

Clayton Center Community Service Board
Business Meeting Minutes
March 21, 2017

Present:

Bryan Flowers, Vice Chairperson
Birney Bowmaster
Martin Thompson
Pricilla Schmidt
Dr. Alieka Anderson
Dr. Aundria Cheever, Chief Executive Officer

Absent:

NaJeebah Butler, Chairperson
An'Cel Davis

I. Call to order

Mr. Flowers called the meeting to order at 5:48 p.m.

II. Invocation

Mr. Lee Adams led the Invocation.

III. Public Comments

There were no public comments.

Dr. Cheever welcomed Elaine McGruder to the Board Meeting. She is interested in serving on the Clayton Center Board. Ms. McGruder is a Public Defender for The Fulton County State Magistrate Court, where they have a Treatment Diversion Court for people with mental illness. She has worked there for several years. Before Ms. McGruder became a Public Defender, she worked at a private practice where Clayton County referred people with mental illness that had been charged with a crime to her. She also worked with Georgia Regional and has been a resident of Clayton County for 17 years.

IV. Business

A. Approval of Agenda

1) Addition to Agenda

- Board Member Submission
- Add Human Resource to Reports

2) Adoption of Agenda

Motion was made by Dr. Anderson, seconded by Mr. Thompson, to accept the Agenda as submitted. The motion was carried unanimously in the affirmative.

B. Approval of Minutes

Motion was made by Dr. Anderson, seconded by Mr. Bowmaster, to approve the January 17, 2017 Minutes as submitted. The motion was carried unanimously in the affirmative.

C. Productivity Review & PMR

February 2017 Productivity Report and Billable Hours handouts were provided.

Dr. Cheever explained that productivity is actually the source of what is billed out. She indicated that there are times the numbers may be a little low due to some billing issues that were corrected. Dr. Cheever gave an overview of how productivity and billable hours are measured. The productivity goal is 80%. Tiffany Tom-Johnson will provide the Board with a comparison of February and March, at the next Board meeting.

KPI PMR Statistics handouts signify the State's requirements that should be reported quarterly. Dr. Cheever explained from the State's perspective that this is our Benchmark. Which they selected from us based on policies, guidelines and procedures that we should follow. She identified a few standards of concern that are currently being addressed. One of the standards identified was the 14 days from Intake to 1st MD visit that was not met.

Dr. Cheever expressed the need for doctors; which would rectify this particular standard. She excitedly announced Dr. Ekechukwu (Dr. E.) as the agency's new doctor. Dr. E is double Board certified, which is an awesome attribute to the agency. Dr. E's schedule consists of 2 days a week at CYAF and 3 days a week at Battle Creek.

D. Accountability/Billing Report

Lee Adams, CAO, provided an overview of the report handouts.

Mr. Adams indicated that the staff members are working really hard to achieve the projected weekly billing targets. The Billing department has been working with the Consultant on correcting issues that were hindering payments for DDS. DDS corrected claims has netted in collection of over \$200, 000 in outstanding revenues that were held up in failed claims. Collaborative DDS training and weekly meetings have made a remarkable improvement in the billing department.

The UM team's goal is to reduce the past outstanding amount of failed authorizations. The UM 30 DAY SWAT was implemented to correct and fix failed authorizations. The CareLogic report which is used to help generate what needs to be corrected has a glitch in it throughout the ASO. They are working to fix the glitch within the system. The UM and Billing departments are given daily assignments to complete. They are required to send Dr. Cheever and Mr. Adams a daily update, outlining the completion of their daily assignments. It was noted that the agency is working persistently to reduce the errors. Staff members have been added in the Score Card System, which will track the productivity percent more efficiently.

The agency is diligently working to be on target with Fee-for-Service. Dr. Cheever elaborated more about where the State is heading with Fee-for-Service and if you don't bill for the services provided, you won't get paid for services. The State gives the agency 70% of the contract and the agency have to earn remaining 30%. Fee-for-Service second layer is Quality Outcome which requires documented proof that the Individual's services were actually successful. To ensure quality outcome, Individuals are asked three questions:

1. Do you feel you are making improvement?
2. Are you satisfied with the service that you received?
3. What do you want to accomplish in your next session?

New processes within our DD service are being implemented to allow the Individuals to share (in a unique way) how they feel about the services they received.

Coming soon for example: Distinguishing different floor colors and keywords to help them identify how they feel about the services provided.

E. HealthCare Staffing - \$1,180,359.07 in Arrears - Update

Dr. Cheever shared that the agency received a little over a million dollars from the State. This allowed the agency to pay the arrears through December to HCS.

F. Funding Request From DBHDD- \$1,350,000.00 - Update

The Agency received the funding request from DBHDD in the amount of \$1,350,000.00, as an extension of our existing contract.

V. Reports

A. Human Resource Report

Jori Hammond presented the Agency Staff Report:

- Clayton Center Staff....65
- HealthCare Staff.....145
- Terminations7 (over the past 3 months)
- Resignations.....14 (over the past 3 months)
- New Hires.....12 (over the past 3 months)
- Vacancies.....19

Payroll

Ms. Hammond announced that the HR/Payroll was converted to the new Abila financial system. On March 15, 2017, the first payroll was processed through the Abila system. Dr. Cheever mentioned that the next project is for employees to log-in through Abila.

Some of the attributes in the Abila system which will definitely save the agency time and money are:

- ✓ Recording employees work hours.
- ✓ Eliminating filling out timesheets manually.
- ✓ Maintaining leave balances.
- ✓ Printing paystubs and tax forms.
- ✓ Going paperless.

Also, the Finance Department is now using the Abila system. Dr. Cheever expressed her appreciation to the staff members and the consultants that contributed with the implementation of Abila.

B. Chief Executive Officer

• **Financial Report**

Dr. Cheever provided the Board with the Bank account balance printout. She shared that about two weeks ago, for the first time in many years CCCSB had over a million dollars in the Bank account. The State funding was not included in this amount; this was strictly from billing for services that were provided.

Currently the account has about \$600, 000. HCS will be caught up and paid \$157,000 tomorrow, March 22, 2017.

• **FY17 Budget Review**

Dr. Cheever provided the Board with the CCCSB FY17 Budget for the agency. With enthusiasm, she announced that the Board has had a realistic Budget to review and follow, for the very first time. She explained the structure layout of the Budget. She expressed that she would like to exceed the projected budget expectation for FY17, which is **\$11,291,214.66**. Also, she pointed out the allowance of uncollectible accounts (1,704,735.23).

The estimated total expenses will be \$12,068,753.82 which means the estimated net margin loss would be (\$777,539.16) if we do not change the agency's current course.

The following are a few ways that Dr. Cheever plan to change course of the agency:

- Work on the Medicaid old authorizations (UM is currently inputting in the system to obtain funds).
- Provide additional billable services.
- Ensure the Medicaid authorizations, for the appropriate services, are coded correctly.
- Correct the MMIS system difficulties by communicating with the Beacon system.
- Our goal is to recoup as much of the 1.7 million as possible.
- Correct the errors collectively within 90days. (timeframe was extended to one (1) year to accommodate for the computer glitch)
- Collect the past due Client fees.

Dr. Cheever explained that CYAF is still open, because she believes that children services are definitely needed. She has been diligently searching for a building within the county for the CYAF program.

Motion was made by Dr. Anderson, seconded by Ms. Schmidt, to accept the Budget as submitted. The motion was carried unanimously in the affirmative.

- **CEO Report**

- 1) **Agency Needs**

- Brent Eberspacher shared that our servers are over 10 years old, and should have been replaced 5 years ago. The two (2) Servers with software and hardware are approximately \$30, 000.
- Our Kendrick location is where our severely mental ill Individuals reside, that are unable to live on their own. This facility is owned by Clayton Center. The house did not pass the inspection, due to several repairs that are needed.

Dr. Cheever shared the following three examples of the several repairs needed:

- The floor in the bathroom is supported by two boards.
- There is only one working bathroom.
- An individual has to go through another individual's room to get to their room.

Dr. Cheever has to relocate the Individuals and she does not want to move them to Holly Tree.

- 2) **Agency Updates**

- Regretfully, a youth in CYAF committed Suicide. In addition, Suicide Prevention Trainings will be provided for all the employees. Adrienne Johnson, Clinical Director, located a free course and instructed the entire agency to complete the course and obtain a certificate. The course will be completed annually on the Relias online training.
- Dr. Cheever attended the Memorial Service that was held today, March 21st for the Individual in the DD program that passed away. Also, Staff Members and Individuals attended the Memorial Service. The Individual passed away of unknown natural causes.
- Dr. Cheever shared that we did offer our condolences and support to Mr. Flowers and his family when his father passed away, last month. Staff Members and Individuals attended the funeral.

- HEDIS Audit (Medicaid) was held earlier this month. Currently, we have not had any feedback from the results of the audit.
- The agency lost the Program Manager at Battle Creek.

3) **Collaboration**

- Southern Regional Hospital – Clayton Center is still collaborating with Southern Regional Hospital to get a Crisis Stabilization Center in Clayton County.
- Clayton County Housing Authority - Dr. Cheever contacted Wade Star to see if the Housing Authority would consider giving Clayton Center a loan with low interest rates for the repairs needed at Slate Road. She would like for the Adult Day Program to return to the Slate Road facility.

4) **Contracts/Grants**

- Clayton Center's Family Violence Contract with the County was renewed.
- The SAMSHA grant (Technical Assistance) for the Adult Day Services was submitted.
- Youth Build Program for 501C3 will provide employment education and resources for anyone between 17 to 24 years old.

5) **Recommendation for Board Appointment**

Dr. Cheever asked the Board to vote on submitting a letter of recommendation to Chairman Jeff Turner for Ms. Elaine McGruder to become a Clayton Center Board Member.

Motion was made by Ms. Schmidt, to submit a letter of Recommendation for Board Appointment to Chairman Turner, and seconded by Dr. Anderson. The motion was carried unanimously in the affirmative.

6) **Birthday Invitation**

Dr. Cheever invited the Board Members to her 50th Birthday Party at The Hilton Garden Inn Atlanta Millennial Center. The celebration will be held April 22nd at 7:00pm. She will send out invitations in April.

VI. **Executive Session**

No Executive Session

VII. **Adjournment**

Mr. Flowers motioned for the meeting to be adjourned.

Meeting was adjourned at 7:07pm.

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

Submitted by:

Approved by:



Rhonda Lane, Administrative Assistant
Clayton Center Community Service Board

cc: Clayton Community Service Board Members



Bryan Flowers, Vice Chairperson
Clayton Center Community Service Board

Clayton County Board of Commissioners