



A Community Mental Health / Developmental Disabilities / Addictive Diseases Program

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**NEW HORIZONS BEHAVIORAL HEALTH
BOARD OF DIRECTORS**

April 13, 2020 Via Teleconference

Members Present: David Ranieri, Joseph Williams, Edwina Turner,
Sherrell Terry, April Hughes, Karen Johnson,
Nancy Schroeder, Sandra Gill, and Linda McElroy

Members Excused: Damon Hoyte, LaVerne Chaffin, and Ed Harbison

Staff Present: Andrea Winston, Valerie Bowden, Denise Wade,
Susan Gallagher, Randall Newberry, and Molly Jones

CALL TO ORDER: The meeting was called to order at 3:32 p.m. A quorum was established at that time.

For safety concerns during Covid-19 pandemic, today's meeting is a teleconference call and, in accordance with the GACSB rules, will be recorded. Board members were made aware of this prior to the call and it was announced upon dialing in to the call. Molly Jones did a roll call of Board members and staff participating in the call.

RECOGNITION OF GUEST(S) ATTENDING TODAY'S MEETING: No guests were on the teleconference call.

*** SECRETARY'S MINUTES (Approval of February 10, 2020 minutes):** M/S/P Joseph Williams/Edwina Turner to approve the minutes of February 10, 2020 meeting, Board approved.

COVID-19 PREVENTION RESPONSE & FINANCIAL REPORT: Andrea acknowledged and thanked all Board Members who were able to join in on the call. She stated that while the past weeks have been a time of great stress and uncertainty, the work of New Horizons is critical to our most vulnerable population and we are making every effort to provide services within the guidelines to our individuals during this time. The NH team has been amazing in dealing with all the changes for our individuals, our staff, and the economic impact of Covid-19.

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For Our New Normal, Andrea reported the following:

Program Changes by Service Type

MH and AD Case Management Programs - Continue to be provided face to face on a limited basis, but mostly via telephone.

MH and AD Day Programs - Closed to individuals, staff continues to work at centers, but make billable calls to individuals. Services were previously 4-5 hours per day, but are now 30-60 minutes if the individuals opt to participate daily. This has drastically reduced revenue at these programs.

MH and AD Outpatient Clinics - All clinics remain open for individuals to come in, however, we are offering telephonic /video chat appointments. Intakes and appointments for hospital discharges are still available.

MH and AD Clubhouse - All Clubhouses and Peer Support Centers are closed to individuals. Staff continues to remain connected with their individuals via phone calls, social media events, YouTube channels, and virtual 12 step meetings. One clubhouse is offering a virtual cooking class for children.

MH and AD Residential Services - All residential programs continue to operate using social distancing such as in room meals and spacing of furniture around the periphery of the rooms to encourage the 6 ft. distancing.

Administrative Departments - Administrative departments have been scaled down and several work from home. All agency meetings are conducted via teleconferencing or video chat platforms. Many staff now have access to their virtual desk tops, email, and video conferencing capabilities. Interoffice mail is now limited to one time per week.

DD Service Centers are completely closed, with only 2 staff remaining and weekly calls to check on individuals, no billing is available at this time.

SEP - Group work such as recycling and the Mead program are completely closed, staff from the service centers call weekly to check on individuals. SEP individuals that work in the community continue if their job site remains open. Job coaches work face to face or call employers to offer support.

CLS - Offered on a limited basis if the individuals still wants the service.

CAI - Has been dramatically reduced due to stay at home orders.

Residential Services - DD residential services continue in our group homes. Activities and outings are not allowed at this time.

Positive New Initiatives:

Our IT Department has worked tirelessly to make new forms of communication available in this new world. In a matter of days they have:

- Provided staff with several tools to communicate with individuals to include access and training of staff on several video chat platforms including Zoom, Just Meeting, Doxy.me, and this UberCall phone conferencing line.
- Set up an army of staff to instantly be able to work from home using their own computers and worked to ensure that all platforms meet the HIPPA standards for privacy.
- Assisted all staff that are working from home to forward their email and office phones to their cell phones so that no communication is lost.

New Horizons Pharmacy is now delivering medications to our group homes and to individuals who are able to pay by credit card.

Pandemic Support Team-Special Ops - We have solicited staff to be available to support residential services in the event of staff not being able to come to work.

Covid Resource and Education Team - This team of case managers is calling all NHBH individuals to check on them, and to provide education, resources, and support as it relates to Covid-19 symptoms and prevention strategies. Staff is also working to educate individuals on assistance available through the CARES act, such as eviction prevention and health services.

Unscheduled Check-Ins by Medical Team - Our physicians are calling individuals to provide support, medication assistance, and psychiatric assessments. These are unscheduled checks-ins via telephone to make sure all individuals are doing as well as they can and do not escalate into a crisis situation.

FINANCIAL REPORT: Valerie presented the following financial information:

- Surplus of \$5,049 through February 2020 compared to a budget of \$18,720. There were no unusual items in the revenue and expense activity.
- Days Cash on Hand at the end of March were 5.69, up from February of 4.75. The Days Cash on Hand going into April COVID-19 operations would only cover a portion of a pay period.
- The two main sources of revenue are Medicaid and GIA. With Medicaid making up 57% and GIA 43%.

DBHDD Current Financial Assistance Efforts – DBHDD has issued 3 contract amendments

- Amendment to cover all MH & AD contracts that reimburse based on program activity. DBHDD provided schedules that indicated what New Horizons average monthly revenue has been this fiscal year for each contract. At month end, when we submit invoices, if the reimbursement will be less than the average, we can apply a COVID-19 adjustment to the invoice that will bring the invoice up to the average monthly amount.

- Amendment to cover DD GIA revenue that reimburses based on program activity. DBHDD provided schedules that indicated what New Horizons average monthly revenue has been this fiscal year for each contract. At month end, when we submit invoices, if the reimbursement will be less than the average, we can apply a COVID-19 adjustment to the invoice that will bring the invoice up to the average monthly amount.
- Amendment to cover GIA FFS reimbursement. DBHDD calculated what New Horizons average monthly GIA FFS reimbursement has been for the months July 2019 through January 2020. Starting with April, we will receive that amount each month regardless of how much we bill. We will also be able to continue to bill and collect on any activity prior to April 1 that we have not been reimbursed for yet.

DBHDD Pending Financial Assistance Efforts

- DBHDD submitted an Appendix K, which has been approved, which will allow for some of the currently closed DD Services to be conducted via telephone or video chat and receive Medicaid reimbursement. This was just approved on Friday and we are reviewing and analyzing the document to determine our plan of action. There will be a webinar on Wednesday to review Appendix K and provide answers to questions.
- Appendix K will also allow Medicaid DD Retainer Payments. DD Community Residential Alternative, Community Living Support Services, Supported Employment Services, Prevocational Services and Community Access services will be authorized for retainer payments in the event that the provider is not serving the member under other comparable services or using differential staff such as family caregivers to provide service.
- State Health Benefits Plan forgiveness. The State Association (GACSB) has submitted a request to have the State Health Benefit Plan insurance expense to be forgiven for the months of April & May. This represents approximately \$150,000 a month for New Horizons

Financial Solvency Efforts: Andrea reported on the following measures taken:

- Delaying Rent Payment – Landlords were informed rent payments would be delayed.
- Holding payments to creditors – Some checks to creditors are being held.
- Furlough of staff- Approximately 128 employees are on furlough.
- SBA Loans – New Horizons is checking to see if we qualify for these loans/funds.
- CARES Act - Most do not apply to us because of our Quasi State Status.
- Billing for Covid Support Services –A large number of staff are providing these services.

HR-Furlough Strategy by impacted programs and seniority:

Andrea reported our Human Resources Department filed for unemployment on behalf of many of our impacted staff and some have already begun receiving payments.

Safety Officer Report: - Andrea presented data on individuals exposed, staff exposed, positive cases, and the breakdown for our counties related to Covid-19. One individual who tested positive was referred to a DPH isolation site in Forsyth, GA. DPH screening and testing sites have been set up in our counties and the DPH Isolation Referral Program has two locations available for Georgia residents. Challenges have been met in getting needed Personal Protection Equipment for staff, but we have searched diligently to locate them. Screening of staff and individuals entering work sites will continue as long as needed for safety concerns. Staff will continue to work from home to follow stay at home orders, and enhanced sanitizing efforts are being enforced.

Going Forward – Andrea reported that New Horizons continues to focus on safety, support, and resources for our individuals. We are maximizing all billing opportunities, working to keep morale up with our team members while keeping Covid prevention activities at the forefront and not getting relaxed, finding ways to save money on expenses, practicing self-care, and continuing furlough until the shelter in place order is lifted while recognizing the positive elements of this new normal.

DEVELOPMENT/MARKETING PLANS: Susan presented the following updates:

Website:

- Landing Page updated with COVID-19 protocols.
- Services Pages updated with COVID information.
- News Stories feature Operating Hours, Pharmacy Delivery Service and Mental Health Resources & Crisis Lines.
- Site was recently updated to feature I/DD services on the Home Page. All home page photos updated.
- Calendar Updated.
- Constant Contact Sign-up Form added.

Facebook/Twitter:

- Posting regularly to Facebook & Twitter(4 x daily each site, less on weekends).
- Featuring information on National and State Crisis and Help Lines.
- Re-tweeting posts by NAMI, Mental Health America, Mental Health Georgia, etc.
- Including our website and phone number in most re-tweets.
- Created a New Horizons Employee Facebook Group to share information and support.
- #InThisTogether, #TeamNewHorizons, #MentalHealthMatters.

Constant Contact:

- “From Our CEO” Letter
- Quarterly Newsletter
- Continue to develop e-mail listserv

Local Media and Press Releases:

- Working with Image By Design to develop a Mental Health Awareness Video Campaign.
- Regular Press Releases to all local media outlets – especially on Mental Health during COVID.
- WLTZ and WTVM have run stories about New Horizons on the evening news.

Community Outreach:

- All Community Outreach Events - Health Fairs, Resource Fairs, Job Fairs, etc. have been cancelled for the near future.
- DBHDD Mental Health Awareness Trainings suspended.
- Artistic Ability Project suspended.
- Children's Mental Health Symposium postponed until Friday, September 4th, 2020.
- Run 4 Recovery is scheduled for September 12, 2020.
- Persons Serving Older Adults is organizing a Care-A-Van to 'visit' area nursing homes. NHBH will include information on our services, good Mental Health, Crisis and Access Line, and Emotional Support Line.

Funding Opportunities:

- Registering ALL NHBH sites in order to apply for FCC Telehealth funding.
- SAMHSA announced a Workforce Support grant for Substance Use Disorder programs. Only 8 awards in the nation. Application due June 1, 2020. Working on getting required Letters of Commitment.
- Dept. of Community Supervision asked NHBH to provide a price quote for Substance Abuse Aftercare Services.
- Pending notice from DBHDD re: Zero Suicide Prevention Contract. (3) CSBs were selected to participate if DBHDD receives SAMHSA funds.

BOARD MEMBER REPORTS:

Andrea asked Board members to share how they and their families are doing during this unusual, challenging time. Each member gave a personal account of their situation and the impact on their families and community. They also expressed thanks and appreciation for the great job New Horizons' leadership team and staff are doing to adjust and adapt to this ever changing environment and to continue to offer services and support for the individuals we serve.

ANNOUNCEMENTS: Andrea reported LaVerne Chaffin lost her father last week and extended condolences to her and her family.

Ben Pitts recently resigned as DD Coordinator. JoAnn Mosley is serving as Interim Director.

Joseph Williams expressed concerns about the Detention Center in Stewart County with a number of Covid-19 cases.

David Ranieri thanked Andrea and all New Horizons staff for all their efforts in keeping staff and individuals safe while continuing to provide services as much as possible during these challenging times and asked if there was anything the Board could do to assist. Andrea responded that we are very grateful and appreciative of the support and prayers offered by the Board and encouraged them to reach out if they have questions or needs.

PUBLIC COMMENT: No public comments were made.

ADJOURNMENT: There being no further business, M/S/P Edwina Turner/Joseph Williams to adjourn the teleconference/meeting at 4:50 p.m., Board approved.

David Ranieri
Chairperson