

# Clayton Center Community Service Board

## Business Meeting Minutes

October 20, 2015

**Present:** NaJeebah Butler, Chairperson  
Birney Bowmaster, Vice Chairperson  
An'Cel Davis  
Bryan Flowers  
Terrica Redfield Ganzy  
Pricilla Schmidt  
Martin Thompson  
Dr. Aundria Cheever, Chief Executive Officer;  
Tonya Smallwood, Interim Chief Financial Officer

**Absent:** Dr. Alieka Anderson

**Others:** Mary Ann Lewis (Finance Department)

### I. Call to order

Ms. Butler called the meeting to order at 5:33 p.m.

### II. Invocation

Ms. Loqueta Wicker led the Invocation.

### III. Public Comments

There were no public comments.

### IV. Business

#### A. Approval of Agenda

##### 1) Additions to Agenda

There were no additions to the Agenda.

##### 2) Adoption of Agenda

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

##### 3) Approval of Minutes

Motion was made by Mr. Bowmaster, seconded by Ms. Schmidt, that the Minutes of the August 25, 2015 Board meeting be approved as submitted. The motion was carried unanimously in the affirmative.

#### 4) **KPI Update**

Ms. Tiffany Tom-Johnson distributed handouts reflecting areas of KPI that the Agency had been focusing on. KPI updates in these areas are as follows:

- Access To Care goal from 0-2 days for Intake; we're still meeting the goal of one day.
- The No-Show rate for Initial Assessment continues to be 0.
- We have decreased our no show rate for all services from 25% to 21% for the first quarter of this fiscal year.
- The no-show rate for Treatment Outpatient Services, which includes Individual, Family and Group Counseling, is higher than what we would like; it's 35% and our goal is to get it down to 25%.
- The no-show rate for Initial Psychiatric Evaluation is 23%; our goal was 25%.
- Salveo was implemented in August and our Access to Care goal was from 0-14 days from Intake to the first doctor's appointment. Before Salveo we were at 37 days; after Salveo we are at 15 days. The goal is 14 days; therefore we're one day off from meeting our goal.

Ms. Tom Johnson stated that we're doing a lot better in meeting our goals in the area of KPI!

#### **Salveo Implementation Update**

Ms. Tom-Johnson reported the Agency is increasing Salveo services. Currently, Salveo is at our Battle Creek location, but the plan is to have Salveo at our Slate Road location next month. The equipment is already available at Slate Road and we have the ability to have three telemedicine rooms at one time. We currently have two Salveo Providers; one nurse practitioner and one M.D. As a result of having the M.D., we have walk-ins available every Thursday, so now we can double book. Also, we have the capability to see more Individuals for Psychiatric Treatment. The two Providers, in addition to Dr. Amin and Dr. Goodwin, are allowing us to see more people and as a result, increase our billing revenue.

#### 5) **Productivity Review**

##### **CYAF**

A handout was provided to the Board Members for review as Chrisanne Mayer was not present due to training.

##### **Behavioral Health/Addictive Diseases/Health & Wellness/Service Coordination**

Diane Boulai distributed a handout identifying productivity for the following three Departments. Total productivity for the last four months are as follows:

- **Behavioral Health / Addictive Diseases – 52%**
- **Health and Wellness – 44%**
- **Service Coordination – 68%**

Dr. Cheever announced that we have hired two Registered Nurses and two Medical Technicians to assist Salveo and to work with Telemedicine. This will help increase the productivity for Behavioral Health, Addictive Diseases, Health and Wellness and Service Coordination.

#### **Adult Day Services**

Lee Adams distributed a handout identifying the productivity for Slate Road for the last four months, which is as follows:

- **Adult Day Services – 95%**

#### **Community Support Services**

Elzie Bailey distributed a handout identifying productivity for Community Support Services, which is as follows:

- **CSS - 110%.**

#### **6) Holiday Closing Schedule**

Dr. Cheever proposed the following closing dates in addition to State holidays prior to the holiday season for the Board Members approval:

- November 25, 2015 close at noon
- November 26-27, 2015 State Holiday closed
- December 23, 2015 close at noon
- December 24-25, 2015 State Holiday closed
- December 31, 2015 closed
- January 1, 2015 State Holiday closed

Dr. Cheever announced to the Board Members that the Agency will have 12 days of Christmas; a travel type event. We will have a Breakfast for employees instead of our traditional Christmas dinner.

Motion was made by Ms. Schmidt, seconded by Mr. Bowmaster that the Holiday schedule be approved as submitted. The motion was carried unanimously in the affirmative.

Dr. Cheever requested that the Agency be excused from furlough, which would consist of one day for the month of December.

Motion was made by Ms. Redfield Ganzy, seconded by Mr. Thompson, that furlough be removed for the month of December to be approved as submitted. The motion was carried unanimously in the affirmative.

## **V. Reports**

### **A. Financial Updates**

Mary Ann Lewis, presenting in absence of Tonya Smallwood, outlined the financial report. Ms. Lewis distributed handouts to the Board Members and reported the following:

August revenues have an added \$384,870 in Grant in Aid advance, while September revenues have a recoupment from Grant in Aid of \$-250,000 (from the \$500,000 emergency advance) August expenditures included Contract Staff at \$82,700 and Liability Insurance at \$92,300; September had a \$0.00 payout for Contract Staff and Liability Insurance.

### Operating Margins

Month	\$ Amount	Revenue	Expenses
2015-Sept 30	\$ <236,460>	\$ 602,205	\$ 838,666
2015- Aug 31	\$ 328,105	\$ 1,316,592	\$ 988,487
2015- July 31	\$ 174,446	\$ 1,063,838	\$ 889,392

### Year-To-Date

Month	\$ Amount	Revenue	Expenses
2015-Sept 30	\$ <136,718>	\$ 2,579,390	\$ 2,716,108
2015- Aug 31	\$ 99,742	\$ 1,977,184	\$ 1,877,441
2015- July 31	\$ 174,446	\$ 1,063,838	\$ 889,392

## B. Chief Executive Officer

### Agency Staff

Dr. Cheever presented her report by beginning with current Agency Staff as listed:

- Current Staff - 233
- Terminations - 4
- Resignations - 12
- New Hires - 16
- Vacancies - 13
- Deaths - 1

### Payroll

August 2015 \$ 630,198 vs September 2015 \$ 625,303 Equals \$ <4,895>

Dr. Cheever reported that we've gone down in payroll and definitely want to see that number continue to go down each month.

### Contracts/Grants

Dr. Cheever cheerfully announced the approval of funds from DBHDD Supplemental. She continued by saying, a meeting will be held on tomorrow, October 21, 2015 to discuss how the funds will be utilized for the advancement of the Agency. DBHDD did not approve the funds for restructuring Garden Walk and Slate Road buildings. We do not own the buildings and would not want to invest in them without ownership. Dr. Cheever reminded the Board Members that the County owns Slate Road.

Dr. Cheever stated that the funds will allow us to obtain electronic payroll and a new financial system for better reporting of our finances. We will also have a company by the name of Document Solutions to upload our medical records and old personnel files electronically. Document Solutions will also be able to download them into CareLogic when needed. The Release of Information (ROI) will be arranged by Document Solutions, which is extremely huge for Clayton Center.

Another important factor is, DBHDD funded the 80 computers that are needed to maintain compliance with HIPPA regulations.

### CM State Contract

The Case Management State Contract was received, executed and sent back.

### Person-Centered Organization Training

We started on Person-Centered Organization Training this month. It is a change in our culture as an Organization and being more client-centered allowing the clients to really direct their lives

and how we do our practice would really enhance that. Clayton Center is one of three Organizations funded and we're very happy to be funded for this particular program.

#### **System of Care Funding Application**

System of Care Funding application was submitted and they are requesting additional information, which sounds very favorable for us and we're looking for this grant to come in and be a benefit to the Agency.

#### **Recommendation on Building Changes:**

Dr. Cheever made the following recommendation to the Board Members recommended the following building changes to the Board for approval:

Combining AD Outpatient Services with the Drop-In Center.

Combining Slate Road Services with Battle Creek and close Slate Road. (Slate Road is a county building and has a number of issues and the County is not willing to invest money to fix those issues. We cannot remain at Slate Road and be successful.

Looking for a school building to combine Administration, CYAF and Transportation into one building. CYAF has not been able to meet its financial goals and we don't want to lose children and youth services but it cannot stand alone. So by combining these buildings, we will reduce expenses. The recommendation will:

- ✓ ***Gets us out of one rent that we currently have***
- ✓ ***Overhead for Slate Road, and the upkeep and financial cost***
- ✓ ***Reduces the overall expenses of Administration and Transportation as well as get their needs met by being in one building. Also, combines staff with children, so that we don't have adult clients and children in the same building.***
- ✓ ***The cost savings for us would be substantial as well as enhance our services***
- ✓ ***Eliminate having a separate clinic at Slate Road***

#### **Collaborations**

##### ***Clayton County Juvenile Justice Fund***

*We're part of the Clayton County Juvenile Justice Fund and Dr. Cheever will be acting as Chairperson. It's a juvenile court initiative. The executive committee includes: Dr. Tamara Foley from the school system, Chairman Jeff Turner, from the Board of Commissioners, CFO from the school system and Chief Operating Office for the Juvenile Courts. It's a very small group but they are looking to make a very powerful impact for the children justice in Clayton County.*

##### ***Collaboration with the Magistrate Court (Judge Dallas)***

*The benefit for us is that we will be able to get more clients as a link to the Magistrate Court. Caryn Haire and Reginald Richmond are working with Judge Dallas on this initiative.*

##### ***Department of Community Supervision (Coordinating Chief Position)***

The Department of Probations, Pardons and Paroles, which were two separate entities have combined into the Department of Community Supervision. Dr. Cheever had the honor of being selected to interview for the Coordinating Chief Position with the Department of Community Supervision. Dr. Cheever set on the panel with the District Attorney and other members of the panel to make this particular selection, which was for the entire district. This was a collaboration that Dr. Cheever did last month, and it went well.

## **Recent/Upcoming Events**

### **Behavioral Health Symposium – David Lloyd Leadership Plan**

The Behavioral Health Symposium was held at Lake Lanier. Dr. Cheever, Tiffany Tom- Johnson and Caryn Haire attended the Leadership Meeting facilitated by David Lloyd the founder and CEO of MTM. Mr. Lloyd challenged us to implement a new leadership plan. The plan focus on creating high functioning leaders that doesn't just isolate around problems, but around solutions. Our focus will be to build strong leaders and strong communications.

### **Security Contract**

Dr. Cheever informed the Board Members that we are currently working on a new security contract with Dynamic Security. Our current security staff are all employees of Grady, who has indicated that they will be moving to a 12-hour security shift. Therefore, we will lose our security staff at the end of November. Due to employees informing us that more security is needed in the buildings, we've elected to bring on Dynamic Security.

### **New Clinical Director**

Dr. Cheever introduced a new Executive Team Member, Ms. Adrienne Johnson, Clinical Director. Ms. Johnson stated that she's very passionate about helping the Agency and moving them in an upward direction helping to meet the KPI's and increasing productivity.

### **18<sup>th</sup> Annual Educational Exchange - October 25-27, 2015 at Chateau Elan**

Dr. Cheever provided the Board Members with a brochure of the event. Dr. Cheever asked Board Members to attend a very vital meeting scheduled Sunday October 25, 2015 from 2:30-5pm. Commissioner Berry will unveil the risk map with each of the county CSB's being known. When the risk map was unveiled previously, Clayton CSB failed in the risk category. All Board Members are invited, but the Board Chair and Vice Chair should plan to attend this meeting.

### **Weekly Bill Outs**

Dr. Cheever provided the Board Members with a hand-out prepared by Ms. Loqueta Wicker, Billing Manager, identifying our weekly bill outs. The key is that we need to bill out at least One Million dollars per month. With our current billing, we're about \$130,000 short of that million dollar goal. Dr. Cheever, Tiffany Tom Johnson, Tonya Smallwood and Adrienne Johnson discussed this particular need to get this goal met in order to meet our expense goals.

## **VI. Executive Session**

There were no Litigations and Personnel Matters to discuss at this time.

## **VII. Adjournment**

There being no further business, Ms. Butler motioned for the meeting to be adjourned. Mr. Bowmaster seconded the motion and the vote was unanimous in the affirmative. Meeting was adjourned at 6:33 p.m.

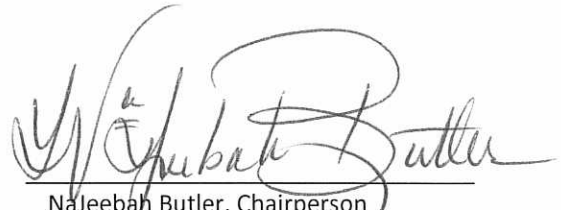
Submitted by:



Rhonda Lane, Administrative Assistant  
Clayton Center Community Service Board

cc: Clayton Community Service Board Members

Approved by:



Najeebah Butler, Chairperson  
Clayton Center Community Service Board

Clayton County Board of Commissioners