

**Advantage**  
**Behavioral Health Systems**  
**COMMUNITY SERVICE BOARD MEETING #85**  
**June 25, 2002**

**BOARD MEMBERS PRESENT**

John Davis – Clarke  
Paul Christensen – Jackson

Evelyn Bush – Walton  
Conoly Hester – Clarke

Mae Davis – Elbert  
David Levine – Clarke

Ina Brown-Brothers - Barrow  
Ed Glauser – Oglethorpe

**BOARD MEMBERS ABSENT**

Gail Goldsmith– Morgan  
Carter Smisson – Jackson  
Mary Jo Matthews – Madison  
Shirley Segars – Barrow

Jim Hudson – Oconee  
Tyrone Eaves - Greene  
Anita Carson – Greene

**ADVANTAGE BEHAVIORAL HEALTH SYSTEMS STAFF PRESENT**

Terry Tellefson  
Brenda Smith  
Scott Clark  
Tina Tarbox  
Cindy Darden  
Dr. Robert Stephens  
Janet McPherson  
Dottie Adams

Larry Gabriel  
Cecile Morgan  
Terry Frazier  
Linda Hazinski  
Helen Kabat  
Terri Weimorts  
Rosie Pope

**GUESTS**

Alvina Gilham

Emerson Fulton

**The meeting was opened by Conoly Hester, Community Service Board (CSB) Chair Person at 5:05p.m.**

**1.0 ACTIONS**

- 1.1 Motion to accept the modified agenda. Moved (Ed Glauser); Seconded (John Davis); Passed (Unanimously).
- 1.2 Motion to approve the minutes with typographical errors of the May 28<sup>th</sup> CSB Meeting. Moved (David Levine); Seconded (Ed Glauser); Passed (Unanimously).
- 1.3 Motion to establish a Medicaid interest bearing reserve account. Moved (Evelyn Bush); Seconded (Ina Brown-Brothers); Passed (Unanimously).

- 1.4 Motion to approve the Executive Director's contract. Moved (John Davis); Seconded (Evelyn Bush); Passed (Unanimously).
- 1.5 Motion to accept the list of documents that has been prepared by the CSB Membership Chairman to use in the Board Orientation Manual. Moved (David Levine); Seconded (Ina Brown-Brothers); Passed (Unanimously).
- 1.6 Motion to request the Executive Director to create a written plan for input from community stakeholders for the 2003 Strategic Plan. Moved (Ed Glauser); Seconded (Mae Davis); Passed (Unanimously).
- 1.7 Motion to accept the recommendation of the Bylaws and Policy Committee (see Board Reports 5.4). Moved (David Levine); Seconded (Ed Glauser); Passed (Unanimously).
- 1.8 Motion to accept the FY2003 Strategic Plan. Moved (John Davis); Seconded (Evelyn Bush); Passed (Unanimously).
- 1.9 Motion to appoint an Ad Hoc Committee to review the possibility of building with HUD construction grants. Moved (John Davis); Seconded (Evelyn Bush); Passed (Unanimously).
- 1.10 Motion to accept closed session for personnel discussion. Moved (David Levine); Seconded (Ed Glauser); Passed (Unanimously).
- 1.11 Motion to adjourn the meeting.

## **2.0 OLD BUSINESS**

- 2.1 Mr. Tellefson reported on the communication of progress on benchmarks and the Department of Human Resources (DHR) audit. He commented on the news article published in the Athens Banner Herald Health Agency Makes the Grade after Problems. The amount of work that staff put into helping raise the level of services and expectations in this agency was well described as phenomenal. There is also the praise that we have just begun. We have staff that has momentum, has been tired, but is more than willing to accept the ongoing challenge. Mr. Tellefson thanked the Board for their support.
- 2.2 Mr. Tellefson reported on the CSB Workday. The work session was held in Elbert County today. The following information was addressed:
  - a) 2003 Strategic Plan – the document was amended and reviewed. The following external stakeholders were involved in the development of the document: Department of Family and Children Services (DFACS); Department of Juvenile Justice; and Mental Health, Mental Retardation, and Substance Abuse.
  - b) The 2006 Strategic Plan was developed.
  - c) Executive Director's Contract.
- 2.3 Paul Christensen, Jackson County CSB Representative, questioned the follow up on the psychiatric residence services. Mr. Tellefson reported that he has followed up regarding this issue and will continue to pursue the possibility. Robert Stephens, Medical Director reported that we have an extreme doctor's shortage and two (2) part time psychiatrists have been hired.

## **3.0 NEW BUSINESS**

- 3.1 Mr. Tellefson reported on Medicaid issues. The Department of Community Health (DCH) recommended that the Business Office wait for notification from Program Integrity for pay back of disallowed claims identified as a result of the American Psyche Systems (APS) audits in the future. Mr. Tellefson recommended that the Board approve ABHS to establish a Medicaid interest bearing reserve account for the purpose of pay back. Mr. Christensen requested the Business Office to maintain a line item on the financial report for the account.
- 3.2 Ms. Hester reported on the Executive Director's contract. The document was discussed in detail at the CSB Workday.
- 3.3 Dr. Davis has compiled a list of documents to include in the Board's orientation manual. The list will include the Board Policy Manual (Bylaws and Governance), Sites and Program Descriptions, HB100, HB498, CSB Maillist, etc. A statement will be written to indicate that these documents will be used to orient new Board members.
- 3.4 Ms. Hester recommended the Board's approval to request Mr. Tellefson to create a written plan for input from community stakeholders for the 2003 Strategic Plan. The deadline for the plan is July 15<sup>th</sup>. Ms. Hester will follow up with Mary Jo Matthews, Madison County CSB Representative regarding a policy for the document.
- 3.5 The Board presented the 2002 Distinguished Service Award to Dottie Adams, Developmental Disabilities Services. Ms. Adams is the Coordinator of the Intake and Referral Team and has been employed with ABHS for twenty-five (25) years. She has implemented many keystone programs, person centered planning, family support, early intervention, supportive living, and deinstitutionalization. She was instrumental in the relocation of Rivers Crossing residents in the community. Ms. Adams has accepted a position with the Governor's Council on Developmental Disabilities effective June 28<sup>th</sup>. She distributed a poem to CSB members as a parting gift.

**4.0 SERVICE REPORTS (Reports were mailed in the Board Package)**

- 4.1 Terri Weimorts, Transitional Services Director reported on issues regarding hospitalization of children. ABHS staff has met with several hospitals regarding these services. Effective June 15<sup>th</sup>, children needing hospitalization will be admitted to Peachford Hospital in Atlanta. Mr. Tellefson reported that Atlanta Regional Hospital children's unit was closed specifically to save money "and not take it out of the community".
- 4.2 Cecile Morgan, Residential Services Director reported that a proposal was submitted to HUD on June 21<sup>st</sup>. The proposal is to create transitional housing for homeless people with disabilities.
- 4.3 Ms. Morgan reported on the meetings with the Elbert County Law Enforcement. They addressed issues (i.e., safety, services, etc.) regarding residential consumers who reside in the county. Ms. Morgan met with the Elbert County Probate Judge to address issues (i.e. guardianship, out patient commitment, etc.).

4.4 Helen Kabat, Continuous Quality Improvement reported on the complaint process. Information is posted at all ABHS sites and employees are encouraged to report complaints and/or concerns. All phone calls and forms are routed to Tina Tarbox, Public Relations and Marketing. Regina Walker, Hospital Liaison, performs the investigations. Reports are distributed to the Rights of Persons Served Oversight Committee and the CSB Rights of Persons Served Committee for review. Mr. Christensen questioned whether a website has been established for reporting complaints. Ms. Tarbox stated that ABHS does not have a web based issue resolution system. Mae Davis, Elbert County CSB Representative expressed complaints/concerns regarding the Elbert County Facility. The complaints are lack of hot water and lighting. Also a consumer complained regarding transportation (the vehicle has no air condition). Ms. Tarbox will follow up with Ms. Davis regarding the complaints. Mr. Tellefson and Mr. Gabriel will follow up with the owner of the Elbert County Building.

## 5.0 **BOARD REPORTS**

- 5.1 Finance Committee – Mr. Christensen reported that the committee met today and reviewed the revenues and expenditures compared to the budget for the period ending May 31, 2002. He has concerns regarding telecommunications and travel expenses; these issues need to be reviewed. He feels that a method of tracking expenses per unit/facility needs to be in place. Mr. Gabriel and Scott Clark, Management Information Services (MIS) will follow up on ways to expedite turn around time for billing of services. Mr. Tellefson wants to bring in external consultants to evaluate the efficiency of the Business Office, Human Resources and MIS department.
- 5.2 Membership & Nominations Committee – Dr. Davis reported that correspondence has been mailed to the Board of Health and County Commissioners regarding CSB appointments and reappointment. Hopefully, I will be able to provide you an updated list of Board members at the next CSB meeting.
- 5.3 Legislative Committee – no report requiring an action.
- 5.4 Bylaws & Policy Committee – Ms. Hester reported that the committee reviewed and approved the following policies:  
**200.150** Emergency Intervention  
**900.170** Incident Reporting  
**900.190** Deaths of Persons Served  
The committee recommended the Board’s approval of the policies.
- 5.5 Rights of Persons Served Committee – Ed Glauser, Oglethorpe County CSB Representative reported that the committee met today. They reviewed seven (7) Issue Resolution Concerns, twenty-three (23) incidents, and four (4) deaths. Ms. Tarbox reported that since March 1, there have been 59 complaints, at which time 35 are Issue Resolution Concerns and have been resolved, seven (7) are pending, and seventeen (17) are active. At the next meeting, the committee will review the policy changes in regard to reporting

incidents and deaths. The committee will also review incident trends in term of when there have been consumers that have been sited in a multitude of incidents. Cecile Morgan, Residential Services met with the committee and addressed safety issues regarding Residential Staff.

## **6.0 REPORT FROM EXECUTIVE DIRECTOR**

6.1 Mr. Tellefson reported on the revised FY2003 Strategic Plan. The document was amended, bringing in outside stakeholders, a diversity of staff, and consumer organization. The plan was addressed in detail at the CSB Workday. Mr. Tellefson recommended the Board's approval of the FY2003 Strategic Plan. Board members will be updated on a quarterly basis regarding the accomplishments of the plan.

## **7.0 REPORT FROM CSB CHAIRPERSON**

7.1 Dr. Davis reported on the CSB Association. He distributed the following documents:

- a) Meeting Schedule of the CSB Association – he encouraged Board members to attend the scheduled meetings.
- b) Fee Structure – membership fees for CSB.
- c) Outline of the training that was conducted June 14. Steve Anthony and Timothy Sweeney presented on HB498. We are by name Community Mental Health, Developmental Disability, and Addictive Diseases Service Board.

Dr. Davis commented on the terminology of the law, which reads, "Community Service Board is the governing body of the Community Service Board the entity."

7.2 Ms. Hester reported on the appointment of Ad Hoc Committee to review the possibility of building with HUD construction grants. Committee members are: Cecile Morgan, Chair Person, John Davis, Ed Glauser, Mae Davis, David Levine, and Terry Frazier.

7.3 Ms. Hester reported that the next scheduled CSB Workday is September 10, 2002, Walton County Clinic. The next scheduled CSB Field Trip is October 8, 2002. CSB members will tour the Child and Adolescent Unit, Athens, Georgia, and the Greene County Clinic, Mental Retardation Program (GRO Industries), and Greene County Residential Services. Ms. Hester encouraged Board members to mark their calendars for these events.

## **8.0 PUBLIC ACCESS**

8.1 Alvina Gilham, legal guardian and sister of a consumer voiced her unhappiness of services being rendered at Residential Services. She has contacted Tina Tarbox, Helen Kabat, Terry Tellefson, and Cecile Morgan regarding issues of concerns. There is ten (10) unresolved complaints pending. Also, Ms. Gilham has contacted the Department of Human Resources, Commissioners, Regional Board and the State Legislators regarding these concerns. Dr. Davis suggested that Mr. Glauser schedule a meeting to review the concerns/complaints raised by Ms.

Gilham. Ms. Gilham will provide a copy of the documentation. Mr. Glauser will follow up with a meeting and interested Board members may attend.

**9.0 CLOSED SESSION FOR PERSONNEL DISCUSSION**

9.1 CSB members addressed personnel issues.

**10.0 MEETING ADJOURNED**

\_\_\_\_\_  
DATE

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APPROVED BY: MARY JO MATTHEWS  
SECRETARY

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SUBMITTED BY: BRENDA SMITH

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APPROVED BY: CONOLY HESTER  
CHAIR PERSON