

MEETING MINUTES

Attendees

Voting Members

Mr. Chris Mosley, Chair
Dr. Carol Holtz, Vice Chair
Mr. Steve Grimsley, Secretary
Ms. Tonya Riddick, Board Member
Mr. Michael McElveen, Board Member
Mr. Larry Maxey, Board Member
Mr. Leland Johnson, Board Member
Ms. Karen Sparks, Board Member
Mr. Thomas Brown, Board Member

Others Present:

Ms. Melanie Dallas, Chief Executive Officer
Ms. Stephanie Bishop, Chief Compliance Officer
Ms. Marla Flynn, Chief Financial Officer
Ms. Dena Payne, Chief Operating Officer
Ms. Erica Collins, Vice President of Human Resources
Ms. Cheryl Lewis, Vice President of Mental Health Services
Ms. Angela Velez, Director of Intensive Services
Mr. Mike Mullet, Community Relations Director
Ms. Melissa O'Brien, Marketing Director
Ms. Melissa Stone, Executive Coordinator & Board Liaison

I. Call to Order

Action: Chair Chris Mosley called the meeting to order at 10:32 a.m.

II. Oath of Office for New Member

Action: The oath was administered to Ms. Tonya Riddick who will represent Cherokee County. Ms. Riddick will also serve as the liaison between the Governing Board and the Highland Rivers Foundation. The members welcomed Ms. Riddick.

III. Approval of Agenda

Action: The agenda was approved as presented upon unanimous vote of motion by Mr. Leland Johnson and second by Ms. Karen Sparks.

IV. Approval of Appointment of Mr. Harry Pence to the Highland Rivers Foundation Board of Directors

Foundation Director Kathleen Varda directed the members to Mr. Harry Pence's application in the packet. She explained that the Highland Rivers Behavioral Health Governing Board was required to approve any appointments to the Highland Rivers Foundation board. The foundation board requested the appointment of Mr. Harry Pence for a term beginning on November 1, 2022, and ending June 30, 2025. Mr. Thomas Brown stated that the application indicated that Mr. Pence would have a problem with the average amount of time spent by members on business for the foundation board. Mr. Brown believed that was likely an error by Mr. Pence. The members asked Ms. Melissa Stone, Secretary, to reach out to Mr. Pence to get clarification on the item.

Action: Upon unanimous vote of motion by Mr. Leland Johnson and second by Mr. Larry Maxey, the appointment of Mr. Harry Pence to the foundation board was approved contingent upon his agreement to the amount of time needed to be dedicated to foundation business.

V. Executive Session

Action: Upon unanimous vote of motion by Vice Chair Carol Holtz and second by Ms. Karen Sparks, the Governing Board moved into Executive Session to authorize negotiations to purchase, dispose of, or lease property; to discuss or deliberate on the appointment, employment, compensation, hiring, disciplinary action or dismissal, or periodic evaluation or rating of a public officer or an employee; and to consult with legal counsel regarding pending or potential litigation, settlement, claims, administrative proceedings, or other judicial action brought by or against the facility, or any officer or employee, or in which the facility or any officer or employee may be directly involved.

VI. Reconvention of Regular Session

Action: The members approved the renewal of the Chief Executive Officer (CEO) contract for an additional two years including the recommendations by the Executive Committee upon unanimous vote of motion by Vice Chair Carol Holtz and second by Mr. Larry Maxey. The members stated they were very pleased with the CEO's performance during the consolidation and her other accomplishments.

Action: Upon unanimous vote of motion by Ms. Karen Sparks and second by Mr. Michael McElveen, the Chief Executive Officer was authorized to explore remedies for the Mothers Making a Change (MMAC) property concerns in Cobb County and the need for property for the Green Zone Veterans Center in Cherokee County.

VII. County Representation Committee Recommendations

Committee Chair Leland Johnson informed the members that it was a great committee. The committee reviewed the census data and the current bylaws. The committee had some follow-up questions from the review and asked Legal Counsel to get clarification from the Department of Behavioral Health and Developmental Disabilities. Based on the clarification, the committee had the following recommendations:

- An additional seat for Cherokee County based on population growth. The threshold used by the committee was growth of 200,000 people.
- Another review of the population estimates and the county contributions in two years to decide if changes needed to be made to representation at that time. Chief Executive Officer Melanie Dallas stated that the future committee would need to ensure Title 37 of the Official Code of Georgia Annotated allowed changes at that time.
- Engagement of the marketing team to help the board to develop a campaign to educate county commissions about 1) the importance of county contributions, 2) the services

provided in the commission's county, and 2) the impact the population bears on each county.

Action: The committee recommendations were accepted upon unanimous vote of motion by Mr. Leland Johnson and second by Mr. Larry Maxey.

VIII. Policy Review Committee Recommendations

Secretary Steve Grimsley informed the members that the committee had met and reviewed the policies. The committee did not recommend any changes to the existing policies.

Action: The recommendation of the committee was accepted upon unanimous vote of motion by Secretary Steve Grimsley and second by Ms. Karen Sparks.

IX. Consent Agenda Items

Action: The following consent agenda items were approved upon unanimous vote of motion by Mr. Larry Maxey and second by Secretary Steve Grimsley.

- Governing Board Meeting Minutes for August 24, 2022
- Governing Board Executive Committee Meeting Minutes for September 29, 2022
- Governing Board County Representation Committee Meeting Minutes for October 4, 2022
- FY23 Behavioral Health Crisis Center Contract #44100-026-CMA00003142
- FY23 Jail In-Reach Case Manager Contract #44100-026-CMA00003146
- FY23 Crisis Respite Apartments Contract #44100-026-CMA00003201
- FY23 Crisis Respite Apartments Contract #44100-026-CMA00003315
- FY23 Georgia APEX Project Contract #44100-026-CMA0000314903
- FY23 Georgia APEX Project Contract #44100-026-CMA00003150
- FY23 Georgia APEX Project Contract #44100-026-CMA00003151
- FY23 Resiliency Support Clubhouse Contract #44100-026-CMA00003123
- FY23 Resiliency Support Clubhouse Contract #44100-026-CMA00003124
- FY23 GHVP Housing Support Services Contract #44100-026-0000167318 - Renewal #1
- FY23 Behavioral Health Services Contract #44100-261-0262023103 - Amendment #01
- FY23 Adolescent AD Clubhouse Services Contract #44100-906-CMA00003185
- FY23 Adolescent AD Clubhouse Services Contract #44100-906-CMA00003340
- FY23 Adolescent AD Clubhouse Services Contract #44100-906-CMA00003318
- FY23 Intensive Case Management Contract #44100-026-CMA00003321
- Department of Community Affairs Permanent Supportive Housing Program Agreement & Award - GA0159L4B012107
- Department of Community Affairs Permanent Supportive Housing Program Agreement & Award - GA0062L4B012114
- FY23 Vocational Rehabilitation Contract #41200-610-SA-FY22-010176 - Renewal #2
- FY22 Cobb Co-Responder Clinician Contract #44100-026-0000170833 - Amendment #01
- FY22 Staff Enhancement Contract #44100-026-0000173292 - Amendment #01
- FY22 Cobb Resiliency Clubhouse Contract #44100-026-0000135298 - Amendment #04
- FY22 Cobb Adolescent AD Clubhouse Services Contract #44100-906-0000172637

X. Agency Scorecard

Chief Operating Officer Dena Payne directed the members to the agency scorecard in the packet. She informed the members that the Cobb scorecard had been combined into the Highland Rivers scorecard. She gave the following highlights from the scorecard.

- Productivity included Cobb County staff and those staff had only been on the model since July. They were still getting used to the requirements.
- The audit scores were down a little. Cobb had gone from quarterly audits to monthly during the consolidation. The scores should improve in the future as the staff get used to the new requirements.
- The financial metrics showed a negative margin in July and a positive margin in August. There were 54.8 days of cash on hand as of August.
- The collections to fee for service revenue was down due to an issue with the Administrative Services Organization (ASO) system. It was not prepared to take claims and authorizations due to the transition with the consolidation. Most of the issues have been worked out and the metric should begin to improve.
- The bad debt to fee for service net revenue was 3.1%.
- The services provided metric had also been impacted by the issues at the ASO.
- The recruiting metric that measured the date jobs were posted to the date an offer letter was sent was being affected by issues with getting background checks back from the Department of Behavioral Health and Developmental Disabilities (DBHDD). DBHDD hoped to have the issue fixed soon.
- The total number of open positions was a new metric. There were 256 open positions in August. The agency has received a lot of new grants and other opportunities which showed in the number of open positions.
- The turnover was 32.4% in August.
- The compliance metric had not met the goal due to four incidents that were turned in late by the Assertive Community Treatment (ACT) team. They were short-staffed.
- The overtime metric was 2.2% and was less than the previous year.
- The training metric was 92% and was up from the previous year.
- The ASO review scores have not changed. The next review is expected in 2023.

Vice President of Human Resources Erica Collins informed the members that orientation had gone back to face to face in order to increase engagement. The orientation classes could hold up to 20 people. Chair Chris Mosley asked if there were barriers to adding more orientation dates. Ms. Collins stated that classes would have to be held every week. The instructors were predominantly direct care staff. It would increase their training time and decrease their billable hours. Mr. Thomas Brown asked if some of the classes could be offered through prerecorded tapes. A person could be in the room who introduced the video and monitored the session. Ms. Collins stated her team was looking at another option that included some videos and tests. She was getting input from compliance regarding the idea. Chief Executive Officer Melanie Dallas suggested it could look like the training held by outside organizations for professional licensure (ex. LPCGA). Ms. Collins stated her team would be working on orientation needs.

XI. Finance Committee Report

Mr. Leland Johnson informed the members that Treasurer Keith Ledford could not attend the meeting and had asked Mr. Johnson to lead the committee meeting in his absence. He stated the agency had gotten the financial data integrated with Cobb County and Haralson County. The consolidation had some pull on the budget but it was also a plus to consolidate. The agency was in good financial shape. The key performance indicators (KPIs) showed that the agency met all the requirements except the days of net assets to total expenses. It was getting closer. The finance committee reviewed all the reports included in the packet in the committee meeting. Chair Chris Mosley added, as soon as the consolidation was finished, the board would get a rolled up budget and more information.

XII. Compliance Committee Report

Committee Chair Larry Maxey informed the members the committee had reviewed all the data in their packet. The compliance activities were all integrated. The Chief Compliance Officer did a remarkable job. Chief Compliance Officer Stephanie Bishop informed the members that the crisis stabilization units and behavioral health crisis center had been able to hire more health service technicians and nurses by holding onsite hiring fairs at the locations. Crisis was also able to open the women's transitional program at the Floyd Crisis Stabilization Unit on August 1st. They will be working to open the transitional beds next.

XIII. CEO Report

Chief Executive Officer Melanie Dallas directed the members to the CEO Report in the packet. She gave the following highlights from the report.

- The grants team had been hard at work. The agency has been awarded a \$750,000 grant for a rapid response team in Cherokee County to mitigate veteran suicide, a \$750,000 co-response grant in Cherokee County, and a Certified Community Behavioral Health (CCBHC) grant.
- Ms. Dallas had been appointed to a state-wide co-response law enforcement committee. The committee would look at how to start standing up the co-response units based on the approval of the co-response bill. Cobb County had the most experience with the Cobb PATH program. The model was being well received by other Sheriff Offices. The Georgia Association of Community Service Boards (GACSB) was looking at developing a Community Service Board specific education program to be able to use associate licensed staff and peers.
- Pickens County and Marietta Police Department asked for information on how to set up a co-response team.
- Findhelp was a new tool that would be used by Highland Rivers. It was an online system that allowed community members to find resources in their community including behavioral healthcare. The staff were being trained on the system and would be using it to help with referrals to and from the community.
- The GACSB was actively preparing for the next legislative session. The Highland Rivers marketing team was a part of developing the documents that would be part of the legislative push. A copy of the documents was included in the packet.
- DBHDD Commissioner Judy Fitzgerald was retiring. Her retirement would mean changes in the future. Ms. Dallas would ensure she communicated the changes as they occurred.

XIV. Community Relations & Marketing Report

Community Relations Director Michael Mullet directed the members to the materials in the packet. He and Ms. Melissa O'Brien worked with the Georgia Association of Community Service Boards to create the "CSB is me" campaign to create awareness around the work of CSBs. All the CSBs will be using the materials on their social media and other platforms. They also worked on county profile sheets that would be used to develop community presentations to help get local county funding. Ms. O'Brien asked the members to share the "CSB is me" campaign information on their social media accounts (ex. Linked In, Instagram, FaceBook, etc.).

XV. Grants Update

Chief Executive Officer Melanie Dallas informed the members that the grant report was included in the packet. She had already covered the information in the CEO report.

XVI. Highland Rivers Foundation Report

Chief Executive Officer Melanie Dallas directed the members to the report in the packet. She explained that Foundation Director Kathleen Varda was presenting at a conference about a community partnership with Morehouse School of Medicine and could not be at the meeting. Ms. Dallas gave the following highlights from the report.

- Ms. Tonya Riddick would be the liaison between the board and the Highland Rivers Foundation. She would sit on both boards.
- An ambassadors program was being launched to help brainstorm ways to capture Social Media visitors and key contacts into a statewide database of supporters.
- The foundation received a Gold Standard score from Guide Star/Candid and a score of 100 from Charity Navigator. These organizations reviewed foundations to check the transparency of operations.

XVII. Recognition of Visitors

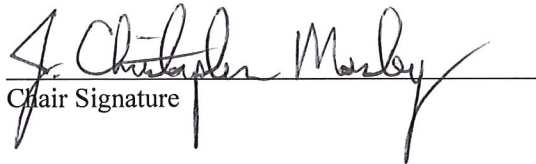
There were no visitors.

XVIII. Public Comment

There was no public comment.

XIX. Adjournment

Action: The meeting was adjourned upon unanimous vote of motion by Chair Chris Mosley and second by Vice Chair Carol Holtz.



Chair Signature

12-14-22

Date