



South Georgia Community Service Board Meeting Minutes
Cook Service Center
Tuesday, June 25, 2024 2:00-3:00pm

Members:
X= Present
A= Absent
E= Excused
C= Call in

X	Connie Graham, Ben Hill County	X	Judge Judy Mullis, Lanier County (Elected Official)
X	Gerry Folsom, Brooks County <i>Secretary/Treasurer</i>	X	Bill Slaughter, Lowndes County (Elected Official)
A	Comm’r. Audie Rowe, Cook County (Elected Official)	E	Cindy Vickery, Lowndes County, <i>Vice-Chair</i>
X	Randy Lane, Cook County, <i>Chairman</i>	X	Maj. Chris Griffin, Tift County
E	Dr. Emethel Mizell, Irwin County	X	Juretha McMillian, Turner County
X	Pam Cartwright, Chief Executive Officer	X	Dr. Jaymal Patel, Chief Medical Director
X	William Huling, Chief Financial Officer	E	Paivi Parssinen, Chief Quality Officer
E	Mallory Sims, Chief Clinical Officer	X	Marcy Crews, Chief Compliance Officer
	Jimmy Bennett, Behavioral Health Regional Services Administrator, DBHDD	X	Timothy Hester, Developmental Disabilities Regional Services Administrator, DBHDD
X	Candice Ingram, Executive Assistant		

Mission	Vision	Values
To provide the highest quality behavioral health and developmental disabilities services to individuals, their families, and the community through prevention, intervention, treatment, and education.	All people are accorded respect, dignity, and opportunity to achieve their full potential free from stigma and prejudice.	<ul style="list-style-type: none"> ● Collaboration ● Excellence ● Inclusiveness ● Integrity ● Respect

Agenda Items	Discussion	Follow-up Actions
1. Welcome	<ul style="list-style-type: none"> Mr. Lane called the meeting to order and welcomed everyone in attendance. 	
Chairman Report:		
1. Mission, Vision, and Values	<ul style="list-style-type: none"> At Mr. Lane’s request, Ms. Cartwright reviewed the Mission, Vision, and Values. 	
2. Approval of Agenda	<ul style="list-style-type: none"> Mr. Lane advised that the agenda for today’s meeting was placed in the CSB Member Shared Folder for review. Mr. Slaughter made a motion to approve the agenda as written. Mr. Griffin seconded the motion. The agenda for today’s meeting was unanimously approved. 	
3. Approval of Minutes	<ul style="list-style-type: none"> Mr. Lane advised that the minutes for the 3/26/24 CSB meeting, the 12/28/23 and 2/22/24 Governance, Risk, and Compliance Committee meeting, the 1/19/24 RRE Committee meeting, the 3/6/24 P&T Committee meeting, the 3/5/24 and 4/2/24 Quality Council meeting, the 4/9/24 Governance Committee Meeting, and the 5/24/24 Finance Committee Meeting were placed in the CSB Member Shared Folder for review. Ms. Mullis made a motion to approve all the minutes as written. Mr. Slaughter seconded the motion. All Meeting minutes were unanimously approved. 	
4. CSB Subcommittee Updates	<ul style="list-style-type: none"> Mr. Lane requested that each of the CSB Subcommittees provide reports. <ul style="list-style-type: none"> <u>Governance Committee</u>: The Governance Committee met on 4/9/2024. Ms. Cartwright reported on behalf of Ms. Mullis, Committee Chair. <ul style="list-style-type: none"> The Governance Committee nominated the current Board Officers for re-election (Chairman-Randy Lane, Vice-Chair- Cindy Vickery, Secretary/Treasurer- Gerry Folsom). A call for additional nominations from the floor was made and no additional nominations were made. After discussion, Mr. Graham made a motion to re-elect the current Board Officers for another term. Mr. Griffin seconded the motion. The Board Officers were unanimously re-elected to their positions. <u>Finance Committee</u>: The Finance Committee met on 5/24/2024 and the full report will be provided today during the CFO report. 	<ul style="list-style-type: none"> Committees will continue to provide updates at each meeting.

<p>Public Comments:</p>	<ul style="list-style-type: none"> Mr. Hester stated that Commissioner Tanner would like to see more communication from DBHDD at the point of service. Therefore, he has appointed a Regional Coordinator to work alongside the Deputy Assistant Commissioner to reach out and maintain relationships with community stakeholders. In Region 4, Ms. Rachel Palmer, formally from Georgia Pines, has been named as the Regional Coordinator. 	
<p>CEO Report:</p> <ol style="list-style-type: none"> ASO Audit Results HR Announcement GACSB Announcement House Bill 883 Update FY25 SWOT Analysis 	<ul style="list-style-type: none"> Ms. Cartwright announced the results of the ASO Audit, which took place from 4/29-5/1/24. She stated that the scores Legacy received were among the highest in the state. She thanked all of the Board members for their ongoing support. Ms. Cartwright announced that Ms. Leigh Westholm has been named as the new Director of Human Resources. Ms. Westholm will be shared with Claratel (formerly known as Dekalb CSB). Ms. Cartwright stated that Ms. Robyn Garrett has resigned from her role as the CEO of the GACSB. Interim GACSB leadership has been identified and implemented and recruitment efforts are underway for the CEO of the GACSB position. Ms. Cartwright announced that the GA State Assembly has retracted House Bill 883. Therefore, it will be next year before the Bill goes back for vote. Meanwhile, all CSB meetings will continue to require that they be held in person until and when the Bill passes to allow virtual meetings. Ms. Cartwright reviewed the FY25 LBH SWOT Analysis. Board discussion and feedback was provided and included the following: <ul style="list-style-type: none"> <u>Strengths:</u> Experienced and supportive CSB; Focus on quality outcomes; Regulatory Compliance and Feedback; Market based wages allowing LBH to compete for best candidates; Community outreach efforts, CCBHC Grant; Region 4 & 5 GHV 	<ul style="list-style-type: none"> CARF preparations are underway, as it comes in 2025. Updates will be provided as they are available. Any additional feedback can be sent to Ms. Cartwright or Ms. Ingram.

	<ul style="list-style-type: none"> ○ <u>Weaknesses:</u> Lack of qualified staff to fill critical positions; High staff turnover; lack of leadership “depth”; Required state benefit costs; ○ <u>Opportunities:</u> Continued transition into the CCBHC Model; Leadership training; Expansion into Region 5 GHV; Expansion of Community support and education, grants. ○ <u>Threats:</u> Inflationary Forces impacting wages and supplies; External factors including cyber threats, weather disasters, disruptions in supply chain, pandemic, and civil unrest associated with political or social unrest. Change in DBHDD/State funding changing from fixed amount to cost based, enhanced audits and surveys focusing on billing/documentation. 	
6. Legacy Logo Change	<ul style="list-style-type: none"> ● Ms. Cartwright discussed a leadership recommendation to update our current cursive logo to eliminate the cursive writing. Since cursive writing is no longer being required in many schools, Legacy is currently the only CSB still using it in our logo. She noted that with the current and ongoing adoption of the CCBHC Care Model which focuses care on the “whole” person including behavioral health, primary care screenings, and access to care, it would be a natural time to review updating the logo, mission, vision and values. Several examples of updated logos were reviewed and discussed. Mr. Slaughter made a motion to approve the logo. Mr. Graham seconded the motion. The new Legacy logo was approved unanimously. 	<ul style="list-style-type: none"> ● The new logo, mission, vision and values will be introduced to staff and incorporated into media and documents in an efficient and cost-effective manner during the upcoming months.
7. Proposed Mission, Vision, and Values	<ul style="list-style-type: none"> ● Ms. Cartwright presented and reviewed draft Mission, Vision, and Values statements with the CSB. After discussion, Mr. Slaughter made a motion to approve the Mission, Vision, and Values as presented. Ms. Mullis seconded the motion. The proposed Mission, Vision, and Values were unanimously approved. 	
8. West Park Update	<ul style="list-style-type: none"> ● Ms. Cartwright stated that the West Park Group Home was currently being supplied with staff via a staffing agency. Due to difficulties in maintaining both leadership and staffing and the extensive amount of LBH leadership time being dedicated to insuring compliance with regulatory and operational 	<ul style="list-style-type: none"> ● Updates will be provided on a regular basis.

<p>9. FY24 Q3 Strategic Business Plan Update</p> <p>10. FY24 Annual Board Education & Development Report</p>	<p>requirements, the leadership team has evaluated both the pros and cons of keeping the West Park Group Home in operation. After reviewing the LBH leadership feedback, discussion occurred including input from Mr. Hester. A mutual decision was made for Legacy to restaff West Park with qualified LBH employees and to re-evaluate the situation in six months. Mr. Slaughter made a motion to approve the recommendations. Ms. Folsom seconded the motion. The decision to restaff West Park and re-evaluate in six months was unanimously approved.</p> <ul style="list-style-type: none"> • Ms. Cartwright presented and reviewed the Seven Pillars of Excellence, as defined by the LBHS Strategic Business Plan. She reviewed the goals and objectives set for each of the pillars for FY24 and provided an update for each pillar. • Ms. Cartwright shared the FY24 Board Education & Development provided to the Board Members. She also discussed upcoming educational activities that Board Members were encouraged to attend. These include the following: <ul style="list-style-type: none"> ○ <u>2024 GACSB Board Retreat</u> will be held August 4-6, 2024 in Young Harris, GA. Mr. Graham will represent the Board at this meeting. ○ <u>2024 GACSB Educational Exchange</u> will be held October 27-29 at Lake Lanier. The exchange will have a track for IDD, one for Leadership, and one for Board Members. CSB Members were encouraged to attend. 	<ul style="list-style-type: none"> • The Annual FY24 Report will be provided at the 06/24 CSB meeting. • Anyone interested in attending any educational opportunities should notify Candice.
<p>Chief Operating Officer Report</p> <p>1. FY25 Quality Management Plan</p> <p>2. FY24 Quality Indicators</p>	<ul style="list-style-type: none"> • In Ms. Parssinen’s absence, Ms. Cartwright announced that the FY25 Quality Management Plan has been placed in the CSB Member Shared Folder for review. Ms. McMillian made a motion to approve the FY25 Quality Management Plan. Mr. Griffin seconded the motion. The FY25 Quality Management Plan was unanimously approved. • Ms. Cartwright stated that the FY24 Quality Indicators were placed in the CSB Member Shared Folder for review. 	<ul style="list-style-type: none"> • Ms. Parssinen will continue to provide updates, as they become available.

<p>3. Grant Updates</p> <p>4. Region 5 GHVP</p>	<ul style="list-style-type: none"> Ms. Cartwright announced that Legacy is continuing to apply for applicable federal and local grants. LBH was recently awarded the Bruce Williams Leacy Grant, through the Greater Valdosta United Way. This grant, totaling \$25,800, will be used to remodel the lobby of the Lowndes Outpatient Clinic. Ms. Cartwright announced that Legacy received the Region 5 GHVP contract for FY25. Efforts are underway to recruit staff in the Savannah area. 	<ul style="list-style-type: none"> Grant updates will be provided, as they become available. Updates will be provided, as they become available.
<p>Chief Clinical Officer Report:</p> <p>1. Community Outreach</p> <p>2. KPI Update</p> <p>3. Program Updates</p>	<ul style="list-style-type: none"> Ms. Cartwright provided the Chief Clinical Officer report in Ms. Sims’s absence. She stated that LBHS has worked to promote our services within our 10-county service area. She shared photographs of staff at these community events, including the Mental Health Proclamation signings during the month of May. Ms. Cartwright provided the FY24 Q3 KPI Report for Medical Providers, Outpatient Services, and the CSU. She provided an explanation for the three (3) standards where the benchmarks were not met. Of the 3 remaining standards, the DBHDD has announced that the 2 group standards will be eliminated starting in FY25. New KPI Standards will be added starting in FY25. Due to Ms. Sims’s absence, the outpatient program updates will be provided at 07/24 CSB Meeting. 	<ul style="list-style-type: none"> Community Outreach updates will continue to be shared at future CSB meetings. Updates will be provided quarterly.
<p>Compliance Officer Report</p> <p>1. FY24 Q3 Risk Management Plan Update</p> <p>2. FY24 Q3 Accessibility Plan Update</p>	<ul style="list-style-type: none"> Ms. Crews stated that the FY24 Q3 Risk Management Plan Update was placed in the CSB Member Shared Folder for review. Ms. Crews reviewed the Quarter 3 accomplishments/highlights with the Board. Ms. Crews stated that the FY24 Q3 Accessibility Plan Update was placed in the CSB Member Shared Folder for review. Ms. Crews reviewed the Quarter 3 accomplishments/highlights with the Board. 	<ul style="list-style-type: none"> Ms. Crews will continue to provide updates quarterly. Ms. Crews will continue to provide updates quarterly.

<p>3. FY24 Q3 Compliance Plan Update</p>	<ul style="list-style-type: none"> Ms. Crews stated that the FY24 Q3 Compliance Plan Update was placed in the CSB Member Shared Folder for review. Ms. Crews reviewed the highlights of the plan with the Board. 	<ul style="list-style-type: none"> Ms. Crews will continue to provide updates quarterly.
<p>4. Residential Changes</p>	<ul style="list-style-type: none"> Ms. Crews announced that, after the recent audit was performed, two residential sites were reclassified from CRR1 to CRR3. 	
<p>Chief Medical Officer Report 1. Medical Student Rotations</p>	<ul style="list-style-type: none"> Dr. Patel announced that LBHS will <u>continue to be the psychiatric rotation site for students from Mercer University</u>. The goal of the program is to educate and train students as a quality education site. Students spend half a day at the BHCC with Dr. Patel and half a day at the Outpatient Clinic with Dr. Thanki. 	
<p>Chief Financial Officer Report 1. Financials 2. Pharmacy Operations 3. FY25 Budget Assumptions</p>	<ul style="list-style-type: none"> Mr. Huling presented, reviewed, and discussed the financial results for May 2024 and FY24 YTD, including Revenue and Expenses. He also reviewed and explained each of the Financial KPIs. Mr. Huling reminded Board Members that Legacy has been in negotiations with Genoa Healthcare to sell our Outpatient Pharmacy operation. He reviewed the pros of proceeding with the sale vs the cons of continuing to operate the outpatient Pharmacies. He stated that Senior Leadership is recommending that we continue to move forward with discussions at this time. A meeting is scheduled with Genoa tomorrow. Mr. Huling presented and reviewed the FY25 Budget Assumptions. Mr. Slaughter made a motion to approve the FY25 Budget Assumptions, as presented. Mr. Graham seconded the motion. The FY25 Budget Assumptions were unanimously approved. 	<ul style="list-style-type: none"> Mr. Huling will provide a financial report at each meeting. After the final draft agreement is obtained from Genoa Healthcare, it will be discussed with the Board.
<p>CSB Effectiveness Survey</p>	<ul style="list-style-type: none"> Ms. Cartwright thanked board members for the meeting feedback that they have submitted at the conclusion of board meetings. All feedback is anonymous and will be shared on a bi-annual basis with the board membership to continue 	

	to improve the quality of board meeting content and communication. She encouraged everyone to provide ongoing feedback.	
Next Meeting	<ul style="list-style-type: none"> Tuesday, July 23, 2024 2:00pm Cook Outpatient Clinic Conference Room 	

Recorded by: Candice Ingram

Minutes Approved By:

Randy Lane

Randy Lane, Chairman

7/23/2024

Date