

Clayton Center Community Service Board

Virtual Business Meeting Minutes

September 15, 2020

Clayton Center Community Service Board (CSB) Board Members

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

I. Call to Order

Ms. Works called the Board Meeting to order at 5:35pm

II. Invocation

Mr. Davis led the Invocation.

III. Public Comments

There were no public comments

IV. Business

A. Approval of Agenda

Motion was made by Mr. Davis, seconded by Dr. Anderson to accept the Agenda as submitted. The motion was carried unanimously in the affirmative.

B. Approval of Minutes

Motion was made by Dr. Anderson, seconded by Mr. Davis to approve the July 21, 2020 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 Reports were submitted to the Board. In August 2020, Clayton Center had 95 employees, three (3) resignations, three (3) new hires and 13 vacancies. Healthcare Staffing had a total of 42 employees and 13 vacancies. Clayton Center's total payroll is \$416,414 and Healthcare Staffing's total payroll is \$111,025. The agency is still recruiting and monitoring the overtime in the residential homes. Filling those vacant positions are challenging, due to the pay. The agency is working on incorporating a few morale boosters and discussing a pay increase. The agency hired an LCSW the first of August; unfortunately, she resigned effective September 15, 2020. Therefore, the agency is recruiting for and LCSW. In addition, the agency is recruiting for medication management. The agency is currently partnering with Matchwell to assist with recruiting qualified staff. However, some of the candidates declined the positions suddenly. New Employee Orientation is still being conducted virtually. The agency was recently granted approval to conduct the Defensive Driving Training virtually.

Mr. Terry Cole resigned September 17, 2020, he will no longer be providing Supervision for the agency. However, a current staff member has been selected to provide Supervision for the agency. HR will be diligently working to fill the vacant positions, as the agency move toward reopening for in-person services. Telehealth is still being offered, but some individuals prefer to come in to the facilities. Medication Management is one of those critical areas in need of additional staffing.

B. Individuals Served (report attached)

Mr. Aaron Prillhart, IT Director report was submitted to the Board. The agency served 1228 Individuals in July 2020, and 1277 in August 2020. The number of individuals being served are progressively increasing. This is a good sign that the individuals are more comfortable with coming in for services. Hopefully, the numbers will continue to increase as the agency prepares for reopening.

C. Vacancy Analysis (report attached)

Ms. Dorothy Fondi, Clinical Director report was submitted to the Board for review.

D. Failed Claims (report attached)

Ms. Barbara June, Chief Operating Officer report was submitted to the Board. The Failed Claims challenging area was due to no authorization. In July 2020 the total was \$39,510 and in August the total was \$35,210, which was a decrease. In addition, there were some metrics put in place to further track the decrease trend. The Clinical Director and COO met with the clinicians to explain the correct process. Also, to reiterate that only the centralized scheduling/front office staff are authorized to make appointment adjustments. The clinicians' schedules are monitored to ensure staff are not cancelling appointments. The Individuals are coming in for their appointments and appear to be feeling more at ease. The amount billed in August was \$349,449 and the amount collected was \$252,502.

E. Productivity Review & Accountability Report (report attached)

Ms. Barbara June, Chief Operating Officer report was submitted to the Board. The agency's total productivity percentage for the month of July was 99% and the total amount for August was 84%. The team is currently reviewing this process and looking at other ways to pull the data. The staff members that are not meeting their productivity standards are being monitored. The management team is responsible for ensuring the schedules are at full capacity. The agency's KPI in March was 32%. Ms. June was excited to announce that the agency is currently at 68% passing. The team has been working extremely hard to increase these KPI measures. The agency is working to increase the Medicaid and State Contract percentages. The failed claims and fail activities must be addressed in the allowed timeframe. The UM team, COO and Clinical Director are diligently working with the Managers and providing them with tools to help the clinicians complete the required tasks. Dr. Adams, Ms. June and Mr. Prillhart are working on the PMR, which will be submitted at the end of the month. They are reviewing some of the metrics to ensure the data is correct. Dr. Adams will forward the final report to the Board.

F. Operations Updates

Ms. Barbara June, Chief Operating Officer report was submitted to the Board. Ms. June provided an overview of the Telebox Automatic Call Reminder Services. The automatic system sends out the appointment reminder calls to the individuals. Ms. June wanted to identify the type of responses the agency was receiving. The process is to contact the individuals directly to identify the reason they are unable to keep their appointments. Also, to calculate the volume of people in the facility and to identify invalid contact numbers. The staff are flagging the system as a

notification to update the contact information. The total amount of reminder calls and the percentage of confirmed appointments are being tracked. In July, 2020 10.6% of the appointments were confirmed and in August 12.44%. The agency is currently working to obtain a new phone system. Therefore, the entire agency would be on the same system, this would allow the staff to transfer lines anywhere. The price for the new system is \$1200 cheaper per month than the current phone system. The Monthly Beacon Cash Analysis form was presented and explained to the Board. The agency needs about \$100,000 per month to remain on task. If the agency begins to decrease from that amount, an analysis will be conducted that month. The agency should be at 25% at the end of each quarter or the difference must be made up in the upcoming quarters. Dr. Adams shared that DBHDD has agreed to extend the COVID adjustment funding of \$102,000 through December 31, 2020. The agency is currently at \$204,850 in the 1st quarter; the 25% target amount is \$301,248.

VI. Reports

A. Chief Financial Officer Report (report attached)

Dr. Adams announced the new CFO, Ms. Roshunya Hood. She is a CPA and she formerly worked as the CFO at Cobb and Cobb Douglas Community Service Board. She also worked with Clayton Center in 2016 and she was instrumental in the rollout of the General Ledger and setting-up the Abila Accounting System. She has over 34 years for Accounting experience. Ms. Hood shared that her first project is to develop the Program Budgets.

The Financial report was submitted to the Board, prepared by Ms. Pinkston. Dr. Adams shared a few financial highlights. The unaudited total Liabilities and Net Assets for August 2020 were \$1,395,820. The agency is currently at a 60% reduction since 2018. The Board was asked to review the financial report and contact the CEO or CFO for any specific questions. The payables were higher than anticipated on the Ageing Report. The CEO and CFO will be working to address some of the old payables. The agency is waiting to receive the Block Grant Funds from the County. Dr. Adams spoke with Chairman Turner and the agenda item may be pushed back to the October Board Meeting. Hopefully, the agency should receive the funds by mid-October. In addition, the County granted the agency to receive some of the Cares funds. Dr. Adams will keep the Board updated.

B. Chief Executive Officer Report (report attached)

Dr. Adams detailed report was distributed to the Board. Dr. Adams discussed a few items from the CEO Report. Dr. Adams reported a few of the COVID-19 State and County statistic updates with the Board. There have been very few positive cases throughout the agency with individuals and staff. The Association and DBHDD are moving towards supplying all the CSBs with rapid testing, to test individuals and staff. The number of test needed for the agency was assessed and submitted. The agency is still adhering to the PPE policy regulations, such as wearing mask and taking temperature checks. The agency is following the CDC guidelines with the individuals in the IDD program and the residential homes with elderly residents. The SPLOST was approved for the new Crisis Stabilization Unit or the Behavioral Health Crisis Center. The funding to build the agency new buildings was approved. This item was placed on the County's Board September 15, 2020 Agenda. The Project Manager will be contacting Dr. Adams concerning the building and the proposed location. The reopening process tentative date for the Adult Day individuals to begin returning to Battle Creek is Monday, September 21, 2020. The agency is looking to allow the individuals to return to the PCLEC, the following week. The IDD individuals have started gradually returning to the Day Program at CSS, which an assessment was conducted by the doctor and nurse. In addition, the agency ensured that the individuals were physically fit (with no known health elements) to return to the program. The individuals' guardians were asked to sign a consent form, before they were able to return to the program. Dr. Adams asked the County for \$8,000,000 for the COVID funds. The funds were approved last month during the County Board meeting and they sent the information to the State for additional verification. Dr. Adams estimated after the meeting that the agency may possibly receive around 1.2 million.

The County was open to the possibility of remodeling the Kendrick home and using it as a quarantine site for the agency's residential individuals that may test positive for COVID. Dr. Adams and Chief Roberts have been discussing a Mobile Response Unit project. Dr. Adams will be meeting with Charlotte Dupre' on Thursday, September 17, 2020, to review and discuss the transition process from the hospital to the agency. APEX program has a new coordinator. However, the agency has not been updated with any new contact information. The staff is working as previously outlined in the contract. Dr. Anderson will follow-up regarding the new APEX coordinator. The State is moving to this new process called the Certified Community Behavioral Health Clinic (CCBHC). The DBHDD and MTM will be reviewing the processes of the CSBs. Dr. Adams forwarded the PowerPoint to the Board. The agency will be scheduling a Gap Awareness Meeting. The CARF Survey application has been submitted and some dates were sent. The ASO Audit is usually scheduled in December; therefore, no final date has been solidified. The audits will be conducted via desktop; the auditors will not be visiting the sites. The Chairman Turner's International Ball is scheduled for Saturday, November 7, 2020 from 6:30pm –10:00pm at the Georgia International Convention Center. Contact Dr. Adams or Ms. Lane if you would like to attend. Dr. Adams shared with the staff that if the agency continues to decrease financially and revenues do not increase; the agency will have no alternative except to begin cutting expenses. Currently, the revenues seem to be running about \$250,000 short per month from previous months. Dr. Adams, CFO and the financial department are reviewing the revenues and the cash-flow. Dr. Adams shared that he will look at adding another furlough day and possibly eliminating some programs/services where the revenues are coming-up short. The Executives have really been monitoring and holding the staff accountable about meeting productivity. All of the doctors and the nurses are making productivity. However, some of the other programs are having trouble with getting the individuals engaged in telehealth. The staff has been alerted that it is vital to maximize every available opportunity. Dr. Adams met with some of the staff that are not making high salaries and he listened to their concerns. Dr. Adams and Ms. Harris have discussed a few incentives and they are hoping to provide gift cards to those staff members. Hopefully, the hazard funding will help with increasing the salary rate for these residential staff members. The residential vacant home positions must be filled; this will definitely help eliminate the overtime.

Motion was made by Dr. Anderson, seconded by Ms. Loving to close the Public Business Meeting. The vote was unanimous in the affirmative.

VII. Executive Session

No Executive Session was held

VIII. Adjournment

Ms. Works motioned for the meeting to be adjourned

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

Meeting was adjourned at 6:54pm.

The next scheduled Board Meeting is November 17, 2020 at 5:30pm.

Submitted by:



Rhonda Lane, Administrative Assistant
Clayton Center Community Service Board

cc: Clayton Community Service Board Members

Approved by:



Ms. Khadija Works, Chairperson
Clayton Center Community Service Board

Clayton County Board of Commissioners