

**Clayton Center Community Service Board  
Business Meeting Minutes  
May 21, 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**

Mr. Flowers called the Board meeting to order at 5:36pm.

**II. Invocation**

Mr. Flowers led the Invocation.

**III. Public Comments**

There were no public comments

**IV. Business**

**A. Approval of Agenda**

**Motion was made by Ms. Prescott-Crawford, seconded by Mr. Davis 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 April 16, 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. Ms. Harris reported that a formal HCS staff member accepted the Clayton Center position as the Program Manager for Behavioral Health. Ms. Harris received information that one of the new hires for the IDD position decided not to accept the position. HR is working to implement, a policy that if an employee does not remain employed for 60 days they will not be able to keep their certifications, unless they pay the agency for the trainings. The Accounting position has been placed on hold. HR is diligently reviewing resumes to fill the LCSW position. The Intake/Counseling licensed staff member was released because of performance on Friday; the agency is seeking to fill that position. The Board was provided with the complete Vacancy list. HR sent out a Programmatic Specific Orientation form to address employees' work schedules. After the training has been completed, the staff will report to the initial work site and the supervisor will review their working hours with them. Employees' work schedules are being monitored to

ensure the correct numbers of hours are being worked. Currently, the State Representative is conducting the Defensive Driving Classes for the agency. An instructor training class will be held June 10 - June 14, 2019 from 8:00am to 4:30pm in Dry Branch. One of the security employees has accepted the opportunity to become an Instructor for Clayton Center. After training the classes will be held twice a month. The agency is looking to build relationships with GA Dept. of Labor, Universities, and other various Resource Centers. The total payroll for April was \$631,187.

**Staff Report for April 2019**

| Clayton Center | Apr | Healthcare Staffing | Apr |
|----------------|-----|---------------------|-----|
| Employees      | 65  | Employees           | 113 |
| Terminations   | 0   | Terminations        | 0   |
| Resignations   | 0   | Resignations        | 3   |
| Interns        | 0   | Released            | 0   |
| Vacancies      | 4   | Vacancies           | 22  |
| New Hires      | 1   | New Hires           | 2   |

**B. Individuals Served (report attached)**

Mr. Aaron Prillhart, IT Director report was distributed to the Board. Mr. Prillhart reported that previously the Food Bank and Housing services were not included in the Individuals Served numbers. The Individuals Served numbers have increased in the month of April to 2373 (+). The Individuals Served in the agency and in the community has to be verified before gaining an accurate total. Mr. Prillhart is waiting to receive the total Housing individuals served numbers.

**C. Failed Claims (report attached)**

Mr. Jeremnich Russell, report was submitted to the Board. Mr. Russell reported the failed claims total in April 2019 was 84, which is a 2% decrease from March 2019. The highest total of failed claims was from State Contracted in Behavioral Health and Addictive Disease, because multiple programs are included. The majority of the failed claims, which is 86%, are due to no authorizations. The agency is still experiencing some pending authorization issues with ASO. However, once these issues are resolved the numbers should decrease. The total failed claims from 2015 to April 2019 were 131, with the expected amount of \$7304. The amount increased by \$2200 since last month, although the failed claims are less, the expected revenue is more. This is a result of maximizing the billable services that are being provided. The team will continue to work the failed claim numbers and ensure that authorizations are approved before providing services.

**D. Vacancy Analysis (report attached)**

Ms. Dorothy Fondi, Clinical Director report was distributed to the Board for review. Ms. Fondi shared that the agency most definitely has more individuals than staff. She further explained that several employees have left the agency and their caseloads remain. Once the new hires are secured, the caseloads can be evenly distributed among the staff members. The agency is persistent in contacting and interviewing candidates to fill the vacant positions. The most common challenges are, prospective candidates are not showing up for the interviews, or they are not accepting the salary offers. In addition, a Licensed Social Worker is still needed to provide services to the individuals' that are covered under Medicare. The only qualified staff members that can provide services for those individuals are NP, LCSW, or the Psychiatrist. Currently, there is only one therapist at CYAF; the others are APEX staff members. There are six (6) interns at the moment, the majority of them are working at CYAF and there are two (2) interns working at Battle Creek. A Nurse Practitioner Intern will be joining the Clayton Center

Internship Program starting June 2, 2019. Currently, there are no interns from Clayton State. When Argosy University closed, the agency lost three (3) interns. Dr. Adams added that the non-licensed position pay rate is less than a licensed position pay rate, the agency must adhere to the State regulations. He also shared, that one of the staff members who was moved into the CC employee position, will take the exam next month to become an LCSW. The agency is paying for the exam fee, with a signed agreement in place. The APEX Director will be adding six (6) additional schools next year, which additional staff members will be needed. Dr. Adams informed, as an incentive, staff members are offered supervision at no cost, which at minimum is \$100. However, there is a two-year agreement that must be signed. The staff members are required to remain employed with the agency for two (2) years or pay back the supervision hours. In addition, the agency is working toward training the new hires more extensively on how to manage and keep up with the notes. The managers workloads must be reduce, in order to manage, assist, and train their staff members.

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

Mr. Charles Releford, COO report was distributed to the Board. Mr. Releford shared that last month the agency had two morale booster activities. The Nurses were recognized during Nurse's week with gift cards and key chains. In addition, a luncheon was held for the Billing and UM collaboration for clearing up all of these failed claims. The Billing manager, scheduler, UM and the front desk staff are meeting on a regular basis and working together to increase revenue. A payment plan was developed to assist individuals with paying their co-pays and service fees. The ASO Audit will be scheduled for some time in June, additional information is forthcoming. The departments are doing peer reviews on the charts. The UM team is reviewing the charts and they are working to fix any missing information. Last year the agency missed the required score by only one point. Hopefully, the agency will score much higher this year. The agency's overall productivity percentage was 99% for the month of April. It appears that most of all the staff members earned their salaries. Mr. Releford agreed that there is a need to hire additional staff. The agency has collected 76% of the Mental Health and 74% of the Substance Abuse for FY19.

**VI. Reports**

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

- Ms. Marteel Higginbotham, CFO report was distributed to the Board for review. Dr. Adams reported on the CFO's behalf the following information. The net YTD income is \$500,096 the agency is continuing to operate in the black. Dr. Adams reiterated if the agency did not have any old debt that the agency would be in a good position. The CFO is currently working on the FY20 budget. Once the contracts are received, the CFO will move forward with completing the budget. About 90% of the agency's debt is HCS, Salvo, and DOAS.

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

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

**Interim CEO Reporting**

- Dr. Adams shared that his charge to the agency is "if the current staff members are not meeting and exceeding productivity, how can hiring additional staff be justified." The managers are encouraged to ensure their staff members understand the severity of meeting productivity. Dr. Adams explained in detail the bottom line of hiring additional staff, which ultimately affects HR and the Finance department.
- It was discovered that residential program was not billing out to Medicaid. Therefore, the agency's Medicaid account was deactivated. The reactivation forms were submitted and are currently pending.



- The agency contacted the ASO related to payments listed on the Provider Summary Vouchers. The payments appeared, but later were removed from the list. Therefore, the team is working with the State to locate the money.
- According to the report, there is about \$100,000 worth of payments pending from the VA. However, the VA reported that interest would be paid due to any delayed payments. The VA also reported that the agency has received about \$50,000 of the payments. Dr. Adams stated that he has a team reviewing the data as far back as 2016. The team will be comparing the billed amount vs. the amount received to obtain an accurate amount.
- Dr. Adams attended the Adult Felony Court graduation on May 9, 2019. Although, the agency did not reapply for the contract, communication to discuss future collaborations has begun with Judge Mason. The current contract will end in September 2019.
- The agency currently serves six (6) schools in the Clayton County and in the process of establishing an MOU with Forest Park High School. A meeting was held with the CCPS Directors on April 3, 2019 to discuss "what's working/what's not working and where to go from here." APEX TA was held to discuss best practices and to provide an opportunity to share with other APEX programs throughout the State.
- Mr. Releford was instrumental with obtaining the MOU with Atlanta Technical College and Kayton Pharmacy. Dr. Adams reached out to Ohio Christian, who is looking to revise their curriculum to include licensures.
- Dr. Adams is working with the County COO to get the agency additional funds. The COO will be contacting him later.
- The agency completed a Crisis Intervention Training for the Clayton County Police Academy on April 9, 2019 for 25 officers. The training is conducted quarterly. The agency also presented the services on April 29, 2019 at the Mental Health Awareness sponsored by The Clayton County Commissioners.
- A TA was held with Athens Micro on May 21, 2019. Mr. Prillhart shared a few of the target areas for the agency to complete. (1). Use an online exchange (2). Continue the infrastructure (3) replace the Wi-Fi
- Dr. Adams reported the State is gearing towards Fee-for-Service for the Residential Program by January 2020. Dr. Adams shared that at the last GACSB CEO Meeting; two of the other CSBs stated that if fee-for-service becomes a requirement for residential they would no longer be able to provide residential service. A few of the reasons were not having the financial structure or the infrastructure to maintain services while waiting on the State to retro pay. Therefore, Clayton Center may not be able to provide residential services, as well. Currently, the agency residential program does not operate in the Black. Hopefully, there will be further discussions regarding this subject at the next meeting.

### **Board Officer Elections**

The Board Members nominated and voted for the FY2020 Chairperson and Co-Chairperson. Effective July 1, 2019 Ms. Khadija Works will serve as the Board Chair and Dr. Alieka Anderson will continue to serve as the Co-Chair.

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

### **VII. Executive Session**

- Financial Matters
- Employment/ Personnel Matters
- Legal Matters
- Property Matters

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

Meeting was adjourned at 7:35pm.

The next scheduled Board Meeting is June 18, 2019 at 5:30pm.

Submitted by:



Rhonda Lane, Administrative Assistant  
Clayton Center Community Service Board

Approved by:



Mr. Bryan Flowers, Chairperson  
Clayton Center Community Service Board

cc: Clayton Community Service Board Members

Clayton County Board of Commissioners