

Clayton Center Community Service Board

Business Meeting Minutes

July 17, 2018

Clayton Center Community Service Board (CSB) Board Members

Mr. Bryan Flowers, Chairperson	Ms. Khadija Works
Dr. Alieka Anderson, Vice-Chairperson	Mr. Junior Jackson
Mr. An'Cel Davis	Dr. Shirley Hines
Mr. Eric Bell (via phone)	Dr. Lee Adams, Interim Chief Executive Officer
Mr. Martin Thompson	Ms. Rhonda Lane
Mr. Kenneth Wilson	

I. Call to order

Mr. Flowers called the Board meeting to order at 5:42pm.

II. Invocation

Mr. Flowers led the Invocation.

III. Public Comments

There were no public comments

IV. Business

A. Approval of Minutes

There were no additional

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 Mr. Davis, seconded by Dr. Anderson, to approve the July 12, 2018 Minutes as submitted. The motion was carried unanimously in the affirmative.

V. Business II

A. Human Resource Update

Ms. Jori Hammond, HR Director, report was distributed to the Board. It was noted that the agency currently has a total of 32 vacancies, which are all critical positions. However, the agency is on a hiring freeze. Three APEX Grant positions were added. The Felony Court Lead staff member resigned, a Med Tech resigned and a BH Specialist resigned also. These vacant positions are included with the 32 vacancies. Dr. Adams stated that recommendations will be made to DBHDD to fill the APEX Grant positions; in order, to be in compliance with the program. Currently, DBHDD wants to approve any new hires. APEX is a grant that works through the CYAF program which is funded through the State. This is collaboration with the School District to be able to go in the

schools and provide services to students who are displaying behavioral issues which interfere with their learning. A staff member is designated to the school to provide services that are needed. A meeting was held on July 16, 2018 with Ms. Collier regarding the APEX Grant, along with two representatives from DBHDD. The program will start in September.

Staff Report for May and June 2018

Clayton Center	May	June
Employees	64	62
Terminations	1	2
Resignations	1	1
College Interns	3	1
Volunteers	2	0
Vacancies	3	5
New Hires	1	2

Healthcare Staffing	May	June
Employees	120	120
Terminations	0	1
Resignations	2	1
Released	0	0
Volunteers	0	0
Vacancies	31	27
New Hires	1	3

B. Individuals Served

Mr. Brent Eberspacher, IT Director, report was distributed to the Board. It was noted, some of the Individuals that are being served have not been included in the data reports. These Individuals are active in the Drop-In Center and the Felony Court programs. There are three different systems to extract the Individuals Served data from. The numbers reported started in June exhibits the increase. However, the agency is still seeing a decrease trend from the previous years, due to the VA and scrubbing the caseloads. Individuals Served in May 2018 were 1203 and in June 2018 there were 1342.

C. PMR & Service Dashboard

Mr. Brent Eberspacher, IT Director report was submitted to the Board. The Performance Management Report (PMR) was recently submitted to the State. The previous PMR score was 65%. The new PMR score is 78%, which is a 13% increase. Moving forward the PMR data will be monitored weekly, this will allow the agency time to make any necessary adjustments needed. The PMR goal is 100%. However, there are several measures that are forthcoming which will make reaching the 100% goal easier for the CSBs. The current way the data will be tracked has been changed. Stakeholder surveys will be implemented into the PMR. This will be a twofold process. The agency will send the surveys to the Individuals and DBHDD will be sending an additional survey, which has to be returned to DBHDD.

D. Failed Claims

Ms. Almita Hornsby-Hogue, Compliance Officer/UM Manager report was submitted to the Board. The failed claims indicated that services were provided without authorizations. Ms. Hornsby-Hogue and Ms. Johnson work with the Management Team twice a month to address these failed claims during the KPI meetings. The UM department conducts a failed claims research, which is sent to the Management Team to be corrected and resubmitted. Battle Creek has the highest amount of failed claims which is 86; this is the Intake department for all Adults. The agency can potentially recoup activities from January 2018– June 2018. The UM department and the Front office staff are working together to eliminate providing services without authorization.

The goal is to obtain the authorization before the Individuals come in for their appointments. In addition, the correct service has to match the authorization for that particular service. There are several contributing factors that could produce failed claims.

E. Vacancy Analysis

Ms. Adrienne Johnson, Clinical Director report was distributed to the Board. Overall, the caseloads have increased except with the Phoenix Program. The total amount of Caseload increased is 128. The managers' caseloads are generally higher until, the managers reassign the Individual to their staff members' caseload. Ms. Johnson monitors the caseloads and she will email the managers if scrubbing a caseload is required. The agency hired an LCSW for Battle Creek. The BH Specialist staff that works with the IDD population, left in June. Therefore, the total corrected amount for June's vacancy analysis is \$154,385. The agency currently has one CSI and two Therapists positions available for APEX. The lead Felony Drug Court staff resigned, and this position is also available. In the future, the grant vacancy positions from APEX and Felony Drug Court will be added to the report.

F. Productivity Review & Accountability Report

Mr. Lee Adams report was distributed to the Board. The all payors total amount for June 2018 billed vs collected was \$146,504. It was noted that the agency's revenues (billed amount) are overstated, because of the billing. Typically, the billing is submitted at a higher rate of how the fees are setup in the system. The agency financials are a little overstated; however, the amount billed was actually the amount requested from the payors. In addition, there are some unapplied revenues that have not been posted. The collected amounts include the grants Drug Court, System of Care and other revenues that are received monthly. The Beacon report indicated that the agency obtained \$77,960 for the month of June. The agency is waiting on additional funds to come in for the ASO. The goal was to utilize the amount allowed from the contracts. FY18 Contract goal amount cap for BH was 90% and the cap for SA was 71%. The goal was to be at 100% as of June 30, 2018. The agency is continuously working on the claims and other various items. Mr. Fetner requested the Monthly goal salary amount be added to the Real-Time Productivity Report. The productivity amount must exceed the 100% set rate to justify the need for additional staff. The Board was provided with the Action Plan that was submitted to the State. The State wants to see how close the staff members are, to earning their salaries. In addition the billing department has to ensure that the billing is posted, in order to show the actual amount of productivity collected. The productivity numbers decreased in June; however, the agency is striving to reach 100%. When staff members are on vacation, this contributes a significant part of the decrease.

VI. Reports

A. Finance

Ms. Debra Pinkston report was distributed and Dr. Adams presented an overview to the Board

- Clayton Center and McIntosh Trail are working through the financials. During this process it was identified that several items were incorrect with the billing, the financials and the posting processes that were not completed (going back several years). There are several items that need to be worked through. One of the issues, was that the money that was received had not been applied, which is stagnant on the age report. Both billing departments are working diligently, to get the unapplied dollars posted correctly. Due to the timeframe some of the items will have to be written off. In addition, there appears to be items that will need to be repaid to Medicare. The agency was informed that the Medicare licenses had not been applied for as originally reported. Therefore, the Medicare application was resubmitted.
- As of June 30, 2018 according to the Aged Report was -\$2,027,083.19. The total cash was \$478,588.53. Due from DBHDD \$408,305.64, it was noted that this is money that the agency will receive. Monies for the Rep Payees are held in restricted funds which is currently \$103,431.38. The advance of \$345,428.01 due to DBHDD has not been paid back. Subsequently, the agency will have a deficit of (-\$1,589,048.41). It was noted, that the

numbers may not be totally accurate; because the agency is fiercely working through all of the finances to get them corrected. Dr. Adams shared that he forwarded Ms. Jackson the request from the DBHDD to have the financials completed by July 16, 2018. Ms. Jackson reported that the Finance Report should be ready next week, due to the number of items to be sorted through. The actual reports will be emailed to the Board, once received. Dr. Adams added that tentatively the agency is financially looking better in July.

- The detailed Aged Report was distributed to the Board for review. The agency is currently working to pay off the oldest debt first, which will be cleared off of the Aged Report.

B. Interim Chief Executive Officer

Interim CEO Report

Dr. Adams reported the following updates:

- The Current Bank Account amount - \$462,144.89 as of July 17, 2018
- Health Care Staffing Balance - \$818,696.47 (\$528,921.97– Past 30 Days)
- The agency is working through and reviewing all sites credentialing as well as the revalidations. One of the sites that expired was rectified. Therefore, a grid has been put in place to prevent any future oversights.
- The next Sustainability Plan Meeting is scheduled for Monday, July 23, 2018 at 10:00AM.
- The Board was provided with the Plan of Action that DBHDD requested.
- The advance around \$300,000 for FY2019 was approved, but has not been received.
- The Insurance for the agency had not been paid; this will be paid once the \$300,000 is received.
- The Leadership Retreat Day will be rescheduled, additional information will be provided.
- Dr. Adams reported the Suicide article that was posted in the AJC, which Clayton Center was highlighted. He indicated that all of the staff members had received the Suicide Prevention Training. In addition, several staff members have received two different Suicide trainings.
- Riverwoods inquired about collaborating a Mental Health Suicide Prevention Day / Suicide Awareness Day along with the constituents of Clayton County, to be held at the Battle Creek location in September.
- During the meeting that was held with the School System, it was reported that there had been six related suicides in Clayton County just last year. The School System will be hosting a Suicide Prevention Rally at the kickoff Leadership.
- The Executive Team met Monday, July 16th to make the staff members aware of the article as well as the correct procedures to follow.

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

VII. Executive Session

- Personnel Matters
- McIntosh Trail Collaboration Agreement

Motion was made by Mr. Davis, seconded by Dr. Anderson, to close Executive Session. The motion was carried unanimously in the affirmative.

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

Meeting was adjourned at 7:30pm.

The next scheduled Board Meeting is August 21, 2018 at 5:30pm.

Submitted by:

Approved by:



Rhonda Lane, Administrative Assistant
Clayton Center Community Service Board



Mr. Bryan Flowers, Chairperson
Clayton Center Community Service Board

cc: Clayton Community Service Board Members

Clayton County Board of Commissioners