

Advantage
Behavioral Health Systems
**MENTAL HEALTH, DEVELOPMENTAL DISABILITIES, AND ADDICTIVE
DISEASES SERVICE BOARD MEETING #92**
February 25, 2003

BOARD MEMBERS PRESENT

Conoly Hester – Clarke	Anita Carson – Greene
Shirley Segars – Barrow	Jim Hudson – Oconee
Carter Smisson – Jackson	Linda Vinson – Walton
Mary Jo Matthews – Madison	John Davis – Clarke
Gail Goldsmith– Morgan	

BOARD MEMBERS ABSENT

Nick Aguilar – Clarke	Jackson - Vacant
Mae Davis – Elbert	Greene – Vacant
Ina Brown-Brothers – Barrow	Ed Glauser – Clarke
Kenneth Whitehead - Oglethorpe	

ADVANTAGE BEHAVIORAL HEALTH SYSTEMS STAFF PRESENT

Brenda Smith	Cecile Morgan
Terry Frazier	Larry Gabriel
Tina Tarbox	Linda Hazinski
Cindy Darden	Helen Kabat
Terry Tellefson	Anne Layton
Barbara Gallagher	Shannon Sallee
Denise Fleeman	Gary Mize
Donna Kane	Mark Kane
Jim Jenkins	Camella Boykins
Laurie Wilburn	Shirl Loyal
Betsy Peck	Valerie Elder
Fred Eckhardt	Ginny Hemmer

GUESTS

Yvonne Heidbrider	Charles White
Donald Hector	Pat Ellis

**The meeting was opened by Conoly Hester, Community Service Board (CSB)
Chair Person at 4:00 p.m.**

1.0 ACTIONS

- 1.1 Motion to accept the agenda as amended. Moved (Gail Goldsmith);
Seconded (Mary Jo Matthews); Passed (Unanimously).
- 1.2 Motion to accept the minutes of the January 28th Community Service
Board Meeting. Moved (Carter Smisson); Seconded (Gail Goldsmith);
Passed (Unanimously).

- 1.3 Motion to accept the revised/amended CSB Bylaws. Moved (John H. Davis); Seconded (Carter Smisson); Passed (Unanimously).
- 1.4 Motion to accept closed session for personnel discussion. Moved (Mary Jo Matthews); Seconded (Shirley Segars); Passed (Unanimously).
- 1.5 Motion to return to the open session of the meeting. Moved (Carter Smisson); Seconded (John H. Davis); Passed (Unanimously)
- 1.6 Motion to adjourn the meeting. Moved (John H. Davis); Seconded (Anita Carson); Passed (Unanimously)

2.0 WELCOME NEW BOARD MEMBERS

- 2.1 John H. Davis, Athens-Clarke County CSB Representative introduced new board members. They are:
 - a) Pat Ellis – Jackson County
 - b) Donald Hector – Walton County
 - c) Yvonne Heidbrider – Greene County
 - d) Charles White – Walton CountyOrientation will be held prior to the next CSB Meeting.

3.0 OLD BUSINESS

- 3.1 Helen Kabat, Continuous Quality Improvement reported on the Commission on Accreditation for Rehabilitation Facilities (CARF). A survey team will be visiting all Advantage Behavioral Health Systems (ABHS) sites on March 19 – 21, 2003. As part of the survey, the surveyors will interview consumers, their families, staff, and others. The exit interview will be March 21, at 3:00 p.m. at the Department of Family and Children Services. The surveyors will inform us on what we are doing well and ways we might improve. Ms. Hester requested that correspondence be sent to Board members regarding this event.
- 3.2 Fred Eckhardt, Coordinator, Operations reported on the productivity team. The team consists of Mr. Eckhardt, Larry Gabriel, Business Manager, managers and middle managers. They have met with staff (clerks, clinicians, etc) to address obstacles and challenges they are facing in increasing productivity level. They have visited the major OutPatient Programs and plan to visit some of the other ABHS sites. We are in the process of sifting through the input, identifying trends and major glitches, and developing action plans. The team is scheduled to meet with Columbus CSB February 27th to address their Community Support Individual (CSI) Program and billing process. Gail Goldsmith, Morgan County CSB Representative requested an update regarding the meeting.

4.0 NEW BUSINESS

- 4.1 Mr. Tellefson reported on the FY2003 finances. In January ABHS is showing a deficit of \$457,000. The two (2) main reasons are: failure to meet the Division's established target for Medicaid revenue; and increased expenses. The primary expense is the amount of funds being paid to Laurelwood for indigent care. We are now in a new region; therefore, in the future ABHS will utilize Augusta Regional Hospital for these services. Services which may be eliminated are:

- a) Emergency Services – these services are probably a premiere service within the State. Staff provides consults in the 10-county area hospital. Mr. Tellefson commended Jim Jenkins, Manager, Emergency Services and staff for the job they have done. We will continue to provide these services at Athens Regional Medical Center (ARMC) and St. Mary’s Hospital. The hospitals in the outlying counties may choose to pay for these services or we will consult by telephone. Unfortunately, we can no longer afford to offer these services to hospitals outside the county.
 - b) Athens-Clarke In-Patient DETOX Program – these services are available in the hospitals. This is an excellent program and is spearheaded by Dr. Timothy Gibson. Unfortunately, we do not have the funds to continue the operation of this program.
 - c) We are looking into consolidation of programs for alcohol and drug services and counseling in the following counties: Greene, Madison, Morgan and Oconee. We are not positive of the configuration. Our desire is to provide the most services to individuals.
 - d) Lastly, we have proposed a 10% reduction in staff’s salary only to such time the deficit has been well made up. This will affect staff members who make \$12 and above an hour and will be effective April 1, 2003. Mr. Tellefson stated that he will take a 20% reduction in his salary. He is requesting that the Management Team also take a 20% voluntary cut commencing March 1st until all salaries are restored. A freeze has been put on purchasing. The Critical Position Committee will evaluate all new hires. We have excellent staff. The emails received have been supportive. He highlighted the email received from Linda Sue Jones, Athens Center. Ms. Jones requested a 5% reduction in her salary.
- 4.2 Mr. Tellefson reported on the FY2004 finances. Commissioner Jim Martin has requested a reduction of 5.7% in community mental health (approximately \$700,000 for ABHS). They are looking at a reduction of 10% in Medicaid rate statewide (\$300,000 for ABHS), and a 10% Waiver reduction (\$300,000). Therefore, ABHS income will be reduce by \$1.3 million. Mr. Tellefson encouraged staff to forward input/suggestions via email and he will respond. We are the only CSB that has not previously implemented furloughs or reduction in force (RIF) and elimination of services. Dr. Davis responded to the proposed salary reduction for staff. A salary reduction should affect anybody less than a single person’s total salary being cut (that would have been one of the options if a reduction in force was implemented). It is not a matter of poor management because this CSB has done as good a job as any CSB statewide.
- 4.3 Ginny Hemmer, Clinician, Athens Clinic raised concerns regarding the 10% reduction in staff’s salary. Ms. Hemmer has been employed with ABHS for 1-½ years. She said, "There have been problems/issues regarding the budget. Consultants have observed groups and ongoing discussions regarding ways to increase productivity. Why weren’t some of these decisions made 6 months to a year ago? I am really concerned to

hear Mr. Tellefson state that the cuts will be in effect as long as it takes for ABHS to make up the deficit. In the correspondence you stated that the cuts would be in effect temporarily – three (3) months". Mr. Tellefson stated that was miscommunication. The cuts have to be reviewed by the Merit System and a maximum of reduction in salary to July 1st. If the deficit is turned around, it will be less, if not, we will have to take deeper cuts. Ms. Hemmer asked, "What are the benchmarks? What figure warrants not taking 10% in staff's salary?" Mr. Tellefson answered that we are looking at \$800,000.

- 4.4 Tina Reason, Secretary, Developmental Disabilities Services raised concerns regarding reduction in staff's salary, and Medicaid billing. Ms. Reason stated. " That it needs to be made clear to staff that they may voice concerns without ramification. To my understanding, the problem is Medicaid billing. I am responsible for the data entry of Medicaid billing for Residential Services. I feel that this needs to be investigated to determine the problem, whether it's due to Explanation of Benefits (EOB) or data entry. It seems to be a definite communication error, and problems in the Business Office." Mr. Tellefson stated that he proposed the 10% reduction in staff's salary. The benchmark for Medicaid reimbursement for Revenue Maximization is down approximately 20%.
- 4.5 Mr. Jenkins raised concerns regarding the elimination of contract workers and Medicaid billing. He recommended that the CSB propose to the American Psyche Systems (APS) that field staff provide input for writing policies, procedures, and protocol. Mr. Tellefson stated that he and a committee are scheduled to meet regarding these issues on March 4th. The Board suggested that Mr. Jenkins provide information to Mr. Tellefson prior to the meeting. Cindy Darden, Director of Out Patient Services requested that staff send copies of email to her. She and a Committee of Clinical Directors are compiling information regarding the same issues to share with the Department of Human Resources (DHR).
- 4.6 Mr. Tellefson reported that he is scheduled to meet with all supervisors on February 28th. If you are not a supervisor, and have input, submit this information to your supervisor for discussion.

5.0 **SERVICE REPORTS (Administrative Reports)**

- 5.1 Ms. Kabat reported on the Treatment Request Integrated Georgia Reporting Survey (TRIGRS) Support sessions in which any staff having difficulty may work in an uninterrupted environment while obtaining one-on-one assistance.
- 5.2 Ms. Goldsmith requested a copy of the list of "big words". This list is used in orientation for new consumers in the Mental Retardation Programs. Mr. Tellefson suggested reviewing the list at one of the CSB work sessions.
- 5.3 Mr. Tellefson reported on the Texas Medication Algorithm Project. The Texas Medication Algorithm is a system for consistent utilization of medication and tracking purposes. An organization will study ABHS compared to Ogeechee CSB where the algorithm is not used in terms of patient's satisfaction, improvement, and hospitalization. Dr. Davis

requested that Dr. Robert Stephens, Medical Director address this issue at the CSB Association in the near future.

- 5.4 Ms. Hester wants input regarding the consumer satisfaction survey. She will follow up on this issue.

6.0 BOARD REPORTS

- 6.1 Finance Committee – Ms. Goldsmith reported on the financial statements for the month ended January 31, 2003. She has concerns regarding the expenditures. These expenditures will be reduced due to the elimination of Laurelwood Hospital, Randstad, and the DETOX Unit because the services will no longer be needed. We are hoping that some of the actions that are in place will decrease the deficit.
- 6.2 Membership & Nominations Committee – Dr. Davis announced that new board members would be sworn into office at the March 25th CSB meeting. Orientation for new members will be March 13, 2003, at 4:00 p.m. in the Educational Services Conference Room, Athens, Georgia.
- 6.3 Legislative Committee – Ms. Hester suggested that the committee develop sample letters regarding these financial issues and distribute to the legislators. Mr. Tellefson and Jim Hudson, Athens-Clarke County CSB Representative will follow up.
- 6.4 Bylaws and Policy Committee – Mary Jo Matthews, Madison County CSB Representative reported the committee met today. They reviewed and finalized the CSB Governance Policy. Board members will receive a copy of the document for review and approval at the next CSB meeting.
- 6.5 Rights of Persons Served Committee – Shirley Segars, Barrow County CSB Representative reported the committee met today. They reviewed complaints, incident reports (2 – critical; 4 – serious; 7 – moderate), and five (5) deaths in which one was a suicide. We would welcome any of the new board members to join the committee.

7.0 REPORT FROM THE CSB EXECUTIVE DIRECTOR

- 7.1 Mr. Tellefson reported on the CSB Association Financial Task Force. They are scheduled to meet March 4th to address the following issues: statewide monthly income expense report system, community support rates for the developmentally disabled which is a waiver, and the residential rate. In attendance will be Mr. Tellefson, Chairman, three (3) Chief Financial Officers (CFO) of other CSBs, and Benji Wood. The objective is to reduce mandatory paperwork that provides nothing in terms of decision-making so that we can have more time for services.
- 7.2 Dr. Davis reported on issues regarding CSBs statewide. As CSB Association President, he has been lobbying for CSBs to work together and support each other.

8.0 REPORT FROM CSB CHAIR PERSON

- 8.1 Ms. Hester reported that some board members attended the CSB Legislative Day at the Capitol on February 17, 2003. She encouraged board members to contact legislators regarding the financial issues.
- 8.2 A moment of silence was recognized for the death of Dr. Stephens' father.

8.3 Tina Tarbox, Marketing and Public Relations Director reported that Senator Faye Smith is recovering in a hospital in Macon, Georgia. Ms. Smith represents Greene, Morgan and Walton counties.

9.0 EXECUTIVE SESSION FOR PERSONNEL DISCUSSION

9.1 The Board discussed a personnel issue. No actions will be taken.

10.0 MEETING ADJOURNED

DATE

APPROVED BY: MARY JO MATTHEWS
SECRETARY

SUBMITTED BY: BRENDA SMITH

APPROVED BY: CONOLY HESTER
CHAIR PERSON