

Clayton Center Community Service Board

Business Meeting Minutes

June 18, 2019

Clayton Center Community Service Board (CSB) Board Members

Mr. Bryan Flowers, Chairperson	Ms. Khadija Works
Dr. Alika Anderson, Vice-Chairperson	Ms. Mellissa Prescott-Crawford
Mr. An'Cel Davis	Ms. Cathy Loving
Mr. Eric Bell - via phone	Mr. Junior Jackson
Mr. Martin Thompson	

I. Call to Order

Dr. Anderson called the Board meeting to order at 5:38pm.

II. Invocation

Dr. Anderson led the Invocation.

III. Public Comments

There were no public comments

IV. Business

A. Approval of Agenda

Motion was made by Ms. Prescott-Crawford, seconded by Mr. Jackson accept the Agenda as submitted. The motion was carried unanimously in the affirmative.

B. Approval of Minutes

Motion was made by Ms. Prescott-Crawford, seconded by Ms. Loving, to approve the May 21, 2019 Minutes as submitted. The motion was carried unanimously in the affirmative.

V. Business II

A. Human Resource Update (report attached)

Ms. Linda Harris, HR Director report was distributed to the Board. The agency is still recruiting for LCSW. The Board was provided with the complete Vacancy list. Ms. Harris received two fully licensed applicants today, June 18, 2019. Hopefully, they can be interviewed this week. It was identified that if the IDD applicants have experience with that population, the chance of longevity is greater. The agency provides the PCA training and client support workers receive residential training. All six CSI APEX positions have been filled. In addition, three of the therapists' positions were filled. HR is waiting to receive documentation from two additional therapists. The Board requested the total population for each residential home and the day program. Ms. Linda provided the Board with a copy of the base salaries amounts and the type of license. The total payroll for May was \$503,135.

Staff Report for May 2019

Clayton Center	May	Healthcare Staffing	May
Employees	65	Employees	113
Terminations	0	Terminations	0
Resignations	1	Resignations	3
Interns	0	Released	0
Vacancies	4	Vacancies	22
New Hires	1	New Hires	0

**B. Individuals Served (report attached)**

Mr. Aaron Prillhart, IT Director report was distributed to the Board. Mr. Prillhart reported that the Housing numbers of Individuals Served is not included; however, the FY20 numbers will be included. The Individuals Served total amount for May was 2024. The Food Bank program is facilitated at CYAF. The food is provided to the community.

**C. Failed Claims (report attached)**

Mr. Jeremnich Russell, report was submitted to the Board. Mr. Russell reported the failed claims total in May 2019 was 164. This is a 95% increase from last month, which is due to no authorizations. The UM Manager fixed a lot of the connects that were held up and blocked, which will be reflected on the next June report. There are measures in place to ensure the staff members are servicing individuals that have authorizations, such as the in-person report, auth. management, sending memos, and emails informing them of the issues. In addition, the UM Manager/Designee meets with the front desk staff/manager to ensure the services for the next day are authorized. If the problem continues; the staff members will receive additional training and a disciplinary action. The total failed claims since January 2019 was 195, with the expected amount of \$18,000. The amount increased by \$10,000 since last month. There are also, measures in place to fix the failed claims and to retrieve that revenue. The team is aggressively working hard to significantly reduce and prevent failed claims. The numbers are better than what they were in the past.

Dr. Adams indicated that starting FY20, the UM Manager will present the failed claims report. The Billing Manager will report about the revenues and the billing functions. Therefore, with the shift of the CSBs looking at the data, Mr. Russell's primary duties will be data analytics and ensuring the agency is maximizing profitable services.

**D. Vacancy Analysis (report attached)**

Ms. Dorothy Fondi, Clinical Director report was submitted to the Board for review. Dr. Adams stated, according to several of the managers, there are quite a few individuals waiting to receive services. Therefore, the agency is diligently working to hire additional staff members. The report should reflect caseloads that were cleaned and scrubbed, as well as, reflect the services that the agency is expecting to provide. The estimated amount that the agency could possibly receive, if the vacant clinical positions were filled with six scheduled appointments was submitted to the Board. The team is assisting the managers by giving them a revenue goal for the week to gauge how many billed hours their staff members should obtain. Dr. Adams is trying to add a measure based on what is scheduled and how much revenue that particular service will generate. This measure will help the managers identify if the staff members are on track with meeting the goals or if they need to provide additional services.

**E. Productivity Review & Accountability Report (report attached)**

Mr. Charles Releford, COO report was distributed to the Board. Mr. Russell reported that for the month of May the productivity was 101%. This is a 2% increase from last month and steadily increasing since the month of March.

The majority of our programs are over the salary attainment requirement, which indicates that the staff members are billing enough to cover the salaries. This is a 99% achievement for the month of May. In the month of May, additional staff members were added which increased the salary total and resulted a 13% decrease. Dr. Adams stated that the measure increased to 120% billable hours, which is the reason why the percentage was lower. Case Management percentage really increased, even though they did not meet the required productivity amount. The Nurse department now has adequate staff members. Therefore, they have to build up their services as well as build up the residential health and wellness portion. The agency has collected 82% of the Mental Health and 80% of the Substance Abuse for FY19. This is a 6% increase is both MH and SA.

## **VI. Reports**

### **A. Chief Financial Officer Report (report attached)**

- Ms. Martea Higginbotham, CFO report was distributed to the Board for review. Ms. Higginbotham reported that as of May 31, 2019 the net revenues over expenditures are \$632,257. The agency is operating in the black. The cash is \$512,146; the total assets are \$1,585,379; total liabilities are \$6,836,198 and the total net assets are (5,250,819). The long-term liability of impact is really, what affects the amount; this will only get better over years. The total revenue to date was \$10,091,964 and the total expenditures to date were \$9,459,707, which the total revenue over expenditures was \$632,257. May 2019 the excess revenue was \$50,000, which was probably due to a combination of additional funds the agency requested. The agency purchased 30 computers. The CFO primary goal is to utilize the funds for exactly what they were requested for. The current cash is \$494,600. The total Accounts Payable outstanding per the aging report is \$1,502,155; HCS is about \$810,000 part of that balance and Salveo is \$122,000 part of that balance. For FY20 the agency will be reviewing how the contracted services are utilized and working to bring the full time staff members under Clayton Center. This will be a slow process. The goal is to eventually increase the reserved amount from \$300,000 to \$500,000. The net payables in May 2019 were (\$930,929) and in May 2018 it was (\$2,372,834) the agency has worked it down to around 60% less. It will decrease even more, because DBHDD has started taking the \$100,000 per month of the \$300,000 that the agency owes. The team agreed not to take any more loans. Dr. Adams shared that the attorney is checking into a Foundation to assist the agency with receiving additional funds.
- Budget –  
FY20 contracts are still coming in; therefore, Ms. Higginbotham was unable to provide a draft of the FY20 budget at this time. The team is considering a few ideas for FY20 Budget, such as, staff incentives and working towards eliminating furlough.

### **B. Interim Chief Executive Officer Report (report attached)**

Dr. Adams detailed report was distributed to the Board; the summary outline is provided below:

#### **Interim CEO Updates**

- Thanked the staff members for making sure the measures were monitored and are being accomplished. The Billing Manager has really done a great job ensuring the agency is maximizing collections on revenues, as well as, providing the correct payable services without the risk of paying back money.
- The technology update process is completed and ready to be implemented. The next step is to select the adequate security package and then move forward with the implementation.
- The purchase agreement for the new Fleets was sent to the State and has been approved. ACME is currently locating the vehicles and the agency should have the new Fleets soon. The State audited the vans on June 17, 2019. There were only a few minor repair recommendations, such as, purchasing seat covers and fixing the spring tension on one of the seatbelts.

- The VA numbers increased from 61 to 77 last month. The VA went to a new billing system and the agency had to submit all of the credentialing. However, they were not satisfied with the selection and the credentialing had to be resubmitted. Hopefully, notification will be provided and finalized before September 30, 2019 to avoid any VA service interruptions. It was previously reported that VA still owed the agency \$99,000. The Billing Manager reported that the VA only identified \$45,000, no reason was provided at the time. The Board will be informed when additional information is reported.
- The Medicaid claim denials increased to the amount of \$16,840. The Billing Manager is working on fixing the issues. The total amount billed out for two weeks was \$225,000. However, only \$147,000 is expected and the remaining amount was denied. The billing team is working diligently to recoup the money.
- The next scheduled Sustainability Plan Meeting is June 24, 2019. The State has not contacted the agency since last year, however, the reports are being sent each month before the meeting date.
- The Adult Felony Court contract was set to end September 2019. However, notification was received via email that the contract date was moved up to June 30, 2019 and services could be billed through July 7, 2019. A meeting is scheduled with the County Commission's office to discuss the contract and the RFP process.
- The agency currently serves six (6) schools in the Clayton County through APEX. The agency is in the process of hiring five additional therapists. The schools are asking for the agency to come and provide services to the students, which is good news. The Superintendent expressed his gratitude and the APEX Staff Coordinator is pleased with the progress. Hopefully, the remaining APEX staff members will be starting this month.
- The DD Residential program and the Drop-In Center will be moving towards fee-for-service and the billing process will change. DD Residential fee-for service implementation effective date is July 1, 2019.
- Dr. Adams met with the Clayton County Commission regarding the infrastructure of the buildings and the ownership of each location. The Crenshaw home air conditioner unit will be replaced and the amount is around \$10,000.
- National Council Day is approaching in September and the Association is asking for support from the CSBs to go to the Washington, DC Capitol. Additional information will be shared later. A teleconference was held on June 17, 2019 and they spoke with the National Council President.
- The Agency is planning a Community Service Board Day. The target date is July 30, the last Tuesday in the month. The event will take place at the Morrow Center in Southlake Mall. All of the Program Managers will have booths set up displaying their services. The Community Leaders will be invited to attend. More information is forthcoming.
- ASO audit will be June 24, 2019 – June 27, 2019.

**Motion was made by Mr. Thompson, seconded by Ms. Prescott-Crawford to close the Public Business Meeting and to proceed into the Executive Session. The motion was carried unanimously in the affirmative.**

## **VII. Executive Session**

- Financial Matters
- Employment/ Personnel Matters
- Legal Matters

**Motion was made by Mr. Thompson, seconded by Ms. Prescott-Crawford, to close the Executive Session and 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 Ms. Loving, seconded by Ms. Prescott-Crawford for the meeting to be adjourned. The vote was unanimous in the affirmative.

Meeting was adjourned at 7:45pm.

The next scheduled Board Meeting is July 16, 2019 at 5:30pm.

Submitted by:



Rhonda Lane, Administrative Assistant  
Clayton Center Community Service Board

cc: Clayton Community Service Board Members

Approved by:



Dr. Alika Anderson, Vice-Chairperson  
Clayton Center Community Service Board

Clayton County Board of Commissioners