

**Clayton Center Community Service Board**  
**Business Meeting Minutes**  
**June 20, 2017**

**Present:**

Bryan Flowers, Vice Chairperson  
Birney Bowmaster  
An'Cel Davis  
Pricilla Schmidt  
Dr. Aundria Cheever, Chief Executive Officer  
Dr. Alieka Anderson – *participated via phone*

**Absent:**

NaJeebah Butler, Chairperson

**I. Call to order**

Mr. Flowers called the meeting to order at 5:34 p.m.

**II. Invocation**

Mr. Flower led the Invocation.

**III. Public Comments**

Dr. Cheever made a public comment; congratulating Mr. An'Cel Davis for being elected the New Chairman of Georgia Municipal Association (GMA) training Board, which governs trainings for all elected officials in Georgia. He will also serve on the Board of Directors for the entire Organization. (Over 3,500 elected officials in the State of Georgia)

**IV. Business**

**A. Approval of Agenda**

**1) Addition to Agenda**

There were no additions to the agenda.

**2) Adoption of Agenda**

Motion was made by Mr. Davis, seconded by Ms. Schmidt, 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 April 18, 2017 Minutes as submitted. The motion was carried unanimously in the affirmative.

**C. Human Resources**

Jori Hammond reported June 2017 Agency Staff Report as shown below:

Agency Staff	Total
Clayton Center Staff	65
HealthCare Staff	154
Clayton Center Terminations	0
Clayton Center Resignations	1
Clayton Center Retired	1
HealthCare Staffing Terminations	2
HealthCare Staffing Resignations	5
Clayton Center New Hires	3
HealthCare Staffing New Hires	9
College Interns	1
Clayton Center Vacancies	3
HealthCare Staff Vacancies	20
Volunteers	0

**Payroll**

April 2017

Clayton Center Payroll ~ \$344,458.07 and HealthCare Staffing Payroll ~ \$321,088.26 ...

Total Payroll ~\$665,546.33

May 2017

Clayton Center Payroll ~ \$348,800.04 and HealthCare Staffing Payroll ~ \$317,506.24 ...

Total Payroll ~\$666,306.28

Ms. Hammond stated to the Board that HR is recruiting and posting position on the State website. She explained that salary is one of the main challenges for filling the vacant positions. Ms. Schmidt inquired about increasing the salaries. Dr. Cheever explained that a proposal was sent to the State requesting salary increases in three departments: (Residential, Transportation and Front Desk) at the present time the request has been denied. Also, Dr. Cheever explained the Social Service Techs (SST) should be commended and compensated for covering due to short staffing. Dr. Cheever shared that she raised the salary once; however, her goal is \$10.00 per hour.

**D. Benchmarking & PMR (See Attached Handouts)**

Brent Eberspacher, IT Director, provided an overview of the handouts.

**KPI**

Mr. Eberspacher stated that the latest report that was submitted to the State was from October 2016 through March 2017. He shared that our score dropped significantly from the previous score of 87% to 55%. He explained that one of the common trends was related to staffing shortages. He elaborated that some of the major reasons for the percentage decrease in the KPI were:

- Decrease in various department staffing
- Hospital discharges documented incorrectly
- CYAF did not have an Engagement Specialist
- Dr. Amin was on vacation for an extended period
- Staff on vacation due to the holidays

- Changes made in the Finance department
- Issues with our Claim ID
- Major system issues

### **Benchmarking Report**

Mr. Eberspacher opened the Benchmarking report, which outlines our revenues, expenses, assets, liabilities, cash-on-hand, expenditures and etc. Dr. Cheever continued to explain the expenses for the first, second and third quarters. The quarter starts in July and the revenues fluctuate based on the Individuals served seasonally. Dr. Cheever thanked Mr. Eberspacher for stepping up to present the report and for the extra duties that were assigned to the IT department (PMR, KPI and Fee Matrix).

### **E. Accountability/Productivity/Billing Report**

Lee Adams, CAO, provided an overview of the report handout. **(See Attached Handout)**

- Worked through Mapping System issues
- Special teams worked together to rectify the issues
- Down to about 1400 in failed Claims – completion target date by June 30<sup>th</sup>
- Provided data percentages pulled for the State's system (MH- 74% and SA – 55%)
- In less than two weeks as of this morning (MH- 90% and SA- 80%)
- UM department hired a new staff member
- UM staff completed Refresher Training for all Residential Staff
- New form for OTR was created and submitted to be reviewed by the Executive Team
- When we moved to Phoenix from Battle Creek the main vendor code was turned off for about eight weeks
- The Battle Creek vendor codes was turned off for eight weeks from the move to Phoenix Program
- Score Card Program is an accurate way to track productively
- Second Quarter Score Card Productivity Billed Hours Results are:
  - March 70%
  - April 55%
  - May 57%
- Score Card low results were due to PTO, meetings, clinical staff double duties and staff scheduled not full
- Prescribers not making the time frame allocated in the billing hours

Dr. Cheever thanked Mr. Adams for his diligent work on the claim issues, which we have been dealing with for the last two years. Dr. Cheever added that the State wants us to be at 70%. Currently, we are at 80% of our goal. However, productivity continues to be a challenge for us, which has to be worked on. She stated that we cannot continue to support staff members that are not meeting productivity, which could be a factor of layoff. Clinical staff members were given reports of their productivity; some staff members have received Corrective Action Plans to complete within three months. Dr. Cheever stated that some hard decisions will have to be made in order for the State Sustainability Plan to work. The supervisor of the CYAF Program is working with the Clinical Director to increase the productivity percentages.

### **F. HealthCare Staffing - \$668,320 Update**

Dr. Cheever shared that the agency currently owes HCS \$668,320. A payment of \$176,000 will probably be made tomorrow, June 21, 2017.

### **G. New Board Appointments**

Elaine McGruder and Kenneth Wilson are on the Clayton County Commissioners Board's Agenda to be appointed to the Clayton Center CSB Board tonight, Tuesday, June 20, 2017.

Dr. Cheever announced that Ms. Butler submitted her resignation due to Medical reasons. She requested to be removed from serving on the Board at the end of June 2017. Dr. Cheever is recommending Dr. Nia Cantey as a

replacement for Ms. NaJeebah Butler. Dr. Cantey is the IOP Manager for the State of Georgia Foster Care Program.

Dr. Cheever requested that Mr. Flowers serve as the Board Chairperson and Dr. Anderson serve as Co-Chairperson to the end year.

**Motion was made by Mr. Davis, seconded by Mr. Bowmaster, to accept Mr. Flowers as Chairperson and Dr. Anderson as Co-Chairperson. The motion was carried unanimously in the affirmative.**

Dr. Cheever stated that after the New Members have been appointed, the Swearing-In Ceremony will be held. Judge Pam Ferguson will conduct the Swearing-In Oath Ceremony.

Dr. Cheever will send the Clayton County Commissioners office a letter asking them to continue the Board Members Appointments and that the terms are staggered. Dr. Cheever will place the Board Retreat back on the Agenda.

**H. Region 5 Contract for Underage Drinking – Statesboro, Georgia – Update**

Dr. Cheever was informed that we will work in Statesboro, Georgia in Region 5.

**I. Clayton County Alcohol and Substance Abuse Program - Adult Felony Court - Update**

Dr. Cheever reported that we are still negotiating with the Adult Felony Court. Three staff members were sent to Jekyll Island to train for this program. The contract was placed on the Clayton County Commissioners Agenda to be approved. However, the contract was removed from the Agenda, until an agreement is made.

**V. Reports**

**A. Chief Executive Officer**

**• Financial Report**

Note: Dr. Cheever said, "She will provide better financials for the Board to review." The new Abila system kinks are being worked out. Dr. Cheever provided the Board with the Bank account balance printout. Dr. Cheever proposed to the Executive Team that all the Individual paid fees be deposited in the Saving Account.

**CEO Report**

**1) Agency Needs**

- Dr. Cheever shared that the agency needs three (3) more vans in Transportation
- Dr. Cheever stated that she has to find a home for the Kendrick's Individuals to be relocated

**2) Agency Updates**

- Dr. Cheever provided the Supplement Support Funding Approval letter for \$88,863.00
  - ✓ Qualifacts.....\$8,822.00
  - ✓ IT Infrastructure:....\$17,686.00
  - ✓ Consultation:.....\$ 62,355.00
- MH Individual dies while in our care. Staff called the Ambulance and she was taken to the ER.
- Unfortunately, DD Individual received a gash to the head when she fell out of her wheelchair. The Individual was taken to the ER and released with minor injuries to her head. The safety guards were not put on to secure the wheelchair to the lift. Random checks should be done on all vans for safety precautions.

3) **Collaboration**

Dr. Cheever stated that we will work on obtaining Accounting Firms for Financial Consultation to assist with our Accounting needs until our Accounting department is stabilized.

4) **Contracts/Grants**

- The SAMSHA Grant request for Technical Assistance was denied. However, they offered technical assistance.
- Dr. Cheever will search for other Grants.

5) **Upcoming Events**

There are currently no upcoming events

VI. **Executive Session**

Dr. Cheever requested an Executive Session to discuss DBHDD matters.

**Motion was made by Ms. Schmidt, seconded by Mr. Davis to enter into Executive Session to discuss DBHDD matters. The motion was carried unanimously in the affirmative.**

**Motion was made by Mr. Flowers, seconded by Ms. Schmidt to end the Executive Session. The motion was carried unanimously in the affirmative.**

VII. **Adjournment**

Mr. Flowers motioned for the meeting to be adjourned.

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

Meeting was adjourned at 7:45 pm.

The next Board Meeting is July 18, 2017, at 5:30 pm.

Submitted by:

Approved by:



Rhonda Lane, Administrative Assistant  
Clayton Center Community Service Board



Bryan Flowers, Vice Chairperson  
Clayton Center Community Service Board

cc: Clayton Community Service Board Members

Clayton County Board of Commissioners