

Clayton Center Community Service Board

Virtual Business Meeting Minutes

Tuesday, May 18, 2021

Clayton Center Community Service Board (CSB) Board Members

Ms. Khadija Works, Chairperson – Virtual	Dr. Alieka Anderson, Vice-Chairperson – Virtual
Mr. An'Cel Davie	Ms. Victoria Williams – Virtual
Mr. Martin Thompson – Virtual	Mr. Jeremiah Johnson – Virtual
Ms. Cathy Loving – Virtual	Mr. Derwin Davis – Virtual
Mr. Junior Jackson – Virtual	

I. Call to Order/Electronic Roll Call

Ms. Works called the May 18, 2021, Virtual Business Meeting to order at 5:48pm.

II. Welcome

Ms. Works welcomed the attendees to the Meeting.

III. Invocation

Dr. Anderson led the Invocation.

IV. Public Comments

There were no public comments.

V. Business

A. Approval of Agenda

Motion was made by Ms. Works seconded by Dr. Anderson to accept the May 18, 2021, Agenda as submitted. The motion was carried unanimously in the affirmative.

B. Approval of Minutes

Motion was made by Ms. Works, seconded by Ms. Williams to approve the March 16, 2021, Minutes as submitted. The motion was carried unanimously in the affirmative.

VI. Management Reports

A. Human Resource Update (report attached)

Ms. Linda Harris, HR Director report was submitted to the Board. In April 2021, Clayton Center had 101 employees, three (3) resignations, 47 vacancies and eight (8) new hires. Healthcare Staffing had a total of 22 employees. Clayton Center's total payroll was \$490,049.26 and Healthcare Staffing's total payroll was \$88,163.62. The Agency's Vacancy Report ending April 30, 2021, was submitted to the Board.

B. Individuals Served (report attached)

Mr. Aaron Prillhart, IT Director report was submitted to the Board. The Agency served 1184 Individuals in March and 1128 in April. Hopefully, the number of Individuals served will continue to increase as the COVID restrictions are modified.

C. Clinical Updates (report attached)

Ms. Lanell Johnson, Associate Clinical Director report was submitted to the Board. Adult Day total caseload was 56, Case Management total caseload was 205, Behavioral Health Unit total caseload was 991, CYAF total caseload was 586 and Phoenix total caseload was 102.

D. Chief Operating Officer (report attached)

Ms. Barbara June, COO detailed reports were submitted to the Board.

- **Centralized Scheduling Analysis: Inbound total calls**

There was an increase in the number of calls for the month of April. The Agency is expecting to see a decrease for the upcoming summer months.

- **Beacon Cash Analysis** The guaranteed payments will continue through June 30th. The fee-for service (FFS) payments will resume on July 1, 2021, which is the start of the new fiscal year. The Agency was guaranteed the \$83,333.00 MH Funds and the \$16,742.00 SU funds for each month until July 1, 2021.

Beacon Monthly Cash Analysis The virtual perspective for the months shows the guaranteed payments of \$100,075 deposit each month.

- **Appointment Status Comparison Report**

The report shows the Engagement Analysis holding steady at 73.29%. The annual average has been 72.4%. The goal is to be at 80% or higher. The pandemic has definitely affected our cancellation numbers. Since July 1, 2020, the Agency had 9,863 appointments kept and 2,662 no-shows. The collection rate has been at 76.99% of what was billed.

- **Failed Activities Report**

The Agency is still in triple digits with 232 failed activities at the end of April. The failed activities report is sent out daily to managers in an effort to decrease the numbers. Ms. Works stated that she wanted to see some progressive action in this area because this number has been in triple digits for the entire fiscal year.

- **Failed Claims**

The month of April showed a \$3,000 decrease from the previous month. The Agency has begun the In-Person Reports again under the suggestion of Dr. Adams. This means the 72-hour checks of upcoming appointments will ensure the Agency has authorizations for services before seeing the Individuals. The process started May 1, 2021. The Agency's average for the 1st and 2nd Quarter was around \$46,000 and the first four months of the last two (2) quarters were \$37,000.

Ms. Works asked if the Agency could start charging for no-shows? Barbara responded and said that you cannot charge no-show fees for Medicare and Medicaid Individuals because it is against the policy of Georgia Medicaid and CMS.

- **Call Reminder Grid**

The last three (3) months have been consisting between 21% - 24% confirmed appointments. The IT Department is working on getting the new phone system up and running, which will provide more in-depth information on the calls and the average time per call.

VII. Chief Financial Officer Report (report attached)

Ms. Debra Pinkston, CFO detailed UNAUDITED report was submitted to the Board.

The current Net Operating Cash Balance as of April 30, 2021, was \$1,319,091. The current contracted staff balances as of April 30, 2021, for Healthcare Staffing was \$289,761 and for Salveo was \$47,000. The total operating revenue since July 1, 2020, through April 30, 2021, was \$8,190,165 and the total expenditures were \$7,595,925. The total net revenue over expenditures was \$594,239. The restricted cash balance for Rep Payees in the amount of \$168,835. The total amount due from DBHDD is \$282,577. COVID-19 is still a factor in generating revenue, but cash flow has improved. Once the census returns to normal, revenues will stabilize.

VIII. Chief Executive Officer Report (report attached)

Dr. Lee Adams, CEO detailed report was distributed to the Board. Dr. Adams discussed a few items from his report.

- **CEO Report**

The Aging Report – The Net Payables reduced over time from May 2018 to April 30, 2021, by 62% from \$2,372,834 to \$903,461 (Historic Debt over 90 days attributed to our high aging balance). The Agency received a letter of support from DBHDD. The Agency applied for the Community Mental Health Center Grant Program. The Agency is currently participating in the trainings provided by MTM. Dr. Adams has worked extensively with GACSB, DBHDD and the Executive Leadership by continuously reviewing and discussing alternative operational processes during the pandemic. The Executive Leadership has also continued to review methods to reduce operational expenses, since the revenues decreased. The team has participated on all the DBHDD calls to discuss processes to navigate during the pandemic. Revenue Cycle Process, the CEO called for reimplementation of the Agency's In-Person Reporting Process. The process should minimize providing services without authorizations.

- **COVID-19 Updates**

To date the Agency has had nine (9) staff, one (1) volunteer and eight (8) individuals confirmed for COVID-19. The partial reopening of IDD, MH, Adult Day Services and SAIOP are continuously increasing, which will increase revenues.

- **Funding**

Grants submitted to support the Agency

- ✓ FCC Grant
- ✓ Senator Raphael Warnock Non-Defense Directed Spending request
- ✓ Community Mental Health Grant (In-Progress)

IX. Executive Session

The following items were discussed.

- Personnel Matters
- Legal Matters
- Real Estate Matters
- Infrastructure
- Staff Bonuses

Motion was made by Ms. Works seconded by Ms. Loving to close the Executive Session and proceed with the Public Business Meeting. The vote was unanimous in the affirmative.

X. Adjournment

Motion was made by Ms. Works, seconded by Mr. Jackson to adjourn the Business Meeting. The vote was unanimous in the affirmative.

The meeting was adjourned at 7:17 pm.

The next scheduled Board Meeting is **August 24, 2021, at 5:30 pm.** FY2022 Budget Session Meeting - TBD

Submitted by:



Ms. 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