

Clayton Center Community Service Board

Business Meeting Minutes

May 15, 2018

Clayton Center Community Service Board (CSB) Board Members

Mr. Bryan Flowers, Chairperson	Mr. Kenneth Wilson
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 5:39PM.

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. 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 Dr. Anderson, to approve the April 17, 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 Clayton Center currently has Clinical job positions posted at Clayton State, as requested by the Board. In addition, Atlanta Technical, Clark Atlanta, Argosy University and Morehouse were contacted regarding posting job opportunities. HR is waiting to hear back from the Colleges.

Clayton Center total payroll for March 2018 was \$355,220.97 and April 2018 was \$363,249.10
HCS total payroll for March 2018 was \$ 286,034.38 and April 2018 was \$286,384.89

Staff Report for March and April 2018

Clayton Center	Mar	Apr
Employees	66	64
Terminations	0	1
Resignations	0	1
College Interns	4	5
Volunteers	3	2
Vacancies	3	3
New Hires	0	0

Healthcare Staffing	Mar	Apr
Employees	121	119
Terminations	2	0
Resignations	5	7
Released	0	2
Volunteers	0	0
Vacancies	26	29
New Hires	5	7

B. Individuals Served

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

Mr. Eberspacher explained that the agency's numbers decreased in September and has not increased. Individuals served in April FY2018 were 1291 compared to the number of Individuals served in April FY2017 which were 1596. There are mainly two reasons for the decrease, the VA contract delay process and the clinicians scrubbing their caseloads. Therefore, the discharge rate is much higher than the new Individuals that are enrolled in the agency. February 2018 there were 95 new Individuals total and 245 discharged; March 2018 there were 108 new Individuals total and 138 discharged; April 2018 there were 93 new Individuals total and 134 discharged. Mr. Flowers inquired about scrubbing and discharging from the caseloads. Ms. Adrienne Johnson explained that scrubbing/discharging from the caseloads are Individuals who have not been coming for services in the last 3 to 6 months. The Individuals were contacted about continuing their services, but they did not return.

C. PMR & Service Dashboard

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

The PMR report is due to DBHDD by May 31, 2018. Ms. Tom-Johnson gave an overview of the standards that were not met which are listed below:

- Standard 4.3 - No Show for Initial MD Appointment
- Standard 5.1/5.8 SUD Supports Group Counseling
- Standard 9.6 100% of SCS Billing will be submitted within 90 days

Ms. Tom-Johnson presented an overview of the graphics that were given to the Board. Phoenix and Battle Creek Vendor's numbers are active again. The agency has resubmitted authorizations and claims; as a result revenue is coming in. The 100% was not met. However, the goal is to meet the 100% the next time. CYAF Intake for the first time served all of the Individuals that came in for services, except for one person. The Adult Intake appointments dropped from 66% to 53%. Mr. Bell inquired about the reason for the walk outs. Ms. Tom-Johnson explained that the reasons for the walk outs are: Individuals needing a DUI evaluation, a Psychological evaluation, Assessment wait-time or the Insurance being out-of-network. Adult Individuals seeking services are still presenting Insurance benefits from Cigna, Aetna, Blue Cross Blue Shield, Ambetter and Humana. Licensed staff members are currently completing their applications in the CAQH Database. The nurse practitioner was out for medical reasons and the new nurse that was hired has resigned. Therefore, appointments were rescheduled and some Individuals did not show for their appointments. Ms. Tom-Johnson reported that some of the issues have been resolved. There were 214 failed claims, but claims have decreased to 142. UM staff members meet with the front desk staff daily to verify the authorizations for the next day.

Tiffany reported, as of last week, that the Adult Day program had no failed claims. Behavioral Health, Residential, Phoenix and CYAF are down by half in failed claims. Dr. Adams added for clarification that the failed claims reported were only for April. Therefore, there are still failed claims that need to be processed for the agency. Ms. Tom-Johnson explained the process for authorizations, failed claims and failed activities to the Board. The numbers should increase since the vendor's numbers have been reinstated and the failed claims have been resubmitted.

D. Vacancy Analysis

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

The Vacancy Analysis Report for April 2018 indicates a decrease in the caseloads, due to the managers scrubbing their caseload. Ms. Johnson is working with the managers and hopefully within the next three (3) months the agency will have accurate active caseloads to reflect the number of Individuals receiving services. Ms. Johnson provided the Board with graphics showing each programs' caseloads for April 2018.

The projected monthly total due to the clinician positions not being filled has decreased in April to \$144,585.69. It was discovered that the productivity number did not reflect the vacant positions. Therefore, the numbers of vacant positions were decreased to ensure that the clinicians meet the 100% productivity requirement. Dr. Adams stated that the agency is currently working aggressively to fill the vacant positions within the residential homes. The positions are difficult to fill, because of the pay rate. Therefore, the agency needs to engage in discussions concerning pay rates.

E. Productivity Review & Accountability Report

Mr. Lee Adams report was distributed to the Board. It was noted that over the next few months some of the reports will be revised to show accurate financial data, which is currently being analyzed by Ms. Jackson and Ms. Pinkston. For the month of April the agency's collections went down about \$60,000. However, the accounting financial software indicated around \$200,000 higher than this amount. Dr. Adams shared that the team is working diligently to research the differences between the reports so that the accurate numbers are reported. The total from the payers billed out was \$803,776 and the total collected was \$742,609 with a variance of \$61,167. It was reiterated that the reports from different systems were showing different amounts; therefore, revised reports will be provided to the Board within the next few months. The agency only has to the end of June to capture the funding. The Provider Accumulator shows for FY18 Mental Health 70% and Substance Abuse 30%. The State issued a memo to all CSB's notifying them that next year the contracts will be based on where the CSB's are at the time. The State shared that they will continue to review the agency until August before making a final adjustment. Currently, there is about \$100,000 within the Phoenix Program that DBHDD is reviewing. Several staff members have worked extremely hard to capture what has not been paid and the accumulated list was sent to DBHDD. Dr. Adams received an email stating that the agency should receive a reply by Monday, May 22, 2018; therefore, if the funds are paid to the agency this will bring the Substance Abuse percentage up significantly. The Fee-for Service amount was different from the bank account; however, it is currently under review. The agency's productivity for the month of April using the Score Card was 95% and using the Real Time was 101%. The amount collected was 42%, which is currently under review. The Score Card productivity bar graph for April was given to the Board.

F. Clayton Center/ McIntosh Trail Collaborative Agreement

The Clayton Center/McIntosh Trail Collaborative Agreement was approved, by DBHDD. However, DBHDD wants

to add additional language to the agreement. The 30 Day signed MOA was distributed to the Board. Dr. Adams and Ms. Jackson have been communicating on various collaborations.

Ms. Hammond, HR Director went to McIntosh Trail today, May 15, 2018 to provide some assistance.

VI. Reports

A. Finance

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

- Revenue was \$918,002 and the Expenses were \$1,363,508 which left an unfavorable net deficit of (\$445,506) Dr. Adams reported that the Accounts Payable department had to enter all Invoices for this fiscal year into the Abila system, which is the reason for the large deficit. These figures show what the agency actually has in the account and what is actually owed out. The entire lists of Invoices that are still outstanding were distributed to the Board.
- Ms. Jackson will be working with Ms. Pinkston to provide the Board with an updated report. Ms. Pinkston stated that the agency is actually doing a little better than last year this time.

Handouts for April 2018 Revenue/Expenditures Summary and for April 2018 Forecast of Revenue vs Expense were distributed to the Board.

April 2018 Revenue and Expenditures Summary

	Actual	Budget	Fav/(UnFav)
Revenue	\$918,002	\$1,117,338	(\$199,366)
Expense	\$1,363,508	\$1,033,143	(\$330,365)
Net Deficit	(\$445,506)	\$84,195	(\$361,311)

The April 2018 total revenue was \$.9M (\$918,002) and the total expense was (\$1,363,508) which left a net deficit of revenue over expenditures of \$0.446M (\$445,506).

The day of cash on hand was .29%. The net operating margin was .33%.

B. Interim Chief Executive Officer

Interim CEO Report

Dr. Adams reported the following updates:

- The Current Bank Account as of April 17, 2018 - \$419,189.16
- Health Care Staffing Balance - \$860,100.04 (\$548,812.29 – Past 30 Days). A payment has not been paid; hopefully, a payment will be made by Friday, May 18, 2018.
- Dr. Adams has a meeting scheduled with Mr. Rector on Monday, May 21, 2018 to discuss additional ways that he can assist the agency with cutting additional expenses. Updates will be provided to the Board. Mr. Rector accepted the payment plan schedule suggested by the agency.
- Dr. Adams was waiting to hear back from DBHDD regarding the payment for the advance, before making that payment to HCS. Mr. Wade agreed to the MIERS payment arrangement.
- The agency is still waiting for the MIERS money to be deposited from last month; which was also contingent on the decision of the advance payment agreement with DBHDD.
- The agency is reviewing all sites to ensure that all credentialing and revalidations are completed. Currently, the agency is working on the licensure for only one PCH at the residential site.
- Program Analysis – Dr. Adams has completed the site and data visits that were requested by the Board.

He met with Individual staff members regarding to their perspectives on the agency's procedures.

- The Sustainability Plan meeting is scheduled for Monday, May 28, 2018, which is a holiday. Dr. Adams will contact DBHDD to verify if the meeting will be rescheduled.
- DBHDD sent out a request offer for an advance for FY2019. Dr. Adams reported that he submitted the request form for the advance.
- The agency Leadership Retreat is scheduled for June 1, 2018. Board members were invited. The location and time will be forthcoming.

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**

- Financials
- Staffing
- Personnel Matters

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

Meeting was adjourned at 7:25PM.

The next scheduled Board Meeting is June 19, 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