

**Clayton Center Community Service Board  
Virtual Business Meeting Minutes  
January 19, 2021**

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

Ms. Khadija Works, Chairperson – Virtual	Dr. Aleika Anderson, Vice-Chairperson – Virtual
Mr. An'Ce'l Davis – Virtual	Ms. Victoria Williams – Virtual
Mr. Martin Thompson – Virtual	Mr. Jeremiah Johnson – Virtual
Ms. Cathy Loving – Virtual	Mr. Derwin Davis – Virtual
Mr. Junior Jackson – Virtual	

**I. Call to Order**

Ms. Works called the Board Meeting to order at 5:44pm

**II. Invocation**

Mr. Jackson led the Invocation.

**III. Public Comments**

There were no public comments

**IV. Business**

**A. Approval of Agenda**

**Motion was made by Mr. Davis, seconded by Ms. Loving to accept the Agenda as submitted. The motion was carried unanimously in the affirmative.**

**B. Approval of Minutes**

**September 15, 2020 Board Minutes were approved during the Called Executive Meeting, December 8, 2020.**

**V. Business II**

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

Ms. Linda Harris, HR Director Reports were submitted to the Board. In December 2020, Clayton Center had 99 employees, two (2) terminations and three (3) new hires. Currently, all new hires are hired as Clayton Center employees. Healthcare Staffing had a total of 29 employees and one (1) resignation and no new hires. Clayton Center's total payroll is \$426,646 and Healthcare Staffing's total payroll is \$96,758. The Agency is working diligently to fill the residential vacancies. The total payroll amount will increase due to residential staff members receiving overtime in order to provide coverage. HCS payroll has decreased. The current Vacancy Report was submitted to the Board. Ms. Harris completed a salary/rate analysis of the amount the Agency currently offers the new hires, and the Agency is averaging around the same as the current market. However, the clinical license staff rates will be revisited to obtain and maintain quality clinical employees. The Agency's trainings are still being held virtually. The Agency started recruiting through Indeed, which has proven to be beneficial with selecting qualified candidates. The Agency will be celebrating its 50th Anniversary. The Culture Diversity Committee will spearhead the celebration; additional information is forthcoming.

Dorothy Fondi, the former Clinical Director, is no longer with the Agency.

- Introduction of the Director of Accounting (Interim CFO), Ms. Debra Pinkston
- Introduction of the Interim Clinical Director, Ms. Lanell Johnson

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

Mr. Aaron Prillhart, IT Director report was submitted to the Board. The Agency served 1085 Individuals in December 2020, which is a decrease from November. Hopefully, the numbers will start to increase as the weather changes. Dr. Adams shared that several sites are not fully operational, such as the Phoenix Program, PCLEC and IDD Program. In December, the Adult Day Services had a few potential COVID exposures encounters. Therefore, the Agency had to cease the groups for a few days, which impacted the number of Individuals served.

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

Ms. Lanell Johnson, Interim Clinical Director report was submitted to the Board. The Vacancy Analysis report for December 2020 indicated that Adult Day caseloads were 84, Case Management caseloads were 184, Intake/Counseling caseloads were 955, CYAF caseloads were 475 and Phoenix caseloads were 51, the total amount of Caseloads for the Agency was 1846. Hopefully, a new LPC will be joining the Agency. The Manager's caseloads are generally larger until the level of care is determined; then, the caseloads are distributed to the appropriate staff members. CYAF and Phoenix still need therapists.

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

Ms. Barbara June, Chief Operating Officer report was submitted to the Board. The Failed Claims challenging area was due to no authorization. There were measures put in place for the UM department that should help the numbers decrease. The report writer developed a few reports that would allow the staff to identify the errors and issues. The Failed Claims should not exceed 30 days because the chances of collecting funds decrease. In November, the total was \$51,498 and in December, the total was \$53,345. The number of kept appointments is determined by the number of funds received if the claims are acceptable. There was a decrease in canceled by Individuals because there were fewer appointments due to the holidays. Cancel by therapist increase due to the leave requests. The engagement analysis should be around 75%. The amount in December was 70%. The amount billed in December was \$321,443 and the amount collected was \$294,168. In February, the numbers will start to increase.

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

Ms. Barbara June, Chief Operating Officer report was submitted to the Board. The Beacon Cash Analysis CAP has been adjusted a couple of times due to COVID. The CAP increased in October 2020; the Agency received advanced funds to assist with a few internal agency items. In November and December, the numbers equalized to \$132,008. The CAP will be adjusted again in January 2021. Mental Health decreased around \$31,000 and Substance Use decreased around \$683; if the trend continues, this will be lucrative for the Agency. The Agency's goal is 25% per month to ensure the quarterly goal is obtained. According to the revised contract, the Substance Use funds will increase in the third quarter. Ms. June also reported on the Failed Activities. She shared that the service notes must be signed before billing them out and there are no unsigned notes currently. The estimated amount of revenues in December \$23,458. The average time allowed to sign a note is six months, 90 days for CMOs and up to one year for Medicare.

**F. Operations Updates**

Ms. Barbara June, Chief Operating Officer report was submitted to the Board. An overview was given of the Televox Automatic Call Reminder Services. Centralized Scheduling is tracking the inbound and outbound calls.

The tracking system will help with scheduling and identifying the purpose of the calls, which will define the peak days. In July, the Agency was at the peak of inbound calls and in December, the number of calls decreased. However, the Agency was closed for two holidays in December. The outbound calls followed the same decline trend. The cancellation is being managed and the engagement specialist will follow-up with them. The reminder calls are sent via robocalls two days before the appointment and an actual person-to-person call the day before the appointment. In December, the percentage was 24%, which on average should be around 50%.

## **VI. Reports**

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

Ms. Debra Pinkston, Interim CFO report was submitted to the Board.

- Ms. Pinkston reported that the DBHDD owes the Agency around \$100,000. The total current YTD Net Income was \$366,856. The Agency received \$600,000 from Beacon. The Block Grant funds were received in November. Also, the third stimulus funds were received. The numbers should start normalizing. Aging Report identifies the total amount owed to the vendors. The Agency's current outstanding amount owed to the vendors is \$957,000, which is a significant decrease of 62%. Dr. Adams added that the Agency is roughly around \$366,000 over Budget for this month. The vendors are currently being paid on time. The old debt is still comprised of HCS, DOAS from 2017 and Salveo. The Agency has not laid off any staff and none of the programs were cut. The Agency has been able to continue to operate and turn a profit during these uncertain times. There are several other CSBs that have laid off their staff and have cut programs. Clayton Center has worked the contracts and the programs. The Agency continues to follow the precautionary guideline measures. The fixed funds given by the State were used accordingly. To date, the total amount in the bank is \$986,471 to the good. Dr. Adams and Ms. Pinkston are currently reviewing resumes. Hopefully, the Zoom interviews will be conducted for the Accounting position in the next couple of weeks. The Board thanked Ms. Pinkston for consistently working hard to assist the Agency in the financial role.
- Approval of the FY2021 Budget – the Budget includes the amount budgeted and allocated for revenues and the summary generated for expenses. Also, the Budget comprises the programmatic areas and the breakdown of the costs. The numbers are derived from the contracts' incoming payments. The most significant portion of the Budget is HR, and the remaining amount is expensed out in supplies, rent, fuel, etc. The projected FY21 Budget of \$11,866,607 was presented to the Board. Dr. Adams shared that over the next few months, as different items materialize related to various areas, the Budget will be amended. The Board will be informed of any changes to the Budget. Also, the vacant positions were included in the Budget that was previously reported in the HR report.

**Motion was made by Ms. Works, seconded by Mr. Davis to approve the FY2021 Budget as submitted. The motion was carried unanimously in the affirmative.**

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

Dr. Adams detailed report was distributed to the Board. Dr. Adams discussed a few items from the CEO Report. He expressed his gratitude for the progress that the Agency has made during these unprecedented times. The County has approved the Agency to receive \$835,884 of CARES funds. The Agency is waiting to receive the funds. The funds will be used to work on COVID-19 related initiatives and some collaborations between the Agency and County.

Dr. Adams and Chief Roberts are working together to do a Mobile Response Unit to assist the Police department in encountering Individuals with behavioral health disabilities. Since March, the Agency has only had eight staff members, one volunteer, and two confirmed positive cases for COVID-19. The managers have been adhering to the preventive guidelines that the Agency has set in place. The staff received two monogram Agency masks; the Board members will

also receive two Clayton Center monogram masks. The HCS amount is decreasing. Dr. Adams's goal is to eliminate the contract with the staffing company by the end of this fiscal year. The staffing company has a 33% markup in their total cost to employ staff. The number of staff employed with HCS has decreased and the Agency is working to bring all the employees directly under Clayton Center. The residential staff members that met the qualifications received an income increase, as high as the Agency could provide. The Board was emailed the final Certified Community Behavioral Health Clinic report to review. The Agency's score was 3.8. The nation is gearing toward this new model of how mental health services are provided. This is one way to ensure that individuals have access to receive additional assistance. The process will require that the Mental Health agencies work with the hospitals, police departments, and schools collaboratively. The Agency will be obtaining a new efficient phone system, which will save the Agency around \$1,500 per month. Dr. Adams thanked Mr. Aaron Prillhart and Ms. Barbara June for working diligently on the new phone system task. Also, he thanked them for working to obtain the new debit card machines at the sites, which minimized the cash handling process. The Agency has replaced some of the old computers and updated some of the technology with the COVID-19 funding. The County as a whole is taken Suicide Prevention very seriously. Dr. Adams has been working with Tasha Mosley, Clayton County District Attorney, DFCS, and the Rainbow House regarding the County's issues with suicide. Dr. Adams serves on the Clayton County Child Fatality Review Committee. Ms. Lanell Johnson will also serve on the committee; she will be scheduled to attend the next training. A meeting is scheduled with Ms. Watkins this week to discuss conducting some of the service initiatives associated with SOC.

**Motion was made by Ms. Works, seconded by Ms. Loving to close the Public Business Meeting. The vote was unanimous in the affirmative.**

**VII. Executive Session**

- Legal Matters
- Personnel Matters
- Financial Matters

**Motion was made by Mr. An'Cel Davis seconded by Mr. Jackson to close the Public Business Meeting. The vote was unanimous in the affirmative.**

**VIII. Adjournment**

Ms. Works motioned for the meeting to be adjourned

**Motion was made by Mr. Davis, seconded by Ms. Williams for the meeting to be adjourned. The vote was unanimous in the affirmative.**

The meeting was adjourned at 7:37 pm.

The next scheduled Board Meeting is March 16, 2021, at 5:30 pm.

**Submitted by:**

  
Rhonda Lane, Administrative Assistant  
Clayton Center Community Service Board

**Approved by:**

  
Ms. Khadija Works, Chairperson  
Clayton Center Community Service Board

cc: Clayton Community Service Board Members

Clayton County Board of Commissioners

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Business Meeting Minutes  
January 19, 2021  
Recorder: Rhonda Lane