

Florida Parishes Human Services Authority Administrative Office
Minutes of the Governing Board Meeting
July 23, 2021

Dr. Genesa Garofalo Metcalf, Board Chair, called the meeting of the Florida Parishes Human Services Authority (FPHSA) Online Governing Board to order at 9:33 a.m.

Rebecca Soley conducted a roll call. A quorum was established.

Attendees

Governing Board: David Cressy; Liz Gary; Danielle Keys; Timothy Lentz; Genesa Garofalo Metcalf, M.D; Mona Pellichino; and Carol Stafford

Absent: Rev. Gary Porter

FPHSA Staff/ Guest: Richard Kramer, Executive Director; Rachelle Sibley, Chief Operating Officer; Rebecca Soley, FPHSA/Executive Administration

Prayer was offered by Ms. Soley.

Agenda/Consent Agenda

Dr. Metcalf extended an offer for additional agenda items or revisions to the agenda.

Mr. Lentz made a motion to adopt the agenda as presented; seconded by Mr. Cressy.

The motion passed unanimously.

Excused Absences

Mr. Lentz made a motion excusing the absence of Rev. Porter; seconded by Ms. Gary.

The motion passed unanimously.

Approval of Minutes

Mr. Lentz made a motion adopting the May 21, 2021 minutes as written; seconded by Ms. Stafford.

The motion passed unanimously.

Public Input

Dr. Metcalf welcomed all in attendance and extended an opportunity for public input.

Executive Director Report

Mr. Kramer presented the Executive Director's Report for July to members of the governing board. He outlined the following:

1. **Leadership Assessment:** The leadership team and I will be meeting on Monday to reassess the organization of our clinics and reevaluate what type of model will best allow us to serve the clients seeking services from us. There may be a need to staff the clinics with a different mix of positions than is currently in place that can allow better access to immediate services and serve as a portal into specialty services for those that are appropriate for them. Because we will not be having a layoff of staff to accomplish this we need to lay out a plan that can take place over time that will replace positions with different positions as they become vacant.
2. **FQHC Update:** Because this is something that will likely take much energy and attention the plan to pursue FQHC status will necessarily be placed on the back burner as it will be impossible to build a system for that accommodates the requirements of that project without knowing where it will interface with our core treatment areas.
3. **Billing Update:** As we continue to dig more into the billing issues and continue to hit more brick walls in seeking appropriate reimbursement for services I have determined that outsourcing our billing operations to a billing company will be the most efficient plan for the agency. We do not have adequate capacity to be able to process all of the billing and follow up on denials and rejections which results in lost revenue. We are awaiting a proposal from one such company and it is my expectation that any new costs associated with this move will be more than offset by the increase in collections realized. One of our two billers recently resigned and we will not refill that position at this point as we pursue this option.
4. **Credentialing Update:** Our previously discussed plan for contracting with the credentialing company is underway and they are gathering all of the baseline information to continue to manage credentialing for all of the agency's providers. This has become a full time job and the cost to contract with them costs less than we would pay a full time position and allows us to devote that position to a client care role rather than an administrative one. This, too, is expected to positively impact collections as credentialing issues have increasingly become a reason for denial of claims.
5. **Family Support Funds Update:** Our Developmental Disabilities staff worked hard to get 98.4% of family support funds expended in the previous fiscal year which exceeds the 95% target set by LDH. This represents approximately \$700,000 in services that were made possible for individuals and their families through our agency.
6. **Grant Opportunity:** I was alerted of a grant opportunity for the Bogalusa area that would fund the establishment of a transitional housing program with up to \$1.6m available over the next two years. I have reached out to some potentially interested parties and have a meeting with Senator Mizell and Representative White who both represent that area and have been very involved to discuss how to make this happen in a place where it is so badly needed.
7. **Electronic Ordering System:** As we continue to look for new ways to become more efficient we have implemented an online purchase order process that is submitted and goes through all levels of approval through an online portal rather than through the old paper process that was inefficient and difficult to trace what happened with any requests.
8. **Electronic Signature Software:** Similarly, Rebecca and I are meeting this afternoon with a representative from Adobe to discuss implementation of an electronic signatures on all documents through the agency. This would, again, improve efficiency and the ability to track the progress of documents through multiple levels of review. We will discuss how this might be beneficial for internal operations and where it will be appropriate for paperwork that our clients sign also.
9. **Florida Parishes Behavioral Health Task Force:** Prior to the pandemic last year I had a meeting with Tangipahoa Parish President Robbie Miller to discuss how we could bring together more

resources from our region to capitalize on work like Safe Haven and other opportunities to serve all five parishes together, sharing the benefits and providing a share of the required resources. We have met again recently to get this project going and we will be convening the first meeting of the Florida Parishes Behavioral Health Task Force next week to work together on these goals. This task force will have representation from parish governments, courts, law enforcement, district attorneys, coroners, and other stakeholders and will be a first step into getting all of our five parishes' working together to address the problems that don't recognize parish lines and impact us all.

10. Specialty Court Expansion: On a related note, the 21st Judicial District Court has invited me to attend a meeting they will be holding next week to discuss expansion of specialty courts in their district. Staff from the 22nd JDC and FPHSA will work with them to assist wherever we can in the establishment of further specialty courts in their district. FPHSA has been involved with the 22nd's specialty courts since their establishment and hope to be able to play a similar role in the success of new courts in our region that are so instrumental in getting people into the services they need to be healthy and law abiding citizens rather than into jails and prisons.
11. Developmental Disabilities Services Data Information: Mr. Kramer provided some developmental disabilities services data for April, May, and June 2021-on the following information: Systems Entry; Referrals for Crisis Placement; PASRR; Residential Placement Searches; IFS Information including referrals, new referrals, individuals/families receiving IFS, the number on the waiting List, and denials; FFF information including those receiving FFF; the number on the waiting list; denials; and Waiver Information including those receiving Waiver Services, pending waiver services, waiver recipients admitted to institutions; and the number of SUN referrals submitted to State Office.
12. Behavioral Health Services Information: Mr. Kramer provided the number of persons served and services provided for the following: Bogalusa Behavioral Health Clinic; Denham Springs Behavioral Health Clinic; Mandeville Behavioral Health Clinic; Rosenblum Behavioral Health Clinic; Slidell Behavioral Health Clinic; Outreach Services in Franklinton, Greensburg, and Kentwood; and Home and Community Based Services, as well as the number serviced through Residential Treatment Services for April, May, and June 2021.
13. Grants Update: Mr. Kramer provided an update regarding the various grants that FPHSA has been working on the last several months including the new Access Team and the purchase of a mobile unit.
14. Act 421 Update: Ms. Gary gave an update to the board regarding Act 421.

Mr. Cressy made a motion to accept the Executive Director's report as presented; seconded by Mr. Lentz.

The motion passed unanimously.

Financial Report- July 2021:

Ms. Sibley presented the Financial Report for July 2021 as follows:

Fiscal Year 2021 (July 1, 2020 through June 30, 2021)

The Fiscal Department has been working diligently to get all invoices in and paid for goods received and services rendered prior to June 30th as well as other financial information documented as required to ensure the proper closeout of FY 2021.

Projection through the week are showing that we will end up with a balanced budget. We will be working hard over the next couple of weeks to ensure all invoices for goods received and services rendered in FY21 are paid by the fiscal year closeout in early August.

Fiscal Year 2022 (July 1, 2021 through June 30, 2022)

FPHSA's FY 2022 budget at the Appropriated level represents an overall increase in our budget allocation compared to the agency's FY22 final budget. This increase does not fully cover all increases in statewide costs (market adjustments, increases in group insurance rates, technology services, risk management, auditor fees, etc.) for FY22; therefore, FPHSA is having to absorb a portion of increased statewide costs.

Ms. Pellichino made a motion to accept the financial report as presented; seconded by Mr. Lentz.

The motion passed unanimously.

Board Business

Board Policy Review

Mr. Kramer presented Board Policy No. 017 Executive Limits- Communication with an Support to the Board for annual review and consideration.

Ms. Pellichino made a motion accepting the policy as written; seconded by Mr. Lentz.

The motion passed unanimously.

TPSO Narcan

It was discussed that Mr. Kramer would reach out to the Tangipahoa Parish Sheriff's Office regarding availability of Narcan and assess if FPHSA can be a resource.

Purchase Approval: Narcan

Mr. Kramer presented a purchase request that exceeded the internal threshold to approve the purchase without board approval.

Mr. Cressy made a motion approving the purchase request; seconded by Mr. Lentz.

The motion passed unanimously.

Confirmation of the next meeting

It was confirmed that the next meeting of the FPHSA Governing Board is scheduled on Friday, August 27, 2021, at 9:30 a.m. and will be in-person.

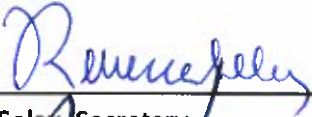
Adjournment

Mr. Lentz made a motion to adjourn the meeting; seconded by Mr. Cressy

The motion passed unanimously.

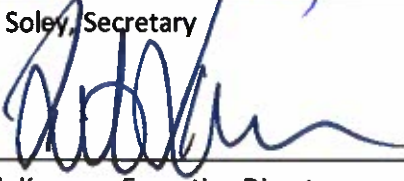
The meeting was adjourned at 10:38 a.m.

Respectfully Submitted,



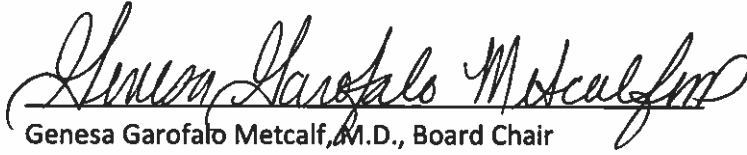
Rebecca Soley, Secretary

8/27/21
Date



Richard J. Kramer, Executive Director

10-22-21
Date



Genesa Garofalo Metcalf, M.D., Board Chair

10/22/21
Date