



**Clayton Center Community Service Board  
Business Meeting  
June 21, 2022**

<b>Attendees:</b>	<b>Ms. Khadija Works, Chair</b>	<b>Mr. Junior Jackson, Co-Chair</b>	<b>Mr. An'Cel Davis</b>	<b>Ms. Cathy Lovin2</b>	<b>Mr. Jeremiah Johnson</b>
	<b>Ms. Victoria Williams</b>	<b>Mr. Derwin Davis</b>	<b>Ms. Vanessa Battle</b>		
<b>Absent:</b>					

**Facilitator: Dr. Lee Adams, Chief Executive Officer**

<h2 style="margin: 0;">Minutes</h2>
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<b>Agenda Items</b>	
<b>I CALL ORDER/</b>	Ms. Khadija Works called the June 21, 2022, In-Person Business Meeting to order at 5:40 pm.
<b>II. WELCOME</b>	Ms. Works welcomed the attendees and conducted an electronic roll call.
<b>III. INVOCATION</b>	Mr. An'Cel Davis led the Invocation.
<b>IV. PUBLIC COMMENTS</b>	There were no public comments.
<b>V. BUSINESS</b>	<p><b>A. <u>Approval of Agenda</u></b></p> <p><b><u>Ms. Battle made a motion, seconded by Ms. Loving, to accept June 21, 2022, Agenda as submitted. The motion was carried unanimously in the affirmative.</u></b></p> <p><b>B. <u>Approval of Minutes</u></b></p> <p><b><u>Mr. An'Cel Davis made a motion, seconded by Ms. Williams to approve March 15, 2022, Business Minutes as submitted. The motion was carried unanimously in the affirmative.</u></b></p>
<b>VI. MANAGEMENT REPORTS</b>	<p><b>A. <u>Human Resource Update (report attached)</u></b></p> <p><b>Ms. Linda Harris, HR Director,</b> reported the Clayton Center's total payroll in March 2022 \$475,568 including HCS \$30,247, in April 2022 \$643,982 and in May 2022 \$572,207. The reason for the payroll increases in April was due to the remaining eight staff members who were transferred to Clayton Center. In addition, a portion of the Cost-of-Living Adjustment (COLA) funds were processed on April 30<sup>th</sup> for \$1250 and on May 15<sup>th</sup> for \$3750. The Agency incurred expenses for overtime, due to staff shortages. Staff members are working extra shifts to assist with covering the sites, especially in Residential. The Agency is working diligently to onboard staff and recruit additional candidates. The recruiting incentive process is working well. Currently, there have been three billable staff referrals and the staff members who referred them have received \$50.00. The Agency hired a full-time Nurse Practitioner, an hourly RN, and a full-time IDD Residential Client Support Worker. The Cultural Diversity Committee is sharing self-care information with the staff during June to promote well-being. The Agency is in the process of collaborating on a Job Fair with another State entity. The Agency is currently advertising the Job posting on the Clayton Center website, Indeed and Team Georgia website, etc. The Agency is working continuously to build staff morale and show appreciation to the staff members. In addition, the Agency is working with the staff to enhance quality customer service. Ms. Battle asked Ms. Harris how often the staff training courses are held. Ms. Harris responded that the staff receives quarterly training courses. However, if staff members need a refresher, HR will search for additional training courses offered by the State. The Board asked several questions regarding staffing and there were several ideas discussed to increase the</p>

staffing needs. Dr. Adams added that he has met with the County to assist with an Action Plan to tackle the staffing and funding needs. Transportation is diligently working to transport Individuals between the different sites and to their medical appointments. The County asked the Agency to collaborate with DOAS Transportation before COVID. In addition, transportation must transport Individuals who are scheduled through DOAS. The Security staff members assist with transporting and monitoring the sites, which accumulates over time.

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

**Ms. Lanell Johnson, Associate Clinical Director**, reported the Census Report for March, April and May of 2022 for the following Programs: The Hope and Resilience, Readiness for Treatment Group, Suicide Prevention, Co-Occurring Group (will be starting soon), Adult Day Services (Psychosocial Rehabilitation) Group), Peer Support Group and the Individuals Served per racial and age category. Ms. Johnson gave a brief overview of several program agenda items that were discussed in last quarter's Clinical staff meetings. Mr. Jackson asked why the Suicide group had not been implemented. Ms. Johnson shared that the demand is there; however, the lack of clinical staff is currently prohibiting the service implementation. Dr. Adams added that one of the challenges of increasing group participation is getting the individuals to adjust back to attending face-to-face services. In addition, the shortage of transportation drivers also creates a barrier. The Team is working diligently to strategize and develop ways to overcome these obstacles. Ms. Johnson mentioned that some of the staff members attended the Defensive Driving Class, to assist with transporting individuals. Dr. Adams has been consistently meeting with the community leaders to collaborate on partnerships to meet the community service needs. In addition, bringing a few contract personnel to meet the needs of the individuals. Mr. Johnson inquired about an action plan for staff to complete the OTRs promptly. Ms. Johnson responded that recently the clinicians met to discuss the importance of providing the OTR the same day that the services are provided.

**Ms. Nekita Carter, Associate Clinical Director** reported the Census Report for March, April and May of 2022 for the following Programs: Phoenix Program SA1OP- Phase I and Phase II, WTRS (DAWN Program), SA1OP Day, At Risk Evening MH/SU (started last week), CYAF Girls Empowerment Group, CYAF- Boys Empowerment (is pending and scheduled to start in July 2022) CYAF- SAJOP starting date (is pending to identify a population of children who need the services. Ms. Carter added that where the numbers decreased were areas of success for individuals who went on to the next phase.

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

**Ms. Barbara June, COO** of Operations, detailed reports were submitted to the Board. Dr. Adams gave a brief overview of the Operations Report.

- a) **Centralized Scheduling Analysis** - The Scheduling Analysis is used to monitor the outbound and inbound calls. A detailed report was distributed to the Board. Televox is an automated phone service used to remind individuals of an upcoming appointment. In May there were 46% of Inbound Calls and 56% of Outbound Calls.
- 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 75%, which indicates how many individuals were seen. The goal is to not cancel an appointment but to reschedule or move the appointment to a different time. Ms. Works asked about identifying the revenue breakdown for each of the healthcare payers.
- c) **Beacon Cash Analysis** - The Agency should be earning about \$178,634 per month of the contract. The total amount of guaranteed funds received in FY2021 for both programs was \$1,853,250 and the total contract payment for FY2022 is \$2,143,619.
- d) **Failed Activities /Failed Claims Summary** - The Agency worked extensively on decreasing the failed activities. Notices are sent to staff daily to address the failed claims items in the allowed timeframe to ensure revenues are received. The clinicians are encouraged to address errors and sign notes daily. The total average monthly revenue amount associated with failed activities is \$13,078. The failed claims are connected to no authorizations. Due to a lack of staffing, Ms. June was unable to have the KPI meetings. Normally, during these meetings, she would set goals for staff to complete the failed claims. However, several of the failed claims were rectified. Hopefully, the funds will start coming in within the next few weeks. UM and Billing are diligently working to assist the clinicians with pinpointing the errors. Dr. Adams shared that training is a factor and ensuring the new staff understands the procedures. The average amount for the 3rd and 4th Quarters' estimated revenue amount held up in failed claims was \$32,673. The goal is to identify and address the no authorization on the front end. The ultimate objective is to bring the individuals back into the Adult Day Services and IDD Program, which will generate a considerable amount of revenue. However, additional transportation drivers are needed.

	<p>e) <b>Productivity</b> - Dr. Adams gave an overview of the Productivity Report. The Agency's total productivity for May 2022 was 58%, which is a decrease from April which was 71 %. The amount billed and the collected amount were indicated in the report. The Team is working on fixing the failed activities and failed claims issues on the front end. The goal is to have all the clinicians and therapists billing enough to cover their salaries. Dr. Adams explained that this is a projected amount for the month, however, all of the billed items were not collected or posted at the time the report was generated.</p>
<p><b>VII. REPORTS</b></p>	<p>A. <b>Financial Reporting - (report attached)</b>  <b>Ms. Debra Pinkston, CFO</b> provided a brief overview of the Financial Report. A detailed report was submitted to the Board. As of May 2022, the Net Operating Cash balance was \$483,319. Healthcare staffing contracted balance as of May 2022 was \$21,496, which was paid in full in June 2022. The total Net Payables (Aging Report) for May 2022 was \$652,233, which is a 73% decrease since May 2018. The total cash as of May 2022 was \$777,537, which includes the Rep Payees' reserve amount of \$194,753. The total amount due from DBHDD is \$419,330. COVID-19 is still a factor in generating additional revenues. The Agency is working diligently on decreasing the payables. DOAS is currently the largest outstanding payable amount owed. The Agency has an agreement with DOAS to pay an additional monthly payment towards the balance, which is around \$400,000. The Net payables are decreasing. A tracking grid was developed that lists all the expenses, which will be used to closely monitor the expenditures throughout the month.</p> <p>B. <b>CEO Report - (report attached)</b>  <b>Dr. Lee Adams, CEO,</b> detailed report was distributed to the Board. A brief overview was given of the Agency's services and the Executive/Management Members' roles since this was the first face-to-face Board Meeting for the newest Board Members.</p> <p>a) <b>CEO Report - Agency Updates</b> - The Xerox Copier Contract was Executed. The Rental Agreements are due for renewal and the rental fees will increase. Due to the current market, there are only a few available rental properties to choose from. The County has approved the funding through SPLOST to build the building for the Agency and a mental health building. DBHDD Sustainability - The CSBs were asked to start evaluating their Agencies' sustainability and form work groups. The objective of coming together as a group is to discuss voluntary mergers or shared services to eliminate costs. If the CSBs are unable to come up with an agreement, then DBHDD would implement mergers. The Certified Community Behavioral Health Clinic (CCBHC) Application was submitted. If the Grant funding is not approved this time, the good news is that there will be another Grant funding opportunity in the fall. The Agency has started preparing and reaching out for assistance, which will increase the possibility of obtaining approval. Dr. Adams and Ms. Works are working to present a Board presentation to the County to share all the Agency's services that are available and provided to the community. The State gave the Agency a one-time fixed payment per month. The State stopped sending the payments in July; as a result, the Agency is running under budget almost a hundred and twenty-five thousand dollars per month. Therefore, the schedules must remain full, and the managers must monitor productivity. Managers must make sure staff are fixing the failed claims/failed activities and holding staff accountable. The Executive Team Members sent emails for an entire week to express gratitude and appreciation to the staff as well.</p> <p>b) <b>COVID-19 Updates</b> - The Governor's Executive Orders - The Economic Recovery and The State of Emergency ended April 15, 2022. The National State of Emergency is still in effect. The Agency still must follow the National protocol, because of the division and the population we served. The COVID-19 confirmed positive cases for the Agency were 34 staff, one (1) volunteer, and 22 individuals.</p> <p>c) <b>Funding Updates</b> - The last eight (8) remaining staff members that were with HCS have all been transferred to the State. HCS was paid in full in June 2022.</p> <p>d) <b>9-8-8 Updates</b> - The 988 hotline is the nation's most comprehensive mental health crisis service and can provide crucial help to those in emotional distress. The Agency will provide mental health assistance as needed.</p> <p>e) <b>Workforce Updates</b> - Dr. Adams is working with the County along with Dr. Sudha Reddy who is over the Emergency Management. They are in the process of implementing the ET3 Agreement. If an individual is in crisis the Agency will triage them instead of transporting them directly to the hospital. This will allow the Agency's Doctor a chance to assess the services needed for the individual.</p> <p>f) <b>MOU Updates</b> - The current MOU Partnerships list was provided to the Board.</p>
<p><b>VIII. UPCOMING EVENTS</b></p>	<p>The GACSB's 24th Annual Educational Exchange is November 6, 2022 - November 8, 2022, at Lanier Islands.</p>

<b>IX. FY2023 BOARD OFFICER NOMINATION AND ELECTION</b>	<p>The floor was open to nominate the Board Chair and Board Co-Chair for FY2023. Ms. Khadija Works was nominated, and the floor was closed, by affirmation Ms. Works was appointed as Chair. Mr. Junior Jackson was nominated, and the floor was closed, by affirmation Mr. Jackson was appointed as Co-Chair.</p> <p><b><u>Mr. An'Cel Davis made a motion, seconded by Ms. Williams, to exit the Public Business Meeting and enter the Executive Session. The vote was unanimous in the affirmative.</u></b></p>
<b>X. EXECUTIVE SESSION</b>	<p>The following items were discussed:</p> <ul style="list-style-type: none"> <li>• Legal Matters</li> <li>• Personnel Matters</li> </ul> <p><b><u>Mr. An'Cel Davis made a motion, seconded by Mr. Johnson, to close the Executive Session and proceed with the Public Business Meeting. The vote was unanimous in the affirmative.</u></b></p>
<b>XI. ADJOURNMENT</b>	<p><b><u>Mr. Jackson made a motion, seconded by Mr. Johnson, to adjourn the Business Meeting. The vote was unanimous in the affirmative.</u></b></p>
<b>Recorder: Rhonda Lane</b>	

The meeting was adjourned at 8:10 pm.

The next scheduled Board Meeting is on September 20, 2022, at 5:30 AM.

Submitted by: *[Signature]*

*[Signature]*  
 Ms. Rhonda Lane, Administrative Assistant  
 Clayton Center Community Service Board  
 cc: Clayton Community Service Board Members

*[Signature]*  
 Ms. Khadija Works, Chairperson  
 Clayton Center Community Service Board  
 Clayton County Board of Commissioners