

Advantage
Behavioral Health Systems
COMMUNITY SERVICE BOARD MEETING #80
January 22, 2002

BOARD MEMBERS PRESENT

Ed Glauser - Oglethorpe
Evelyn Bush – Walton
Carter Smisson – Jackson
David Levine – Clarke
Conoly Hester – Clarke
Tyrone Eaves - Greene
Gail Goldsmith– Morgan

John Davis – Clarke
Mary Jo Matthews – Madison
Paul Christensen – Jackson
Ina Brown-Brothers - Barrow
Anita Carson – Greene
Jim Hudson – Oconee

BOARD MEMBERS ABSENT

Mae Davis – Elbert

Shirley Segars – Barrow

ADVANTAGE BEHAVIORAL HEALTH SYSTEMS STAFF PRESENT

Terry Tellefson
Brenda Smith
Terri Weimorts
Tina Tarbox
Cindy Darden

Larry Gabriel
Angela Bray
Helen Kabat
Cecile Morgan
Terry Frazier

GUESTS

Margaret Bradford
Naomi Carter
Vernon Jackson
Barbara W. Reed

Suellen Simmons
George Bell
Ruth Langevin

The meeting was opened by Conoly Hester, Community Service Board (CSB) ChairPerson at 5:03 p.m.

1.0 ACTIONS

- 1.1 Motion to accept the agenda. Moved (John Davis); Seconded (Carter Smisson); Passed (Unanimously).
- 1.2 Motion to accept the minutes of the November 27, 2001 CSB Meeting. Moved (Carter Smisson); Passed (Unanimously).
- 1.3 Motion to adjourn meeting. Moved (Gail Goldsmith); Seconded (Ed Glauser); Passed (Unanimously).

2.0 OLD BUSINESS

- 2.1 The CSB Executive Committee did not meet January 8th due to meetings with the Regional Board.
- 2.2 An Ad Hoc Committee has been appointed to assist Tina Tarbox, Marketing and Public Relations with the Annual Report. The members are John H. Davis, Chairman, Paul Christensen, Shirley Segars, and Gail Goldsmith. The Committee will meet with Ms. Tarbox; Dr. Davis will contact members regarding the date.

- 2.3 Larry Gabriel, Business Manager, distributed information sheets and reported on the Procurement and Property Services. Prior to implementation of this service, purchasing was decentralized. Staff is responsible for handling surplus property and recyclable equipment, inventory, and centralized purchases. Mark Stricklett is the Manager of the Procurement Department.
- 2.4 Mr. Gabriel reported on transportation issues. We have been transporting consumers for three (3) months. Effective January 1, 2002, the Department of Human Resources (DHR) endorsed the contract wherein Advantage is the primary contractor. Mr. Gabriel commended Service Center and Day Treatment staff for transporting consumers and keeping track of the required data.

3.0 NEW BUSINESS

- 3.1 Cindy Darden, Ph.D., Clinical Director reported on group therapy. Dr. Darden and Ms. Tarbox have researched information regarding group therapy. Group therapy is as effective as individual therapy. Dr. Darden shared correspondence that has been distributed to all clinical staff. The information consists of a consumer guide which is a tool that was developed by the American Group Therapy Association; a survey for staff to complete regarding their comfort level; and information on Obsessive Compulsive Disorder (OCD) and OC spectrum disorders. Effective at the end of January, clinicians are expected to have conducted one (1) group session. Correspondence will be distributed to all consumers regarding the group therapy model.
- 3.2 Cecile Morgan, Residential Services Director reported that Advantage was awarded the Shelter Plus Care (HUD) Grant. It is a five (5) year grant totaling \$480,000, which is to be used for providing services to homeless individuals with severe mental illness. HUD will provide shelter for the nine (9) outline counties. Athens-Clarke County has its own HUD initiatives and homeless programs. The Department of Community Affairs will work with Advantage in providing training and ongoing technical assistance.

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

- 4.1 Ms. Tarbox has prepared a document on the efficacy of the Group Therapy Model. A copy of this document will be submitted to Board members.
- 4.2 Ed Glauser, CSB Representative for Oglethorpe County congratulated staff for developing the Employee Input Survey. The results will be compiled and reviewed by the Management Team. An Action Team will be appointed to address these issues. This survey will be conducted on a six (6) months basis. Dr. Levine recommended that Mr. Tellefson inform staff about happenings/issues in the Director's comment section of the ABHS Connection.
- 4.3 Ms. Morgan reported on the licensing standards for MH/MR/SA residential housing. The standards were reviewed by the Department of Human Resources (DHR) Board last week and will be distributed for public comments within the next few days.
- 4.4 Terri Weimorts, Transitional Services Director reported on the Community Support Individual (CSI) positions. All adult staff positions have been filled in the Clarke, Walton, Barrow, Morgan and Oconee Clinics, and Ms. Weimorts is currently interviewing applicants for the Children and Adolescent CSI positions. Eventually, there will be an adult worker and a child/adolescent worker in each Clinic. CSI provides community based services on a monthly basis (medication monitoring, symptom assessment).

- 4.5** Helen Kabat, Continuous Quality Improvement Director reported on the audit conducted by American Psyche System (APS) in November 2001. The programmatic score was 52%. This shows how Advantage is meeting the utilization guidelines for staff to client ratio and qualifications for each program. The quality of documentation (clinical billing) score was 69%, and the billing percentage score was 67%. Areas of deficiency included: lack of endorsement on Individualized Service Plans (ISP), conflicting dates on billing ledgers, missing progress notes and units, and absence of physician authorization for services.

5.0 BOARD REPORTS

- 5.1** Executive Committee - Ms. Hester reported that the Committee did not meet in January due to Regional Board meetings.
- 5.2** Finance Committee - Gail Goldsmith, CSB Representative for Morgan County reported on the auditor's annual report ending June 30, 2001. The auditors stated, "Such information has been subjective to the auditor procedures applied in the audit of the financial statement. In our opinion, it is fairly stated in all material respects in relation to the financial statements taken as a whole". On the issue of compliance on internal control of financial reporting, the auditors stated: "The results of our test disclosed no instances of non-compliance that are required to be reported on a government audit standard. We noted no matters involving the internal control of a financial reporting and its operation that we consider to be material weaknesses". Ms. Goldsmith distributed and reported on financial statements for the month ending December 31, 2001.
- 5.3** Membership & Nominations Committee - Dr. Davis has been appointed the Chairman of the Committee. Members are Evelyn Bush, Anita Carson, and Shirley Segars. Dr. Davis will plan a committee meeting to address issues regarding reappointment and terms. He will report to the CSB in February. An orientation for new Board members will be scheduled prior to February CSB Meeting; Dr. Davis will follow up with Mr. Tellefson and Ms. Hester. Interested Board members may attend. Dr. Davis reported on the CSB Association Meeting, January 17, 2001. He and Mr. Tellefson attended in conjunction with the CSB Day at the Capitol. The following information was distributed for CSB to review: 1) Information from Steve Anthony, Legislative Educator; 2) An article from the Atlanta Journal Constitution entitled '2002 Georgia Legislature: Disabled Georgians: Flaws in 1993 law spur new approach; and 3) Minutes of the CSB Association Meeting, November 9. Dr. Davis has been appointed Vice Chair of the CSB Association.
- 5.4** Legislative Committee - Jim Hudson, CSB Representative for Oconee County and David Levine, CSB Representative for Athens-Clarke County have been appointed the Co-chair of the committee. Mr. Hudson has sent correspondence to the 10-county legislators; CSB members were provided a copy of the document. Dr. Levine reported on scheduled events at the Capitol: 1) Mental Health Day, February 7, 2002; and Developmental Disability Day, February 28, 2002. Dr. Levine requested that transportation be provided for these events. The Administrative Office will follow up with Board members.
- 5.5** Bylaws & Policy Committee - Mae Davis, CSB Representative for Elbert County has resigned the duties of ChairPerson. Mary Jo Matthews, CSB Representative for Madison County has been appointed the ChairPerson. Ms. Matthews reported that the committee met today. They reviewed the Board Governance Policies. The following policies were distributed for CSB to review: Mission, Values, & Strategic Directions; Philosophy; Governing Body - Input from Persons Served; Organizational Leadership - Governance; Organizational Leadership - Delegation of Board

Authority; Governing Body - Selection and Appointment; Governing Body - Community Service Board's Conflict of Interest Policy; Governing Body - Community Service Board Member Code of Ethics; Governing Body - Meeting and Minutes; Governing Body - Standing Committees; Governing Body - New Member Orientation; Governing Body - Annual Review; Governing Body - Community Service Board Annual Self-Evaluation; Organizational Leadership - Executive Director; and Organizational Leadership - Executive Director Review. These policies will be addressed at the CSB Workday on February 12th, and a final draft will be submitted for approval at the CSB meeting on February 26th.

5.6 Rights of Persons Served Committee - Mr. Glauser has been appointed as Chairman of the committee. The committee is scheduled to meet January 29 at 3:30 p.m. to address incident issues in full detail. In November 2001, there were seventeen (17) incident reports, three (3) complaints, and one (1) death. In December 2001, there were twenty-five (25) incident reports, six (6) complaints, and two (2) deaths.

6.0 REPORT FROM EXECUTIVE DIRECTOR

6.1 Mr. Tellefson reported that the Regional Board and the Regional Board Executive Committee have met on several occasions regarding the corrective action plan, which was developed from the recent audit, conducted by DHR. The Regional Board recommended that ABHS follow up with the corrective action that was originally submitted. The Regional Board has established some benchmarks for implementation by ABHS. These issues were addressed with Margaret Bradford, Regional Board Executive Director, and they will be further addressed at the Regional Board Executive Committee Meeting, January 28. A final copy will be submitted to ABHS and the benchmarks will be discussed at the CSB Workday.

6.2 Mr. Tellefson reported on medication issues. Carolyn McKeown, Registered Nurse (RN) and Fred Eckhardt, Out Patient Coordinator directed a procedure, which will be incorporated into the overall medication policy. Mary Lou Rahn, DHR, and Herbert Ellis, Pharmacist at Georgia Mountains CSB reviewed the document. The document states that medication management is defined as a process whereby medication is provided to a consumer either by written prescription or through physician's samples or through indigent program and it includes all required documentation by doctors and nurses. Indigent packages will not be opened. This process will be implemented by February 1. Mr. Tellefson is scheduled to meet with Ms. McKeown and Mr. Eckhardt to address implementation on January 29.

6.3 Dr. Darden reported that she and Ms. McKeown met with a representative of the Pharmacy Department of the University of Georgia concerning the possibility of including ABHS in the rotation for doctoral students. Possibly in May, a student will be assigned to the Medical Department to assist in the pharmacy area.

6.4 Paul Christensen, CSB Representative for Jackson County requested a copy of the Regional Board's Option #2 Plan. Mr. Tellefson informed him that the document would be distributed at the CSB Work Day.

7.0 REPORT FROM CSB CHAIRMAN

7.1 Ms. Hester reported that the CSB Work Day is scheduled for February 12, 2002, 10:00 - 2:00 p.m. at Barrow County Clinic. The agenda was distributed.

7.2 The Mental Health Association is hosting an annual banquet on February 18, 2002 at the Georgia Center for Continuing Education.

8.0 REPORT FROM THE REGIONAL BOARD EXECUTIVE DIRECTOR

8.1 Ms. Bradford reported on the Regional Board's action plan. The Board approved the corrective plan, which concerns quality improvement and the development of benchmarks that focus on outcomes. The Regional Board will do a contract amendment that will reference the document and have specific contract requirements relating to the plan of correction. The action plan will be submitted to ABHS February 1. Financial sanctions will be attached to each benchmark. If a benchmark is not achieved, sanctions will be required to come from Administrative or Management functions, and there will be no reduction in direct care. The Board will discuss defining a level of lack of achievement of the benchmarks that are not acceptable. If that happens, the Board will recommend the CSB to take the necessary actions to assure that compliance occurs. The Regional Board has requested the DHR Team conduct an audit of ABHS in May so that they may have follow-up review findings when considering contract renewal July 1. Ms. Bradford informed that the Regional Board asked Boyd McLocklin, Executive Director of Georgia Mountains CSB, to meet with them to discuss whether the Board could assume the ABHS contract effective July 1, if ABHS does not achieve the required benchmarks. Mr. McLocklin will report to the Regional Board in April. Mr. Christensen suggested that, prior to any actions by the Regional Board, DHR and APS should perform an evaluation on Georgia Mountains CSB to make sure that the organization is in compliance. Ms. Bradford offered to meet with the CSB at the Work Day to address the benchmarks.

9.0 PUBLIC ACCESS

9.0 No one present to address the Board.

10.0 MEETING ADJOURNED

DATE

APPROVED BY: MARY JO MATTHEWS
SECRETARY

SUBMITTED BY: BRENDA SMITH

APPROVED BY: CONOLY HESTER
CHAIR PERSON