

**Clayton Center Community Service Board
Business Meeting Minutes
January 16, 2018**

Clayton Center Community Service Board (CSB) Board Members

Mr. Bryan Flowers, Chairperson	Mr. Kenneth Wilson
Dr. Alieka Anderson, Vice-Chairperson	Dr. Nia Gantey
Mr. An'Cel Davis	Dr. Aundria Cheever, Chief Executive Officer
Mr. Eric Bell	Ms. Jennifer Haynes
Mr. Martin Thompson	Ms. Rhonda Lane

I. Call to order

Mr. Flowers called the meeting to order at 5:39 p.m.

II. Invocation

Mr. Flowers led the Invocation

III. Public Comments

There were no public comments

IV. Business

A. Approval of Agenda

Motion was made by Dr. Anderson, seconded by Mr. Davis, 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. Davis, to approve the December 19, 2017 Minutes as submitted. The motion was carried unanimously in the affirmative.

C. Human Resource Update

The Human Resource handout report for December 2017 was distributed to the Board.

Staff Report for December 2017

Clayton Center	HCS
Employees - 69	Employees - 132
Terminations - 0	Terminations - 1
Resignations - 0	Resignations - 4
College Interns - 7	Released - 1
Volunteers - 3	College Interns - 0
Vacancies - 1	Vacancies - 27

Clayton Center payroll for December was \$348,932.11. HCS payroll for December was \$308,555.92. It was indicated that the agency currently owes HCS \$621,233.59.

D. Individuals Served

Mr. Brent Eberspacher, IT Director distributed a handout of Individuals served, outlining the agency's progression from 2014 - 2017. Mr. Eberspacher reported that for the last three years the agency has served more Individuals. However, October 2017 the agency started to decline, which continued through November and December 2017. The decline was due to the ending of the VA contract. The VA contract has been renewed; however, the process for the VA Individuals returning is taking more time. Mr. Eberspacher stated that hopefully in January or February the VA referrals will start coming in and the numbers will start to increase.

E. Productivity Review, PMR & Service Dashboard

Ms. Tiffany Tom-Johnson, COO provided the Operations Statistics Report handouts for the agency. Ms. Tom-Johnson explained that the agency is continuously seeking Private Insurance Providers as a method of increasing profits. She shared, that Aetna, Blue Cross/Blue Shield, Humana and United Healthcare are the most common adult insurance companies presented to the agency. The "No Show" rates remained under 18% for the PMR; however, the agency's goal is 15%. A doctor was brought in temporarily to help serve the overflow of Individuals; which explains the increase in October. The Adult Day program is the agency's top billable Medicaid service; therefore, the goal is to keep the program at the maximum capacity.

F. Vacancy Analysis/Caseloads

Ms. Adrienne Johnson, Clinical Director distributed the Vacancy Analysis/Caseloads report for each department. The report shows the number of vacancies within the agency and the amount of revenue that would be made if the services were optimized. There are currently several positions available throughout the agency. The current available positions are:

- 1- CSI
- 1- Nurse
- 1- Psychiatrist
- 10- Counseling

During the month of December, if the agency was fully staffed and all six (6) appointments were kept the projected amount would be \$190,315. The report indicated that the manager's caseloads are higher due to staff members leaving the agency. Therefore, the Individuals are transferred to the manager's caseload.

G. Accountability Report

Mr. Lee Adams, CAO provided the Billing Accountability Report and additional corresponding handouts to the Board. Mr. Adams reported that in December the agency billed out \$810,441 and collected \$562,791 with the variance of \$247,650. It was indicated that the largest primary area was the amount of \$224,750 outstanding in MEIRS that has not come in. There was a surplus in State Contracted of \$68,522 and a surplus in Wellcare of \$2898. The Beacon Connects and the Failed Claims/No Authorization handout was distributed outlining October - December. In December the authorizations sent out were 251; 42 were errors with a total of 14% error rate. The numbers of No Authorizations have decreased tremendously. The agency's total productivity percentage attained in December 2017 was 60% based on the Score Card.

H. CARF – Update

Dr. Cheever shared that the CARF Survey was completed on January 12th. Dr. Cheever thanked Ms. Tiffany Tom-Johnson for leading the agency in the CARF Survey this year. She added that Ms. Tom-Johnson has done an exceptional job in leading the agency in the past years, as well as, this year. In addition, the staff members worked extremely hard preparing for CARF. Dr. Cheever shared some of the following concerns that were mentioned:

1. Repairs to Holly Hill
2. Fire Sprinkler Inspectors are completed annually
3. Change the IDD program from Employment to Community Integration

Dr. Cheever announced that the agency was about 98% conformance to the CARF guidelines standards. Dr. Cheever thanked Mr. Flowers, Mr. Davis and the three community leaders that spoke with the CARF Surveyors.

I. Financial Audit Update

Dr. Cheever reported that the Financial Audit has not been completed. Normally, the audit is completed by the end of December. However, because the agency went from a cash base to an accrual base this changed the financial system and prolonged the audit. She stated that an extension was filed with the State of Georgia and they are aware of the agency's need for an extended audit.

J. Mr. Bell's Marketing Campaign Plan

Dr. Cheever gave an update that postcards will be mailed out by the end of the week.

K. Board Member Update – Dr. Bradley; Ms. Janice Scott; Mr. Junior Jackson

Dr. Cheever spoke to Chairman Turner regarding the Board Appointments. The Board of Commissions appointed Dr. Bradley to the Board. However, Dr. Bradley will not serve on the Board. Ms. Janice Scott and Mr. Junior Jackson appointment information was submitted to the Board of Commissions. An update will be provided after the Board of Commission's Board Meeting tonight, January 16th.

V. Reports

A. Director of Finance

- Budget and Year to Date Financials

Ms. Jennifer Haynes, Director of Finance distributed handouts of Revenue FY2018 Revenue/Expenditures Summary and FY18 December Forecast of Revenue vs Expense.

December Revenue and Expenditures Summary

	Actual	Budget	Fav/(UnFav)
Revenue	\$895,713	\$1,003,744	(\$108,031)
Expense	\$1,130,818	\$1,033,143	(\$97,675)
Net Deficit	(\$235,106)	(\$29,400)	(\$205,706)

Ms. Haynes reported that the agency's December Total Revenue was \$0.9M and Total Expense was \$1.1M causing a deficit of (\$0.2M). December Revenue was (\$0.1M) unfavorable for the budget primarily due to the lower Individual revenue and expenses of (\$0.1M) unfavorable for the budget primarily due to the prior period expense accruals. While December 2018 YTD results are favorable for the budget, the December forecast projects that Clayton Center will only break even in FY18. Ms. Haynes stated however, the agency need to consider some reductions to ensure that the agency break even in FY18.

B. Chief Executive Officer

- CEO Report

Dr. Cheever reported the following updates:

- The Video Presentation for Marketing was shown to the Board. Dr. Cheever thanked Mr. Trakell Fears for creating the Video for the agency.
- The Transportation Department needs four (4) Vans. Dr. Cheever indicated, that the agency can inquire about leasing some Vans from Enterprise Rentals. The detailed information will be distributed to the Board once obtained.
- The Housing Authority asked Dr. Cheever to send a formal request for the funds of \$100,000 to repair Kendrick, which will include connecting both houses.

Motion was made by Dr. Anderson, seconded by Mr. Davis, to send a formal request to the Housing Authority for the funds of \$100,000 for the repairs for Kendrick. The motion was carried unanimously in the affirmative.

- The Bank Balance is currently \$411,404, in which 200,000 of that is allocated for outstanding checks. Last Friday the Bank account was down around \$9,000. Therefore, Dr. Cheever did an emergency request to the State asking for financial assistant. The State emailed Dr. Cheever on that Friday afternoon. She sent the State information over the weekend and on Monday, January 15th. Dr. Cheever, also spoke with the State on Tuesday, January 16th. The conversation was in regards to the State assisting for the next 90 days; therefore Dr. Cheever will send them additional information on January 17th. She shared that it was a favorable conversation with Mr. Robert Dorr and Mr. Kenneth Wade. They wanted to know what's holding up the agency's funds, the forecast for additional items, large ticket items that need to be handled over the next three months and information regarding HCS. Dr. Cheever will meet with Executive Team to gather any supporting information to send the State. The State wants to see the agency increase the revenue. Dr. Cheever discussed with the State some of the barriers the agency is facing such as: turning away Individuals at the door, due to lack of staff; preventing HCS from hiring staff members for the agency, mainly because we are not competitive with other agencies. Mr. Davis asked Dr. Cheever what is the amount of money the agency is requesting from the State. Dr. Cheever responded that the agency needs about 1.6 million (an additional 300,000 per month). The agency needs to implement some reductions as well, which were preapproved by the Board. Dr. Cheever stated that the reductions were put on hold because of the CARF Survey. Dr. Cheever stated that the reductions would not occur all at once, because it would destabilize the agency. The reductions will be done over a period of time; however, this will be worked on this week. Dr. Cheever said that the agency has to get more Individuals through the door and focus on ways to build up the Adult Day Service. In order to build up the Adult Day program a larger facility is needed; therefore, the agency will seek a larger facility. The agency needs additional programs that will produce more Individuals served. Dr. Cheever stated that the agency has to make decisions strategically that are financially stable. Dr. Cheever stated that hopefully, the agency will receive more dialogue tomorrow, January 17th by email. Dr. Cheever said that the State was informed of her timeline request for financial assistant by January 25th.
 - The District Attorney and the Solicitor's Office contract ended December 31, 2017.
 - CSB Day 2018 at the Capitol is February 27, 2018 at 9:00am – 12:00pm. Dr. Cheever asked the Board members to attend the CSB Board Members Meeting this year.
- **Sustainability Plan**
Dr. Cheever made the Board aware that she reworded the Sustainability Plan. A copy was provided to the Board members. The Board members are supplied with all the reports at the Board meetings. The Board was informed

of an additional report that will be generated to monitor the changes that need to be achieved within the organization.

VI. Executive Session

Personal Matters

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

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 Dr. Anderson, seconded by Mr. Davis, to accept the Performance Management Evaluation Plan for Dr. Aundria Cheever as submitted. The motion was carried unanimously in the affirmative.

Dr. Cheever proposed a request, to put in place a standard procedure for Inclement Weather for the agency. The Standard Procedure would indicate that the agency follows the local State or County School System weather advisory closing procedures.

Motion was made by Mr. Davis, seconded by Dr. Anderson, to empower Dr. Cheever the authority to follow the local State or County School System weather advisory closing instructions. The motion was carried unanimously in the affirmative.

VII. Adjournment

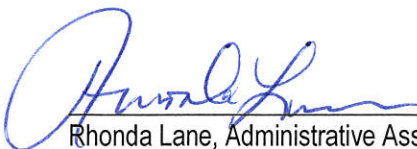
Mr. Flowers motioned for the meeting to be adjourned.

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 6:45PM. The next scheduled Board Meeting is February 20, 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