



South Georgia Community Service Board Meeting Minutes
Cook Service Center
Tuesday, July 23, 2024 2:00-3:00pm

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

E	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)
E	Comm’r. Audie Rowe, Cook County (Elected Official)	X	Cindy Vickery, Lowndes County, <i>Vice-Chair</i>
X	Randy Lane, Cook County, <i>Chairman</i>	X	Maj. Chris Griffin, Tift County
X	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	X	Paivi Parssinen, Chief Quality Officer
X	Mallory Sims, Chief Clinical Officer	X	Marcy Crews, Chief Compliance Officer
X	Todd Jones, Programs Specialist, Office of Children, Young Adults, and Families, DBHDD	X	Timothy Hester, Developmental Disabilities Regional Services Administrator, DBHDD
X	Candice Ingram, Executive Assistant		

Mission	Vision	Values
<i>Empower hope and wellness through exceptional personalized care.</i>	<i>LBH envisions communities free of stigma built on compassion and hope, bridging mental and physical health.</i>	<ul style="list-style-type: none"> • <i>Access</i> • <i>Accountability</i> • <i>Collaboration</i> • <i>People</i> • <i>Quality</i>

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 2. Approval of Agenda 3. Approval of Minutes 4. CSB Subcommittee Updates 5. FY25 LBHS Succession Plan	<ul style="list-style-type: none"> At Mr. Lane’s request, Ms. Cartwright reviewed the Mission, Vision, and Values. Mr. Lane advised that the agenda for today’s meeting was placed in the CSB Member Shared Folder for review. Mr. Griffin made a motion to approve the agenda as written. Mr. Slaughter seconded the motion. The agenda for today’s meeting was unanimously approved. Mr. Lane advised that the minutes for the 6/25/24 CSB meeting, the 2/22/24 Infection Control Committee meeting, and the 6/4/24 Quality Council 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. 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 7/15/2024 and the minutes were placed in the CSB Member Shared Folder. <u>Finance Committee</u>: The Finance Committee met on 7/19/2024 and the minutes were placed in the CSB Member Shared Folder. The full report will be provided today during the CFO report. <p>Mr. Slaughter made a motion to approve the Governance Committee and Finance Committee minutes, as written. Dr. Mizell seconded the motion. Both sets of Committee minutes were unanimously approved.</p> Mr. Lane advised that the Executive Committee met on 7/17/24 and the minutes were placed in the CSB Member Shared Folder. Mr. Slaughter made a motion to approve the minutes, as written. Mr. Griffin seconded the motion. The Executive Committee minutes were unanimously approved. Mr. Lane also advised that the FY25 LBHS Succession Plan was placed in the CSB Member Shared Folder for review. Ms. Cartwright stated that there were no 	<ul style="list-style-type: none"> Committees will continue to provide updates at each meeting.

	<p>changes made to this year’s plan. Mr. Griffin made a motion to approve the FY25 LBHS Succession Plan. Mr. Slaughter seconded the motion. The FY25 LBHS Succession Plan was unanimously approved.</p>	
<p>Public Comments:</p>	<ul style="list-style-type: none"> • Ms. McMillian introduced the guests she brought to the meeting. • Mr. Hester stated that the new Medicaid waiver rates are now being operationalized and agencies should see back payments to 7/1/24. • Mr. Jones introduced himself and stated that he was attending today’s meeting in Mr. Bennett’s absence. He stated that a Behavioral Health rate study is being conducted, the first since 2009. He also reminded everyone of the appointment of 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> <p>1. FY25 Annual Board Education & Development</p> <p>2. Board Job Descriptions</p>	<ul style="list-style-type: none"> • Ms. Cartwright shared the upcoming FY25 Board Education & Development opportunities provided to the Board Members. 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. Ms. Cartwright is planning to attend this event. ○ <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. • Ms. Cartwright stated that the Governance Committee discussed the Board Member desire to review their job descriptions regularly. The Committee has decided that Job Descriptions should be distributed for signature annually. The job descriptions have also been placed in the CSB Member Shared Folder for review. 	<ul style="list-style-type: none"> • Anyone interested in attending any educational opportunities should notify Candice.

<p>3. Annual CSB Surveys</p>	<ul style="list-style-type: none"> Ms. Cartwright reminded everyone in attendance that CARF requires that we survey the Board annually. She stated that the Governance Committee reviewed and approved the questions for the surveys at their meeting last week. All Board Members will be receiving two anonymous surveys: The Annual Board Members Survey and the Annual Board Member Self-Assessment Survey. 	<ul style="list-style-type: none"> Results will be presented at the next meeting.
<p>4. CSB Meeting Effectiveness Survey</p>	<ul style="list-style-type: none"> Ms. Cartwright stated that the Governance Committee also reviewed the results of the CSB Meeting Effectiveness Survey and created Action Plans for items not receiving “strongly agree”. She reviewed the results and the Action Plan for each question. 	<ul style="list-style-type: none"> Ms. Cartwright will present the results bi-annually.
<p>5. LBHS Advisory Council Feedback</p>	<ul style="list-style-type: none"> Ms. Cartwright stated that LBHS has three Advisory Councils that meet quarterly: <ul style="list-style-type: none"> <u>IDD Advisory Council</u>: Last met 4/12/24- individuals were happy that they have been able to get back to work in their lawn business and cleaning business. These jobs allow individuals to experience a sense of normalcy and allow them to make money. <u>Peer Advisory Council</u>: Last met 6/14/2024- individuals expressed a need for transportation to and from appointments. <u>Consumer Advisory Council</u>: Last met 6/14/2024- individuals expressed a desire to obtain employment, but also shared a need for reliable transportation. Ms. Sims announced that LBHS is in the process of developing a Youth Advisory Council. 	<ul style="list-style-type: none"> Advisory Council Feedback will be shared quarterly.
<p>6. FY24 Annual Strategic Business Plan Report</p>	<ul style="list-style-type: none"> Ms. Cartwright stated that the full FY24 Annual Strategic Business Plan Report was placed in the CSB Member Shared Folder for review. She presented and reviewed the FY24 Annual Strategic Business Plan Report, reviewing the accomplishments made for each of the Seven Pillars of Excellence. Mr. Slaughter made a motion to approve the FY24 Annual Strategic Business Plan Report, as written. Ms. Vickery seconded the motion. The FY24 Annual Strategic Business Plan was unanimously approved. 	<ul style="list-style-type: none"> The Strategic Business Plan will continue to be updated quarterly.

<p>7. FY24 DEI Plan Annual Report</p>	<ul style="list-style-type: none"> Ms. Cartwright stated that the detailed FY24 DEI Plan Annual Review was placed in the CSB Member Shared Folder for review. She presented and reviewed the highlights from the plan, explaining the CLAS Standard Implementation and the introduction of CLAS Champions. She also stated the need to increase access for the Spanish-speaking population. Ms. Mullis made a motion to approve the FY24 DEI Plan Annual Review. Mr. Slaughter seconded the motion. The FY24 DEI Plan Annual Review was approved unanimously. 	<ul style="list-style-type: none"> The DEI Plan will continue to be updated quarterly.
<p>Chief Operating Officer Report</p> <p>1. FY24 KPI Report/FY25 KPI Changes</p> <p>2. FY24 Quality Outcomes</p> <p>3. FY25 Quality Indicators</p> <p>4. CCBHC Needs Assessment</p> <p>5. ALICE Reports</p>	<ul style="list-style-type: none"> Ms. Parssinen stated that all clinical KPIs were met for the year, except for Standard 5.2. This standard has been removed for FY25. Ms. Parssinen stated that the FY24 Quality Outcomes were placed in the CSB Member Shared Folder for review. If anyone has any questions, please feel free to contact her. Ms. Parssinen stated that the FY25 Quality Indicators are all now completed and under works and will measure 31 programs across 329 indicators monthly. FY25 indicators were placed in the CSB Member Shared Folder for review. Ms. Parssinen stated that, while the CCBHC grant was for Lowndes County only by SAMHSA, DBHDD requires that LBHS completes a Needs Assessment for our entire 10-county service area. This Needs Assessment will be very important since will drive the PPS payments. Ms. Parssinen introduced the ALICE (Asset Limited, Income Constrained, Employed) Report. These reports are available for each county in the state of Georgia. Each report contains data on household budgets, demographics, employment statistics, housing affordability, and other economic factors. She stated that a copy of each of our counties' report is available in the CSB Member Shared Folder for review. Details of the Irwin County report was shared as an example of the content. 	<ul style="list-style-type: none"> KPI Reports are given quarterly.


<p>6. Community Perception</p> <p>7. Staffing Challenges</p>	<ul style="list-style-type: none"> • Ms. Parssinen stated that LBHS has been striving to improve the community's perception of us. The goal is to make the communities we serve know that LBHS is here for them when they need us. We have done a lot of outreaches at the individuals served level and that is working well for communities to know available services. However, more work can be done at the legislator level to advocate for our community. • Ms. Parssinen stated that one of the greatest challenges we face as an organization is finding skilled employees. Quality of care will increase as these skilled individuals are hired. 	
<p>Chief Clinical Officer Report:</p> <p>1. Community Outreach</p> <p>2. Program Updates</p>	<ul style="list-style-type: none"> • Ms. Sims shared photographs of staff at community events around our service area. She stated that LBHS has participated in events weekly and will continue to spread awareness of our services to those in our community. • Ms. Sims provided Outpatient Program Update: <ul style="list-style-type: none"> ○ <u>Supported Employment</u>: Ms. Sims stated that Supported Employment is fully staffed. Mr. Austin Wallace has also been leading the Steering Committee Meetings. She provided the number of individuals enrolled in the program as well as the number of individuals that are employed. ○ <u>ACT</u>: Ms. Sims stated that ACT had their Fidelity Audit on 7/12. She also stated that a fully licensed therapist has been hired for ACT. She provided the number of individuals enrolled in the program. ○ <u>PATH</u>: Ms. Sims provided the number of contacts made this year by the PATH Team. She also provided the number of individuals enrolled in PATH services, the number enrolled in Outpatient Services, and the number that have been successfully housed. ○ <u>MAT</u>: Ms. Sims stated that a therapist has been hired for MAT, as well as a new Team Lead. She provided the number of individuals enrolled in MAT and stated that they are actively enrolling new clients weekly. ○ <u>Outpatient Services</u>: Ms. Sims stated that four new APEX therapists have been hired for the upcoming school year. She also stated that the Co- 	<ul style="list-style-type: none"> • Community Outreach updates will be shared at each meeting. • Outpatient Program Updates will be provided at each meeting.

<p>3. KPI Update</p>	<p>Responder Program is going well, with Ms. Kristin Goin partnering with Valdosta Police Department, Lowndes County Sheriff's Office, and the Hahira Police Department.</p> <ul style="list-style-type: none"> Ms. Sims provided the FY24 Year End KPI Report for Medical Providers, Outpatient Services, and the CSU. 	
<p>Compliance Officer Report</p> <p>1. FY24 End of Year Risk Management Plan Update</p> <p>2. FY24 End of Year Accessibility Plan Update</p> <p>3. FY24 End of Year Compliance Plan Update</p>	<p>Ms. Crews stated that the FY24 End of Year Risk Management Plan Update was placed in the CSB Member Shared Folder for review. Ms. Crews reviewed the accomplishments/highlights with the Board. Mr. Slaughter made a motion to approve the plan, as written. Ms. Mullis seconded the motion. The FY24 End of Year Risk Management Plan Update was unanimously approved.</p> <p>Ms. Crews stated that the FY24 End of Year Accessibility Plan Update was placed in the CSB Member Shared Folder for review. Ms. Crews reviewed the accomplishments/highlights with the Board. Mr. Slaughter made a motion to approve the plan, as written. Ms. Mullis seconded the motion. The FY24 End of Year Accessibility Plan Update was unanimously approved</p> <p>Ms. Crews stated that the FY24 End of Year Compliance Plan Update was placed in the CSB Member Shared Folder for review. Ms. Crews reviewed the highlights of the plan with the Board. Ms. McMillian made a motion to approve the plan, as written. Ms. Vickery seconded the motion. The FY24 End of Year Compliance Plan Update was unanimously approved</p>	<ul style="list-style-type: none"> Ms. Crews will continue to provide updates quarterly. Ms. Crews will continue to provide updates quarterly. Ms. Crews will continue to provide updates quarterly.
<p>Chief Financial Officer Report</p> <p>1. Financials</p> <p>2. Pharmacy Operations</p>	<ul style="list-style-type: none"> Mr. Huling presented, reviewed, and discussed the financial results for June 2024 and FY24, including Revenue and Expenses. He also reviewed and explained each of the Financial KPIs. Mr. Huling stated that a contract with Genoa to purchase and assume LBH Outpatient Pharmacy operations has been delivered and he has been reviewing 	<ul style="list-style-type: none"> Mr. Huling will provide a financial report at each meeting. After the final draft agreement is obtained

3. FY25 COLA	<p>it. He stated that sublease agreements are being drafted and will be sent to them with the contract. He also announced that Genoa has agreed to purchase any unopened medications that have a shelf life greater than 180 days. Once the contract has been reviewed, closing can take place in a week.</p> <ul style="list-style-type: none"> • Mr. Huling announced that the FY25 COLA has been granted to all full-time employees. Those making less than \$75,000 annually will receive a 4% pay increase. Those making above \$75,000 will receive a \$3,000 payment. 	from Genoa Healthcare, it will be discussed with the Board.
CSB Effectiveness Survey	<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, September 24, 2024 2:00pm Cook Outpatient Clinic Conference Room 	
Adjournment	<ul style="list-style-type: none"> • Mr. Slaughter made a motion to adjourn today's meeting. Dr. Mizell seconded the motion. The meeting was adjourned. 	
Announcement	<ul style="list-style-type: none"> • The Mental Health Corporation will meet immediately following today's CSB Meeting. 	

Recorded by: Candice Ingram

Minutes Approved By:


Randy Lane, Chairman

9/24/2024
Date