

# Clayton Center Community Service Board

## Virtual Business Meeting Minutes

Tuesday, March 15, 2022

### Clayton Center Community Service Board (CSB) Board Members

Ms. Khadija Works, Chairperson	Mr. Junior Jackson, Co-Chairperson – Virtual
Mr. An'Cel Davis – Virtual	Mr. Jeremiah Johnson – Virtual
Ms. Cathy Loving – Virtual	Mr. Derwin Davis – Virtual
Ms. Victoria Williams – Virtual	Ms. Vanessa Battle – Virtual

#### I. Call to Order/Electronic Roll Call

Mr. Junior Jackson called the March 15, 2022, Virtual Business Meeting to order at 5:46 pm.

**Ms. Williams made a motion, seconded by Mr. An'Cel Davis to begin the March 15, 2022, Virtual Business Meeting. The motion was carried unanimously in the affirmative.**

#### II. Welcome

Mr. Junior Jackson welcomed the attendees and conducted a roll call for the March 15, 2022, Board Meeting.

#### III. Invocation

Mr. Jackson led the Invocation.

#### IV. Public Comments

There were no public comments.

#### V. Business

##### A. Approval of Agenda

**Ms. Williams made a motion, seconded by Mr. An'Cel Davis to accept March 15, 2022, Agenda as submitted. The motion was carried unanimously in the affirmative.**

##### B. Approval of Minutes

**Ms. Williams made a motion, seconded by Mr. An'Cel Davis to approve December 21, 2021, Minutes as submitted. The motion was carried unanimously in the affirmative.**

#### VI. Management Reports

##### A. Human Resource Update (report attached)

Ms. Linda Harris, HR Director's report, was submitted to the Board. Clayton Center's total payroll in January 2022 was \$498,852 and in February 2022 total payroll amount was \$487,642. Healthcare Staffing's total payroll is decreasing each month and there are only a minimum number of employees still with HCS. There are currently, eight remaining employees with HCS. The Agency is working to transition those employees to Clayton Center. The recruiting incentive was modified. This has been a good tool for hiring quality employees. The new recruiting incentive process states that after 90-days staff will receive a \$50.00 referral incentive, and after 6-months staff will receive an additional \$50.00. The Agency has two (2) nurse practitioners, one was a staff referral. HR is in the process of



onboarding a part-time APRN. The Cultural Diversity Committee will be introducing a few new beneficial tools to assist staff with increasing their productivity and overall balancing. The Agency will no longer be posting the vacancies on Indeed, due to cost efficiency and the quantity of qualified candidates. The Agency will post the vacant positions on the Clayton Center website, Team Georgia website and hopefully collaborate with a few schools. Staff morale has increased, due to the salary rate increase and the workforce initiative. The detailed Vacancy Report was provided to the Board. The IDD residential job posting is posted continuously; however, this is a high turnover position. The Agency is onboarding new hires, unfortunately, they do not remain with the agency long. The agency is diligently looking for candidates to fill the vacant positions.

**B. Clinical Updates (report attached)**

Ms. Lanell Johnson, Associate Clinical Director and Ms. Nekita Carter, Associate Clinical Director report was (just one report) submitted to the Board. Ms. Johnson shared the Census report for February as listed: The Hope and Resilience 13 and the average daily attendance (ADA) 10; Readiness for Treatment Group (N/A) everyone enters the program after Intake and the ADA two (2); Suicide Prevention has (15) members recommended for the group and the Co-Occurring group will start soon. Adult Day Services – Psychosocial Rehabilitation Group (17) and ADA (10); Peer Support Group (15) and ADA (7). The Individuals Served per racial category and age category for the 3<sup>rd</sup> Quarter partial data was provided to the Board. Mr. Junior Jackson inquired if the Census report could identify the greatest to the least served program areas. Dr. Adams replied that the team will work on collecting the data. Hopefully, the Census category information will be outlined on the next report. Ms. Johnson highlighted several program agenda items that were discussed in the last quarter's Clinical staff meetings.

Ms. Carter shared the Phoenix Program SAIOP Phase-I (12) and Phase II five (5), the ADA eight (8); WTRS (DAWN Program) five (5) and ADA three (3); Evening IOP caseloads three (3) and ADA three (3); IOP three (3) and ADA three (3); CYAF-Girls Empowerment Group six (6) and ADA six (6); CYAF- Boys Empowerment is pending and scheduled to start in April (2022); CYAF- SAIOP starting date is pending depending on the creation of members - N/A.

**C. Chief Operating Officer (report attached)**

Ms. Barbara June, COO Operations detailed reports were submitted to the Board.

**a) Centralized Scheduling Analysis**

The Scheduling Analysis is used to monitor the outbound and inbound calls. In February, 79 individuals called in to schedule an appointment; the goal is at least 100 calls per month. The outbound appointment reminder calls were 369, which means a staff member will call within 24 hours to remind individuals of an upcoming appointment. The Cancelled by Therapist (CBT) in February was only four (4); the agency could not accommodate them on that day, and they were rescheduled for another day. Did Not Show (DNS), this means 28 individuals were called to reschedule their missed appointments. The numbers have decreased.

**b) Appointment Status Comparison Report**

This report collaborates with the Scheduling Analysis report to identify how the appointments are tracked. The Engagement Analysis averaged around 74.66%; however, the goal is to have 80% or higher for kept appointments.

**c) Beacon Cash Analysis**

The Agency should be earning about \$178,000 per month, which is 8.33% per quarter of the contract. The 1<sup>st</sup> Quarter was -2.6% and the 2<sup>nd</sup> Quarter was -2.0%. The 3<sup>rd</sup> Quarter is looking better. Currently, the numbers for March are greater than the entire month of February. There are some initiatives in the State to determine if the guaranteed advance funds will be reinstated to the CSBs. The total amount of guaranteed



funds received in FY2021 for both programs was \$1,853,250. The Substance Use funds were increased for FY2022.

d) **Failed Activities**

The Agency worked extensively on decreasing the failed activities indicated in February at 155 and at date the Agency was down to 78. The clinicians are being encouraged to address errors daily. The Bi-monthly QI report identifies strategies that can assist with correcting the failed activities. The sooner the failed items are addressed, signed, and submitted, the sooner the revenues will be obtained.

The failed claims in February for monthly errors estimated a total amount of \$39,868, which was around \$5,100. UM and Billing are diligently working to assist the clinicians with pinpointing the errors. The clinicians have 90-days to submit the corrected claims. The average amount for the 3<sup>rd</sup> and 4<sup>th</sup> Quarters' estimated revenue amount was \$42,437.

e) **Productivity**

The Agency's total productivity for February 2022 was 45%, which is a short month and three of the staff listed have been with the Agency for 90-days. The clinicians are expected to generate about six (6) hours of billable time per day and an average of 120-hours per month. The Agency must persistently work on the failed activities and the failed claims. The Agency is on a small projection for March regarding the billable hours and a few additional staff will be added to the productivity report. The goal is to reach around the 70% -80% mark. Ms. June feels confident this goal will be reached.

f) **PMR/KPI Update**

The Agency submitted the Quality Improvement Plan to CARF in February. The list consists of 11 items CARF provided for the Agency to work on within 6-months before they return. The Agency had to submit an outline of how the items would be addressed and the target dates were provided. Nine of the items were quick fixes. The Agency must work on the Policies and additional monitoring on an internal basis. Ms. Jones feels confident that all the items will be completed by the end of the quarter.

## VII. **Reports**

A. **Financial Reporting – Debra Pinkston, Chief Financial Officer (report attached)**

Ms. Debra Pinkston, CFO provided a brief overview of the Financial Report. The detailed report was submitted to the Board. As of February 2022, the total amount outstanding in the Aging Report were \$724,002. The total cash additional amount due from DBHDD is \$361,722. The Agency has on reserve for the Rep Payees' \$194,753. The total Net Payables for February 2022 were (\$724,002). The revenue is around a million dollars less than last year. The expenses are lower as well. Since the net revenue over expenditures is lower, the Agency is closely monitoring the expenditures throughout the month. The expenditures are decreasing; the influx of revenue must increase. Mr. Jackson asked if the Agency was expecting any additional funds to come in by the end of the fiscal year. Dr. Adams shared that there may be an opportunity to receive some additional funds. Dr. Adams will be meeting with the County on Friday, March 18, 2022, to request some additional funds. The Agency will be applying for the Block Grant next week, which will be FY2023. Also, the Agency is reviewing the Senator Raphael Warnock FY2023 Appropriations Funds. He shared that DBHDD has not changed their decision regarding providing the 112-funds, that the CSBs have been requesting. DBHDD gave the CSBs the 112-payments, this year they are not offering the funds. Letters have been sent to the State regarding the funds, but there has not been any feedback at this time.

B. **CEO Report – Dr. Lee Adams, Chief Executive Officer (report attached)**

Dr. Lee Adams, CEO detailed report was distributed to the Board. Dr. Adams shared several highlights from his CEO Report.



Dr. Adams expressed that the Agency's goal is to be the provider of choice for the County. In addition, the Stakeholders and businesses would like to collaborate with the Agency. However, one of the concerning factors has been the timeframe to enter services. Dr. Adams shared that he is working to change the narrative. The goal is to inform and explain that the assessment process must be completed before individuals can enter services.

a) **CEO Report – Agency Updates**

The Aging Report – The Net Payables over time has been reduced by 70%, which is outstanding despite the pandemic. The total amount is steadily decreasing. Dr. Adams stated the Agency will continue to monitor the expenses and reiterate to the clinicians the importance of increasing the fee-for-service revenues. The goal is for all staff who are on productivity to bill, collect and cover their salaries, which is imperative because there is no reserve to pull from to cover the salaries. According to the numbers in February there were only five (5) staff members, whose salaries were covered. Ms. June is continuously working with staff to fix the failed claims and failed activities. The Agency has been able to sustain operations. In addition, no one was laid off and the furlough days did not increase. The Agency was able to provide incentives and increase the DD/Residential hourly staff rate. Dr. Adams reiterated the Agency's goal priorities. The future goals consist of, applying for the CCBHC Grant when the portal opens; remaining financially viable; looking for better facilities; increasing virtual services options; and searching for ways to improve the salary structure. The FY2023 DHS (Transportation Contract) was Executed. The following quality improvements are in progress: Increasing the PMR scores; making data-driven decisions; upgrading technology; improving infrastructure; working on collaborating with the Mobile Crisis Response Team (Clayton County Police) and 9-8-8. The Agency recently completed and received the re-credential approval with Optum for the VA claims, which is valid for one year. The catalytic converter was stolen from three of the vans. Dr. Adams asked for additional police patrol and he provided alternative parking for the vans. Mr. Jackson inquired about the Agency's plans for Mental Health Awareness Month. Dr. Adams shared that the Agency is working persistently to get information out to the community regarding mental health. He had the opportunity to share information about the Agency's mental health services at a Clayton County School event held in Ms. Victoria Williams's school district. In addition, ensuring the mental health information is on the websites. Ms. Carter will be attending a Fair at the Perry Learning Center (Clayton County School) on March 24, 2022, to provide information.

b) **COVID-19 Updates**

The Governor's Executive Orders - Economic Recovery was renewed through March 27, 2022. The State of Emergency for Continued COVID-19 Economic Regulatory Suspensions is in effect through March 27, 2022. The COVID-19 confirmed positive cases for the Agency were 33 staff, one (1) volunteer, and 22 individuals. Dr. Adams shared the State of Georgia and the Clayton County COVID-19 numbers with the Board Members. Also, the COVID-19 updates were shared in the Quality Improvement February 28, 2022, meeting.

**Note:** Dr. Adams stated that the data may not be completely accurate, due to the COVID-19 Home Testing Kits; because everyone may not be reporting their results.

c) **Funding Updates**

The ARPA funds pay rate increase was provided to all staff members who were below \$13 per hour. The bonuses have been provided to the staff. There are currently eight (8) staff members remaining under HCS to transition to the State, which will be discussed in the Executive Session.

d) **9-8-8- Updates**

The 9-8-8 is a national initiative that the State embraced. In addition, the initiative will help the Agency provide a mental health staff member to work with the Police Department.



e) **Workforce Updates**

The ET3 Agreement has been signed (Co-Responder Team with Clayton EMS). Dr. Adams provided a list of the Agency's Partnerships to the Board. He highlighted a few of the new partnerships: The Perry Learning Center WOKE Program (Substance Use Program), in the process of renewing the MOU with the Rainbow House and working to obtain an MOU with the Clayton County Mental Health Court.

f) **Organizational Climate Survey**

Dr. Adams emailed the Board Members the full report and indicated that the Agency's percentages are around the same as the other CSBs' percentages. Dr. Adams also reviewed a few items in the Executive Team Meeting. The anonymous survey is conducted annually by DBHDD.

g) **Legislative Updates**

The Board Members received a copy of the Legislative list. Dr. Adams highlighted the item that mainly pertains to Health and Human Service, which is the Mental Health Parity and Reform. The bill includes State Mental Health parity monitoring for private insurance, which passed the House.

VIII. **Upcoming Events**

The 2022 State of Clayton County Address will be held at the Georgia International Convention Center on March 16<sup>th</sup>.

**Mr. Jackson made a motion, seconded by Ms. Williams to exit the Public Business Meeting, and enter in the Executive Session. The vote was unanimous in the affirmative.**

IX. **Executive Session**

The following items were discussed:

- Legal Matters
- Personnel Matters
- Property Matters

**Mr. Jackson made a motion, seconded by Mr. An'Cel Davis, to close the Executive Session and proceed with the Public Business Meeting. The vote was unanimous in the affirmative.**

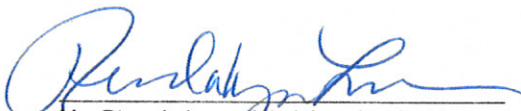
X. **Adjournment**

**Mr. Jackson made a Motion, seconded by Ms. Williams, to adjourn the Business Meeting. The vote was unanimous in the affirmative.**

The meeting was adjourned at 7:04 pm.

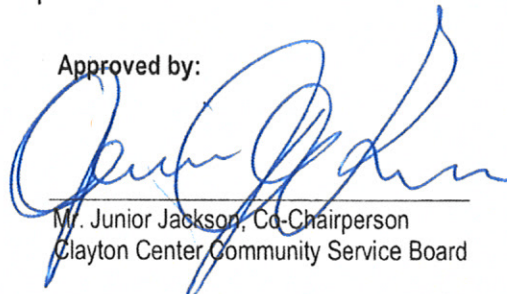
The next scheduled Board Meeting is on June 21, 2022, at 5:30 pm.

Submitted by:



Ms. Rhonda Lane, Administrative Assistant  
Clayton Center Community Service Board

Approved by:



Mr. Junior Jackson, Co-Chairperson  
Clayton Center Community Service Board

cc: Clayton Community Service Board Members

Clayton County Board of Commissioners

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Clayton Center Community Service Board  
Business Meeting Minutes  
March 15, 2022  
Recorder: Rhonda Lane