

Clayton Center Community Service Board

Business Meeting Minutes

April 17, 2018

Clayton Center Community Service Board (CSB) Board Members

Mr. Bryan Flowers, Chairperson	Mr. Kenneth Wilson – <i>participated via phone</i>
Dr. Alieka Anderson, Vice-Chairperson	Ms. Khadija Works
Mr. An’Cel Davis	Mr. Junior Jackson
Mr. Eric Bell	Dr. Aundria Cheever, Chief Executive Officer
Mr. Martin Thompson	Dr. Lee Adams, Interim Chief Executive Officer
Dr. Nia Cantey	Ms. Rhonda Lane

I. Call to order

Mr. Flowers called the Board meeting to order at 5:47PM.

II. Invocation

Mr. Jackson 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. Jackson, 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. Bell, seconded by Mr. Jackson, to approve the March 20, 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.

Ms. Hammond shared that recruitment is slow. She stated that employment offers were made to several candidates; however, the offers were declined based on the salaries and cost of living areas. Dr. Adams said that based on the reports, Clayton Center is consistent in the salary range with the surrounding CSBs.

Clayton Center total payroll for February 2018 was \$356,700.05 and March 2018 was \$355,220.97

HCS total payroll for February 2018 was \$289,694.78 and March 2018 was \$ 286,034.38

Staff Report for February and March 2018

Clayton Center	Feb	Mar
Employees	66	66
Terminations	1	0
Resignations	2	0
College Interns	4	4
Volunteers	3	3
Vacancies	2	3
New Hires	0	0

Healthcare Staffing	Feb	Mar
Employees	123	121
Terminations	4	2
Resignations	2	5
Released	1	0
Volunteers	0	0
Vacancies	32	26
New Hires	3	5

B. Individuals Served

Mr. Brent Eberspacher, IT Director, report was distributed to the Board to review.

Mr. Eberspacher explained that the agency is currently re-engaging the VA Individuals. The numbers are being verified as a result of the clinicians scrubbing their caseloads. Dr. Adams shared that the previous staff member who was overseeing the VA program resigned. The agency is in the process of seeking the qualified staff member to fill the position.

C. PMR & Service Dashboard

Ms. Tiffany Tom-Johnson, COO report was distributed to the Board to review.

The PMR report is due to DBHDD by the end of May 2018. Ms. Tom-Johnson announced that for the first time the agency has met all the standards; except for the following three (3) standards listed below:

- Standard 4.3 - No Show for Initial MD Appointment should not exceed 18%; Current Score is 20.52%
- Standard 5.1/5.8 SUD Supports Group Counseling should equal 80%, Current Score is 3.33%. Effective April 1st the agency started increasing the utilization of group counseling, which will help to receive a higher reimbursement rate and meet the standard.
- Standard 9.6 100% of SCS Billing will be submitted within 90 days; Current Score is 92.21%. This is connected to the Vendor issues. The agency received the Vendor List from the ASO. Therefore, some of the authorizations will be changed to match the vendor's list.

Last month a new system was put in place at all of the front offices, which is a revenue cycle. The UM department met with the Program Managers every day. After a month of Ms. Tom-Johnson monitoring the revenue cycle the numbers have increase. Ms. Tom-Johnson presented a review of the graphics that were given to the Board. The following private insurance companies were contacted Cigna, Aetna, Blue Cross/Blue Shield, United HealthCare and Humana for the agency to provide in-network services to the policyholders. However, Humana is not accepting new members at this time. Cigna will allow the agency to apply for services individually, but not as a group until a licensed psychologist is hired. The agency is currently working towards getting on the Insurance panels.

D. Vacancy Analysis

Ms. Adrienne Johnson, Clinical Director report was distributed to the Board.

The Vacancy Analysis Report for March 2018 has not changed from last month. The projected monthly total, if the positions are filled will be \$169,696.13.

Next month the numbers should increase once the new clinician complete training. Several clinical applicants declined the offer of employment mainly due to the salary.

Dr. Anderson suggested that the agency and the colleges work together as the students work toward getting their licenses. Ms. Johnson shared that she has an Intern that is interested in working for the agency. One of the clinicians transferred to CYAF, which increased the February caseload from 311 to 377. Battle Creek has decreased from 955 to 906, which can be contributed to scrubbing caseloads. The Phoenix Program numbers increased from 96 to 184, the Program Manager and one of her staff are working hard scrubbing the caseloads. Case Management has decreased from 335 to 308; some Individuals that are referred to CM do not have authorizations. Interns increased from 122 to 143. By the end of July all of the Interns will have completed their internship obligations. Therefore, the agency is working diligently to fill the vacant clinical positions. Ms. Johnson reassured the Board that she is recruiting and working with HR regarding recruiting Interns from the local colleges/universities.

Med Techs were hired to provide a more professional knowledge based atmosphere to the agency and to enhance Customer Service. The Med Techs are able to give injections at a non-billable rate as well as assist with other medical and front desk duties.

E. Productivity Review & Accountability Report

Mr. Lee Adams, CAO report was distributed to the Board.

The total from the payers billed out was \$918,087 and the total collected was \$901,340 and a variance of \$16,748. The MIERS money contributed to that amount. The agency is working closely towards the goal of billing a million dollar per month. The Provider Accumulator (Fee-for Service) showed at the end of March SA at 14% and MH at 62%. The agency will be working hard to increase the numbers. The productivity for the month of March using the Score Card was 88% and using the Real Time was 92%. After the Team met with individual staff members, they worked extremely hard to identify barriers; this allowed them the opportunity to work toward increasing the required productivity percentage.

F. River Edge and Clayton Center Agreement Update

The Attorney reached out to Dr. Adams regarding the River Edge agreement. Due to Dr. Cheever's current situation, the Attorney will notify the River Edge Attorney that the agreement is on hold.

VI. Reports

A. Director of Finance

- Current Bank Account as of April 17, 2018 - \$487,921.16 Dr. Adams shared that he is working to maintain the goal of keeping the Bank Account at the reserve amount of \$300,000 and at least one payroll.
- Health Care Staffing Balance - \$681,357.59 (\$422,801.18 – Past 30 Days). A payment was made to HCS today, April 17, 2018.
- Dr. Adams has been working with the Accounts Payable staff. A chart and a graph were created to track and calculate accurate balances due to the creditors. Communication was made to creditors to work out a timeline and arrangements to pay the past due balances. The ultimate goal is to decrease the balances and to retain current balances. Tish Stevenson has acquired a good rapport with the Agencies.

Dr. Adams reported the financial report from Ms. Pinkston. Handouts for March 2018 Revenue/Expenditures Summary and for March 2018 Forecast of Revenue vs Expense were distributed to the Board.

March 2018 Revenue and Expenditures Summary

	Actual	Budget	Fav/(UnFav)
Revenue	\$910,608	\$1,134,435	(\$223,827)
Expense	\$887,436	\$1,033,143	, \$145,707
Net Deficit	\$23,172	\$101,292	(\$78,120)

The March 2018 total revenue was \$.9M and the total expense was \$0.8M leaving a net excess of revenue over expenditures of \$23,172. Days of cash on hand was 26.51 and 30% was the net operating margin.

B. Interim Chief Executive Officer

Interim CEO Report

Dr. Adams reported the following updates:

- The agency has been working with ASO to fix the Vendor issues. The agency has received all of the correct Vendor numbers. Ms. Tom-Johnson has taken on the billing role. She is working with the billing staff to make the necessary corrections that are needed.
 - It was discovered that the agency can only bill as semi-independent within the Residential program. Billing as semi-independent shows that the Individuals are improving in their recovery.
 - Effective April 1, 2018 the productivity requirement for fulltime changed to 100 billable hours and part-time changed to 50 billable hours, which is comparable to other CSBs.
 - The agency requested an analysis from CareLogic. The results from the analytics identified that the agency only had eight (8) features turned on; however, 35 is the amount of features that can be turned on for CSBs. Brent is currently researching the system to identify if this has impacted the agency billing.
 - Ms. Tom-Johnson will spearhead the credentialing for Holly Tree residential facility. She will also review and ensure that all sites are renewed before the expiration date. The agency will ensure that all necessary documents and licenses are obtained before moving any facility.
 - GACSB 21st Annual Spring Fling is scheduled from April 29, 2018 - May 2, 2018 at St. Simons Island.
 - Children’s Mental Health Week at the Capitol is May 6, 2018 - May 12, 2018.
 - Highlight the APEX Program – Ms. Johnson will work with Trakell Fears to create a short video clip, this will be send to GACSB to be compiled with other CSBs APEX Programs Activities.
 - May 10, 2018 is Mental Health Day at the Capitol – GACSB will have a booth set up. If there are no staff members available to attend, the agency will provide some brochures.
 - Dr. Adams announced to the Board, that Dorothy Fondi is the Program Director for the Phoenix Program. The AD program has good productivity numbers. Ms. Fondi was also recently promoted to Associate Clinical Director.
- **Sustainability Plan- Update**
The monthly meeting will be held on the fourth Monday of each month.

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
- Reorganizational Plan
- Management Agreement
- Internal Positions
- Interim CEO Position

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

Motion was made by Mr. Davis, seconded by Dr. Anderson, to move forward with the Interim CEO. The motion was carried unanimously in the affirmative.

VIII. Adjournment

Mr. Flowers motioned for the meeting to be adjourned.

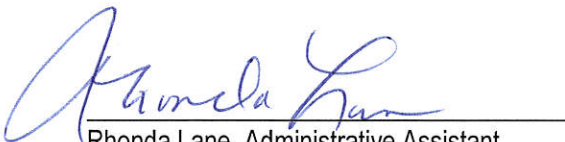
Motion was made by Dr. Anderson, seconded by Mr. Davis for the meeting to be adjourned. The vote was unanimous in the affirmative.

Meeting was adjourned at 7:34PM.

The next scheduled Board Meeting is May 15, 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