing individuals who are not able to

bill that may also take away from productivity. March 2019 billed amount was \$933,181 and the amount collected was \$832,268. Majority of the programs are over the salary attainment requirement, which indicates that the staff members are billing enough to cover their salaries. According to the Fee-for-Service, (CAP) MRL calculator the agency has collected 68% of the Mental Health and 66% of the Substance Abuse for FY19. The Cap has been increased which gives about \$20k more than last month Therefore, the agency is on target to meet the 70% goal by the end of April. The board asked if there have been any responses from the managers regarding managing their programs. Mr. Releford advised that we have our SA residential program that will start attending group sessions at our Phoenix program during the day that will help bring in revenue and provide the individuals treatment. The Board also asked who is in charge of/responsible for Holly Tree. It was advised that the owner, Mr. Johnson is responsible. Dr. Adams mentioned that we only have two units at the location and others are leased to a variety of providers. Most times the situations don't involve Clayton Center due to that reasoning. Dr. Adams stated that in reference to productivity we collected more over the staff salaries. The staff brought in more than they did last month which was 53% and for March at 63%.

## **VI. Reports**

### **A. Chief Financial Officer Report (report attached)**

- Ms. Martea Higginbotham, CFO report was submitted to the Board. The FY18 Financial Audit was completed and copies were submitted to all board members. Also copies were submitted to DBHDD and the Federal Clearing house as required by March 31<sup>st</sup>. The audit opinion was an unmodified opinion which implies that everything was presented fairly. The positive from the audit is that the deficit of revenues over expenditures was only \$268K which was almost 68% less than the prior years. Ms. Higginbotham reviewed various issues and suggestions from the audit. The proposed budget for semi-residential was submitted to DBHDD and we were advised that we can only request what we asked for the previous year. The net revenue over expenditures was \$427,175; the agency is continuing to operate in the black. Ms. Higginbotham explained further in detail reasons of how we could be even better than where we are currently. During the month over month of February vs March we incurred a decrease of \$51K primarily due to additional expenses. The hourly wages went from \$11K to \$32K which relates to overtime due to being short staff as well as increases in contracted staff, legal fees, etc. The vehicle expenses increased by \$4K due to increase in transporting of individuals and fraudulent activity on the card that is under investigation. In utilities, computer accessories and program expenses had a decrease in expenses. We are in the process of beginning to look at our failed activities, which are activities that billing has not been able to bill which are about 741 due to various reasons. The net operating cash balance to date was \$372K. The cash collected is \$790K. The difference between cash collected for February and March is due to the fact that we got \$250K from DBHDD from the supplemental. Today's accounts payable is \$1,000,378,203. 86% of the balance is represented by two staffing contracts and DOAS. The net payable is down to \$959k.

### **B. Interim Chief Executive Officer Report (report attached)**

Dr. Adams detailed report was submitted to the Board; the summary outline is provided below:

- Dr. Adams reported that he added Mr. Davis' comments to the audit to make sure that they were addressed.
- Mr. Russell is working on trying to get Clayton Center credentialed with BCBS, Kaiser, etc. We did get approved with Alera (ClaimDoc) and we are now added to the panel. We continue to look for ways to grow our payer panels as well as looking at their payable rates due to most individuals having private insurance.



- Even though we are currently in the 60 percentile, we are still within goal with our FFS (CAP) MRL Calculator. We are about 14% off from MH and SA and should be caught up once the ASO claims are processed successfully.
- Dr. Adams advised that our Billing Manager, Ms. Blyden will present to the board our billing issues, etc. Ms. Blyden advised that we have system issues therefore causing her and her team to hand key claims to prevent timely filing. She advised that her and her staff is working diligently to bring in much revenue as possible by providing trainings, etc. at site locations.
- The Billing manager is currently composing a letter to send to CIGNA, explaining the intricate of the denial for their participants. In addition, this can also affect the APEX individuals that have CIGNA Insurance. The billing manager will start training in the sites, to ensure various task are correctly completed.
- The In-Person reporting is a continuous process. Our UM Manager created a SOP for a 14-Day process that will be decided on at our next QI meeting and will be the official process here at Clayton Center.
- Dr. Adams shared that we had our last sustainability call; all documents have been submitted with a response from Mr. Ward of Thank You. As of to date, we have not had any questions regarding the plan. The next call is scheduled for Monday, April 22, 2019.
- Adult Felony Court financial information for the audit has been collected and will be sent out later this week. The Apex program is up and running and is doing great being that we just started in January in the 4 schools and in less than 6-8 weeks, over 68 kids were assessed. Two more schools are currently in the process of being added to the program. Our APEX Technical Assistance meeting was on April 4, 2019 consisting of praise to our staff for onboarding so many students within the implementation timeframe. We are set to do an MOU with Forrest Park High School.
- The Interim CEO, COO, and CFO met with the manager at Holly Tree as well as Kendrick because the state will like to see us bring back the intensive program. Dr. Adams has a meeting with the Housing Authority during the first week of May to question about the funding we were promised for repairs.
- The Leadership continues discussions with various municipalities discussing our services. Dr. Adams has been invited to the Mayors Association Meeting.
- We have been enhancing our social media sites. We are in communication with Clayton County Adult Ed Program to be in collaboration in adding some of their individuals into our Adult and Children Programs. We will be attending their Job Fair on May 1, 2019 to present as well as June 7 at Clayton State University. We continue to provide CIT Training to the Police Officers. On April 29<sup>th</sup>, we will be speaking at the Clayton County Commissioners Meeting @ 6:30.
- Dr. Adams stated that we do have a new Rep that is working with us in regards to our new fleet and is currently finalizing the new specifications.
- We had one of our servers to stop operating, but our IT Manager made sure that we stayed up and running. Mr. Prillhart mentioned ways of how we are improving our network services at Clayton Center. We have ordered 30 new computers and monitors and some laptops that will replace older systems.
- We continue to meet with ARC discussing needed improvements. There is a meeting scheduled with the Reps on April 29, 2019.
- We have joined the Chamber of Commerce and actively involved in the community.

**Motion was made by Ms. Prescott-Crawford, seconded by Mr. Davis to close the Public Business Meeting and to proceed into the Executive Session. The motion was carried unanimously in the affirmative.**

VII. Executive Session

- Legal Matters
- Healthcare Staffing
- Old Debt

Motion was made by Mr. Davis, seconded by Ms. Prescott-Crawford, to close the Executive Session and to proceed with the Public Business Meeting. The motion was carried unanimously in the affirmative.

VIII. Adjournment

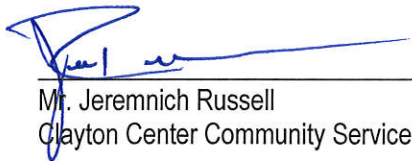
Mr. Flowers motioned for the meeting to be adjourned.

Motion was made by Mr. Davis, seconded by Ms. Prescott-Crawford for the meeting to be adjourned. The vote was unanimous in the affirmative.

Meeting was adjourned at 8:00pm.

The next scheduled Board Meeting is May 21, 2019 at 5:30pm.

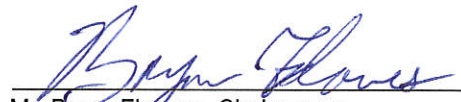
Submitted by:



Mr. Jeremnich Russell  
Clayton Center Community Service Board

cc: Clayton Community Service Board Members

Approved by:



Mr. Bryan Flowers, Chairperson  
Clayton Center Community Service Board

Clayton County Board of Commissioners