



*A Community Mental Health / Developmental Disabilities / Addictive Diseases Program*

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**NEW HORIZONS BEHAVIORAL HEALTH  
BOARD OF DIRECTORS**

February 11, 2019                      Conference Room B – 3:30 p.m.

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

Members Excused:                      April Hughes and Ed Harbison

Staff Present:                              Andrea Winston, Lyn Campbell, Valerie Bowden,  
Randall Newberry, Stephanie Spear, Paula Williams,  
Cheryl Williams, Latarsha Brown, Kimberly Allen,  
Cyndy Pattillo, Kenyetta Plummer, and Molly Jones

**CALL TO ORDER:**                      The meeting was called to order at 3:31 p.m.                      A quorum was established at that time.

**INTRODUCTION OF NEW BOARD MEMBER:**                      Andrea introduced Damon Hoyte, Elected County Commissioner from Chattahoochee County, who has been appointed by the Chattahoochee County Commissioners to serve as a Board member, replacing Walter Rosso. Mr. Hoyte reported he has heard many good things about New Horizons and is excited about serving on the Board and learning more about the services we provide in our eight county area.

- A. Oath of Office for New Board Member:**                      The oath of office was read aloud by Board Chair David Ranieri, and affirmed and signed by Mr. Hoyte.
- B. Board/Staff Introductions:**                      Board members welcomed Mr. Hoyte and thanked him for his willingness to serve on the Board.

**RECOGNITION OF GUEST(S) ATTENDING TODAY'S MEETING:**                      Mack Moye, Stewart County Manager.

**\* SECRETARY'S MINUTES (Approval of January 14, 2019 minutes):**                      M/S/P Joseph Williams/Edwina Turner to approve the minutes of January 14, 2019, Board approved.

**FINANCIAL REVIEW:** New Horizons had a surplus for the month of January of \$2,566 with a year-to-date surplus of \$17,373. There were no unusual expenditures for the month of December. Overall expenditures were within 1.58% of the budget for January and year-to-date expenditures are within .10% of the budget. Revenue is slightly over budget for the month (within .95% of budget) and slightly under budget year-to-date (within .14% of budget). The current days Cash on Hand as of 12/31/18 is 6.59 days. Management continues to have quarterly program meetings with staff from every program to discuss Utilization Management/Programmatic issues, Financial, Compliance and Performance Improvement as it pertains to each program as we continue to look for ways to reduce agency costs and improve staff productivity.

**DEVELOPMENT/MARKETING REPORT:** Susan presented a handout outlining Development, Social Media, Local News Coverage, Community Relations, and Outreach Events. DBHDD Competitive contracts awarded to New Horizons in FY19 total \$979,815. Facebook fan reach for January 2019 totaled 2884 with fans engaged at 397. Local news coverage was coordinated with United Way and Home for Good for the Point in Time Count and Project Homeless Connect which doubled the news coverage and stories around homelessness in Muscogee County. March is DD Awareness Month, with many events being planned. Board members were invited to attend the Talent Show on March 21 and Artistic Ability on April 11<sup>th</sup>, both events will be held at the Bo Bartlett Center. Family Connection meetings are attended by several staff throughout our eight county area. Susan and Stephanie Spear plan to attend CSB Day at the Capital on February 13<sup>th</sup>.

**DBHDD FUNDING REQUEST FOR TRANSPORTATION:** Andrea announced the time has come to submit a formal request for additional funds to supplement transportation costs for our Grant-In-Aid individuals. With a transportation loss of \$687,279 for FY18 that translates to 11 days cash on hand, supplementing some or all of those costs is crucial. With the new fiscal year beginning in July, submitting a request now may improve our chances for securing additional funds. Andrea will draft a letter to be submitted for Board signature(s). Discussion of the condition of the van at the Randolph County Service Center was also mentioned as a transportation concern.

**NHBH HEADQUARTERS RELOCATION UPDATE:** Possible relocation of our administrative offices and the outpatient clinic to the former Virginia College building was discussed in the January Board meeting. After review of potential renovations needed for the building to better fit our needs, plus relocating, wiring, security, and other costs involved in the move, a significant savings in rent would have been necessary to make relocating financially feasible. While there were a number of advantages to the new location, convenience for the individuals we serve was a major concern as was transferring licenses and provider numbers. At this time, that location is off the table, however, the research and data compiled in the process will be beneficial as we consider other options.

**PROJECT HOMELESS CONNECT – POST EVENT SUMMARY:** A video from WRBL provided pictures and interviews from the event held January 25<sup>th</sup>. Over 120 attendees and 40 vendors participated offering resources, referral information, and services for individuals experiencing homelessness. Breakfast and lunch were served, free haircuts given, a clothing closet, hygiene items, and HIV testing were available. Latarsha emphasized the enhanced media coverage and strong partnerships that have developed among the sponsors of the event. Not only are they working together on this project, they also are joining together to help those in need in the community

**CARF SURVEY - 2019:** New Horizons has received CARF accreditation since 2000. Our last survey was in September of 2016 and we received a three year accreditation. Our next survey will take place in the fall of this year and preparations are underway. Our Intent to Survey application is due in May with the survey expected to be scheduled in September or October. Six surveyors will conduct the survey in three days and visit many of our program sites throughout the eight county area. Board members are invited on the morning of the first day to meet the surveyors and participate in interviews. An Exit interview will be held on the final day with recommendations presented. Approximately six weeks later we will receive a report with the outcome. The new CARF manual is available and some of the standards have changed or been updated. Cyndy and Lyn's experience as CARF surveyors provides valuable insight into how surveys are conducted and what other agencies/programs are doing that we can learn from.

**PRESENTATION(S):**

**UROG RECOGNITION/AWARD:** Stephanie Spear, the new Team Member Support Specialist, spoke about her role in enhancing both internal and external customer service. She is teaching Customer Service Training in Orientation, developing an Employee Appreciation Program and redesigning our Outstanding Customer Service Recognition. She has developed an employee survey to gather feedback to assist in developing the program. Stephanie introduced Paula Williams, a P.A.T.H. Team member, who recently was recognized for Outstanding Customer Service. Paula shared her story of cautioning residents of a burning apartment complex by issuing warnings and helping them get to safety, giving her coat to a resident who was shivering in the cold, and offering them assistance through the Red Cross and P.A.T.H. services. Paula is a great example of excellence in Customer Service and going above and beyond while at work and in the community.

**P.A.T.H. TEAM COMMUNITY OUTREACH/RELOCATION:** Kimberly Allen, Interim P.A.T.H. Director, shared another heartwarming story of helping those in need. Recently, the city condemned a local trailer park that was deemed unlivable. New Horizons and a number of agencies quickly got involved in assisting those being displaced and were able to house 15 families in less than 30 days. Through community partnerships with the Columbus Housing Authority, Open Door, Home for Good and our P.A.T.H. team, these families are a great example of how we are "Building Better Lives."

**RECOVERY-FOCUSED TRANSFORMATION INITIATIVE:** Through a partnership with DBHDD and the Georgia Mental Health Consumer Network, a new initiative being developed will allow those with lived experience to convert challenges into change opportunities and creative new responses. Through innovations from all stakeholder sectors and combining the wisdom of lived experience with best practices and expertise, the idea is to re-imagine the way people enter and engage with help. With the theme, “A new mindset should bring new results,” examples of engagement would include: Continuity of Care from Crisis Stabilization Units, Intake process, Person focused Treatment Plans, Intellectual/Developmental Disabilities programs, Residential and Drug Court, Community Messaging, and Peer programs. With a positive change approach, the impact of practical, recovery-focused change projects can spread across an agency. A meeting was held several weeks ago with additional meetings to follow and more information shared as the initiative moves forward.

**ANNOUNCEMENTS:** Georgia APEX awarded \$330,000 in Muscogee County and renewed funding in Chattahoochee County of \$167,000. Counselor(s) will be imbedded within the school system to assist students with behavioral health issues.

CSB Day at the Capitol is Wednesday, February 13<sup>th</sup> from 9 to 4.

Ms. Terry expressed appreciation to those who reached out to her during her recent illness.

**PUBLIC COMMENT:** No comments were presented.

**ADJOURNMENT:** There being no further business, M/S/P Joseph Williams/Edwina Turner to adjourn the meeting at 4:36 p.m., Board approved.



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David Ranieri  
Chairperson