



A Community Mental Health / Developmental Disabilities / Addictive Diseases Program

*Administration
P.O. Box 5328
2100 Comer Avenue
Columbus, GA 31906*

*(706) 596-5588
FAX (706) 596-5589*

**NEW HORIZONS BEHAVIORAL HEALTH
BOARD OF DIRECTORS
2100 Comer Avenue – Conference Room B
Columbus, GA 31906**

Date of Meeting: March 14, 2022

Members Present: Damon Hoyte, Nancy Schroeder, Joseph Williams, Sandra Gill, and David Ranieri

Members Excused: Edwina Turner, Ed Harbison, Linda McElroy, Karen Johnson, LaVerne Chaffin, and April Hughes

Staff Present: Andrea Winston, Valerie Bowden, Denise Wade, Susan Gallagher, Kenyetta Plummer, Tara Malone, Shannon Robertson, Randall Newberry, and Molly Jones

CALL TO ORDER: The meeting was called to order at 3:29 p.m. A quorum was not established at that time.

RECOGNITION OF GUEST(S) ATTENDING TODAY’S MEETING: Mac Moye, Stewart County Manager.

*** SECRETARY’S MINUTES (Approval of February 14, 2022 minutes):** A quorum was not established during the meeting to approve the minutes.

FINANCIAL REVIEW: Valerie reported New Horizons had a surplus for the month of January 2022 of \$242,514 compared to the budget of (\$6,002) and a year to date surplus of \$956,022 compared to the budget of \$105,234. There were no unusual items in the January financials. Days Cash on Hand at the end of February were 63.00 days. We have started receiving funding for the SAMHSA Community Mental Health Center (CMHC) grant and the DBHDD Certified Community Behavioral Health Center (CCBHC) grant. This funding will help cover agency costs as we prepare to become CMHC and CCBHC certified, and is time limited to two years which will help put us in a position to weather the conversion to CCBHC.

Andrea emphasized that the agency must continue to be financially stable after the two large grants end in two years. Programs that are operating at a deficit are being looked at closely and tough decisions will need to be made on their future.

As we move forward with CCBHC preparation, one of the most significant needs is to know our costs and provide an accurate cost report yearly as reimbursement rates will be based on costs reported. To meet this need, we have hired a Financial Analyst/Cost Accountant. His name is Reid Denson. He has an undergraduate degree and Masters degree from Samford University and has 3 years of accounting experience in various accounting positions.

ANNUAL AUDIT UPDATE: We have received the FY21 Audit and there were no audit findings or audit adjustments. A copy of the audit report will be mailed directly to the Board Chair from the auditors.

***CORPORATE COMPLIANCE PLAN:** The updated plan was mailed to Board Members prior to the meeting for review. Ms. Winston reminded Board Members that Kenyetta Plummer, New Horizons' Compliance Officer, is the one employee who can report directly to the Board of Directors. Fraud, misconduct, ethics, or other complaints can be reported anonymously via the Compliance Hotline or directly to Kenyetta or Compliance Department Staff Member, Lowanna Richardson. The Compliance Plan reflects the agency's commitment to comply with the laws and regulations that apply to our business, and to promote the highest standard of ethics in the conduct of that business. Only two revisions were made to the December 2021 update of the plan, the Compliance Hotline number was updated and the new Board Chair, Damon Hoyte, was added. An acknowledgement page, signed by staff, indicates they have received and reviewed the plan. Since a quorum was not established in today's meeting, Board members in attendance voted to approve the plan and those not in attendance will be polled for their vote to reach a quorum.

FY21 AGGREGATED TRENDING REPORT: Kenyetta reminded the Board that the report is a tool that assists the agency in ensuring the health and safety of individuals and staff and to identify areas for program improvement. New Horizons is strongly committed to protecting the welfare of those who seek our services and to offer quality, professional care in a safe and humane environment and to delivering the highest quality of services in an ethical environment that is respectful to the rights and confidentiality of each individual served. Deaths and Critical Incidents (CIRs) are reportable to the Department of Behavioral Health and Developmental Disabilities (DBHDD) and Internal Incidents are used as a performance improvement tool to enhance services and safety to individuals. All incidents are reported by category and type and are subject to further analysis. The Corporate Compliance Department is charged with oversight of all reporting to DBHDD. Lowanna Richardson maintains the reports and collects the data for Critical Incidents, Internal Incidents, and Individual Rights Complaints. She uses this information to identify any trends and prepares a quarterly Performance Improvement report. The report indicated total incidents by type for FY21 as 252 compared to 251 in 2020, and 337 in 2019. This includes CIRs, Internal Incidents, Ethics, and Individual Rights. Effective 3/24/20, DBHDD implemented Coronavirus/Covid-19 tracking for community providers with exposures, positive cases, and deaths reported. The data is used to track trends and for 2021 CIRs increased (largely due to the pandemic), Internal Incidents had a dramatic decrease, as did Individual Complaints and Ethics Incidents. Analysis of the data indicates intervention and performance improvement measures continue to maintain reductions in falls and injuries. Safety plans are submitted with CIRs to show what action the agency is taking to prevent reoccurrences. Other solutions include elevated monitoring of individuals, implementing more behavioral coaching and direction with individuals to assist in reducing incidents, providing masks and PPE to staff and individuals to help mitigate the spread of Covid, and more direct supervision.

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***FY22 PERFORMANCE IMPROVEMENT GOALS:** The Performance Improvement Plan was approved in the January Board meeting. Denise reported on Performance Improvement goals for FY22 related to contract, fidelity, grant, audit, and KPI requirements, as well as identified needs and improving outcomes. Goals are program specific and relate to CARF, KPI, and other standards and guidelines with data reported monthly, quarterly, biannually, or annually. The Performance Improvement Committee meets monthly to track progress on these goals and in other areas as we strive to continuously monitor and improve performance.

ORGANIZATIONAL CLIMATE SURVEY RESULTS: Tara Malone, Human Resources Director, was introduced to the Board by Shannon Robertson, Operations Director. Tara has a Bachelors and Masters degree in Business with a focus on Human Resources, served in the military in personnel and logistics, and demonstrates outstanding customer service skills. She came to New Horizons as a part-time job developer, transitioned to Benefits Coordinator, and was recently promoted to Human Resources Director. Tara gave an overview of the results of the Organizational Climate Survey, an annual survey, that is submitted to the Georgia Association of Community Service Boards (GACSB) for analysis. The survey is one of our most effective tools to understand different employee perspectives on working for New Horizons. The constructive feedback is very helpful to leadership in assessing the strengths, weaknesses, and needs to develop corrective action plans. The survey consists of 33 questions divided into 11 domains (Core Dimensions). Agency strengths were in the domains of Mission and Purpose, Co-Workers/Teamwork, and Meaningfulness. We also scored an average of 5.57% higher than fellow CSBs in Communication. This domain has been enhanced by Staff Executive and Supervisor's Coalition meetings, posting meeting minutes on the Intranet that are available to all employees, Staff Supervision and Weekly Staff meetings, The Quest newsletter, and emails from our Leadership. As Tara emphasized, transparency is of key importance. The survey indicated opportunities for improvement were in the following areas: Compensation, Overall, and Work/Life Balance. In summary, employees understand and support the mission/vision of the agency and feel supported through leadership and teamwork. They feel there are opportunities for growth, in fact, 40 of our 43 supervisory positions were filled from within the organization. Improvement is needed in recognizing a job well done and cultivating an enduring performance/recognition program and pay continues to be an ongoing concern for the organization. Andrea announced that Governor Kemp has proposed a \$5,000 cost of living increase for all State employees. The downside is that currently it would not apply to our HCS Team members. Discussions are ongoing concerning this disparity. Open positions continue to be a struggle, but many have been filled.

THE APEX PROGRAM: The Apex program, funded by DBHDD, was created to address the problem of children with mental health problems receiving failing grades, dropping out of school, missing school, and suicide being the second leading cause of death for children age 9-17. Apex strives to build capacity and increase access to mental health services for school-aged youth, from pre-kindergarten to 12th grade, throughout the State. Apex recognizes schools as a natural environment for identification and intervention with the goal to reduce the number of youth with unmet mental health needs. With 71 children enrolled, New Horizons provides Apex services in Chattahoochee, Quitman, Clay, Stewart, Randolph, and Harris counties. Recently, an Apex youth was chosen to participate in an Academic Bowl in Plains, Georgia and several activities are planned for Children's Mental Health Week in May. We currently have job positions available in the Apex program.

DEVELOPMENT, MARKETING, AND PUBLIC RELATIONS: Susan distributed “Did you Know” information cards related to school-based services. Board members were encouraged to distribute them in various locations in their communities to get the word out on services we offer. A new grant application, for \$7,500 to purchase furniture for residential programs, was submitted. Susan indicated the Community Mental Health Center grant is going smoothly and New Horizons consistently looks at other grant opportunities to see if we are eligible, the number of awards offered, and whether the grant is a good fit for the agency and our individuals. Facebook Live with Pops Barnes has been suspended for now due to changes in FaceBook.

ANNOUNCEMENTS: Andrea announced that the former CEO of McIntosh Trail Community Service Board (CSB) was charged with Theft by Taking, Fiduciary, in relation to their prior employment with the CSB. This information was provided by the GACSB.

Andrea reported on pending legislation that the GACSB is closely monitoring. CSBs have a stronger voice now that mental health needs are headline news, primarily due to the pandemic, resulting in a reduction in stigma and a focus on wellness. HB1013 - Mental Health Parity is a sweeping bill that would force insurers to cover mental health and substance abuse issues the same way they cover physical conditions. Co-Responder programs are also a component of the bill.

Mr. Hoyte asked if the Opioid settlement had been finalized and if counties would receive any funds from the settlement. Andrea responded that the settlement had not been finalized and her understanding was that the funds would primarily be disbursed to providers for treatment purposes. Any updates on the settlement will be shared with the Board.

Mr. Hoyte requested an update on the Jail contract or any response from the Sheriff’s office. Andrea indicated that the last information she received was that the new vendor for medical/mental health/dental services must be approved by City Council. Our contract with the Jail ends June 30, 2022.

Mr. Hoyte asked if any recommendations had been made for the vacant Board position in Talbot County. Andrea indicated there had been no recommendations and reminded members that we currently have Board vacancies in Talbot and Harris County. Board members were asked to provide names of candidates in either of these counties that might be interested in serving on the Board. Mr. Ranieri stated he knew someone in Harris County who might be interested and would contact them.

Mr. Hoyte pointed out two corrections that needed to be made on the New Horizons website. Susan will ensure they are promptly corrected.

PUBLIC COMMENT: No public comments were presented.

ADJOURNMENT: There being no further business, the meeting adjourned at 4:48 p.m.

Damon Hoyte
Chairperson