

**Florida Parishes Human Services Authority Administrative Office**  
**835 Pride Drive, Suite B**  
**Hammond, LA 70401**  
**Minutes of the Governing Board Meeting**  
**December 5, 2014 - 9:30 a.m.**

Mary Pirosko, Chair called the meeting of the Florida Parishes Human Services Authority (FPHSA) Governing Board to order at 9:35 a.m.

Varetta Spears conducted a roll call. A quorum was established.

**Attendees:**

Governing Board: David Cressy; Cheryl Klein; Mary Pirosko; Jan Robert; Ligia Soileau; Thomas Zachary

Absent: Linda Deamer-Hart; Rubby Douglas; Edward Ratcliff

FPHSA Staff/ Guest: Melanie Watkins, Executive Director; Rachelle Sibley, Chief Financial Officer (CFO); Tina B. Linder, H R Director; Dr. Schoener LaPrairie, FPHSA Medical Director; Janise Monetta, FPHSA/DDS; Rebecca Soley, FPHSA/Administration; Varetta Spears, FPHSA/Administration; Sharon Delvisco, LaCAN / Northshore Families Helping Families (NFHF); Sue Ellen Stewart, Executive Director of NFHF.

Prayer was offered by Mr. Zachary.

**Agenda:**

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

Roll call vote unanimous; motion carried.

**Consent Agenda:**

Ms. Pirosko requested that the following item be added to the consent agenda:

- XI. New Business
- D. Attendance

Ms. Robert made a motion to adopt the consent agenda as modified; seconded by Ms. Klein.

Roll call vote unanimous; motion carried.

Ms. Robert made a motion to excuse the absences of the following board members:  
Linda Deamer-Hart; Rubby Douglas; Edward Ratcliff.

Roll call vote unanimous; motion carried.

Mr. Cressy made a motion to approve the minutes of the previous meeting as presented; seconded by Ms. Klein.

Roll call vote unanimous; motion carried.

**Comments and Questions:**

Ms. Pirosko welcomed all in attendance and extended an opportunity for public input.

Ms. Pirosko yielded to Ms. Sharon Delvisco, LaCAN leader for Region 9. Ms. Delvisco presented the Legislative agenda for LaCAN and LaTEACH in Region 9, for the upcoming year. She extended an invitation to those in attendance to join other advocates on January 29, 2015 at North Oaks Diagnostic Center for a Legislative Roundtable.

**Executive Director Report:**

Ms. Watkins submitted a copy of the Executive Director's Report for December to members of the governing board. She outlined the content which included:

1. Update on Same Day/Next Day Access. Ms. Watkins reported that the Same Day/Next Day model was implemented at the Mandeville clinic location in St. Tammany Parish. She reported that initially, there was a significant increase in the walk-in business at the clinic, with approximately 8-10 new applications per day. She added that the new applicants were in addition to the individuals previously scheduled and already active at the clinic. Ms. Watkins said that the workflow and processes at the clinic are closely monitored and modifications made accordingly; however, the model is still in the early phase of implementation. There will be some changes made as the process moves forward.
2. Ms. Watkins was pleased to announce, that with the implementation of the Same Day/Next Day Access, the waiting period for accessing services at the Mandeville clinic location has been reduced from 60-90 days to approximately 3 hours on the same day individuals apply for services. She added that it is anticipated that the workflow will improve each day as the staff and clients adjust to the new model. She said that a meeting was held with the consultant from the National Council in mid-November and according to the consultant, the agency was on target at this phase of Same Day/Next Day implementation; however, the staff was feeling somewhat overwhelmed. Ms. Watkins said that the consultant was excited about the progress we have made, to date, and she expects things to improve over time as the demands and applications for services should eventually level off as we work on handling the backlog of individuals who had been waiting. Ms. Watkins said that it was helpful for the consultant to return on site so she could actually "shadow" staff and observe the workflow, assess potential

problems, and make recommendations for improvements. She said that it was beneficial for the consultant to meet with the staff and directly address their issues and concerns, as well as commend their accomplishments, thus far. Ms. Watkins reported that Dr. LaPrairie has been asked to speak on the Same Day/Next Day implementation at the upcoming Statewide Primary Care and Behavioral Health Integration Summit VI on December 11, 2014 in New Orleans. She said that Ms. Robert will also be presenting information about the St. Tammany Parish Behavioral Health Taskforce initiative.

3. Update on the IT domain migration. Ms. Watkins reported that staff continue to work toward the IT domain migration from the Department of Health & Hospitals (DHH) and Division of Administration (DOA). She explained that DOA is managing all of the IT functions and purchases for the state. Ms. Watkins said that staff continue to actively work toward the purchase of the electronic health record, which must be submitted to DOA for approval.
4. Ms. Watkins reported that the H R staff was successful in working with Civil Service to establish a Practice Manager position. She reported that the job announcement for the position has been posted. Ms. Watkins said that the goal is to have this person on staff as the electronic health record is implemented and finalized to ensure accurate coding, to enhance the billing process, and to develop a centralized scheduling system to maximize productivity. She reiterated that all of these efforts will be focused on maximizing self-generated revenue, as well as increased service capacity.
5. Ms. Watkins reported that recently, the decision was made by DHH with regards to the Request for Proposal (RFP) and renewal of the contract for the Statewide Managed-Care Organization (SMO). She said that DHH has made the decision to have Magellan serve as the SMO until December 1, 2015, at which time the management will move under the Bayou Health Plans. Ms. Watkins said that the details of the contract renewal between DHH and Magellan and the transition process is not finalized at present.
6. Executive Order BJ 14-16. Ms. Watkins reported that on November 7, 2014, an Executive Order (BJ 14-16) was issued by Governor Jindal requiring an expenditure freeze for purchasing supplies, travel, vehicle repairs etc. She said as a result, the agency must now submit exemption requests to DHH for any expenditures that are not specifically related to direct patient care and services. She explained that this process has created a significant lag in the process, which has caused a delay in processing requests promptly. Ms. Watkins said in addition to this process, the agency staff must report all vacant positions on a weekly basis for possible consideration of further budget cuts, as well a possible reduction in contract funding. She said that this uncertainty makes it very difficult to plan agency operations for the remaining months in the fiscal year.
7. Update on the billing process. Ms. Watkins reported that the fiscal staff continue to work diligently with clinicians and administrative staff to improve the billing processes,

to ensure that the agency obtains maximum efficiencies in operations, and to help staff to better understand the agency operations. She said in order to aid staff to move forward in this endeavor, quarterly supervisor meetings are conducted to keep them apprised of the status of the agency, as well as the plans and challenges anticipated in the future months. Ms. Watkins explained that the most recent meeting was held on December 3, 2014, and it seems that there has been significant growth in their understanding of the need and importance to enhance the agency's self-generated revenue toward the goal of sustainability. She explained that it has been a challenge for staff to make the culture shift over the course of the past few years to more of a private business model, but they are gaining knowledge and experience in this regard. Ms. Watkins said that staff are excited about the potential that a new electronic record will bring, both clinically and fiscally. She said, it is anticipated that with the implementation of the new electronic health record system, the staff will experience increased efficiency with regards to clinical documentation, coding for services, and billing. She said with the implementation of the electronic health record, it will allow the agency to capture reliable and valid data, which is vital to the agency to aid in data-driven management decisions.

Ms. Watkins introduced Cindy Gutowski, who recently accepted the appointment to serve as Interim Mental Health Director, in addition to her current duties as Compliance Officer for the agency. Ms. Watkins expressed appreciation to Ms. Gutowski for accepting the challenge to serve in this capacity on an interim basis.

Mr. Cressy inquired about the current status of the Memorandum of Understanding (MOU) between DHH and FPHSA. Ms. Watkins responded, the recently revised contract has been submitted to legal counsel for review. She said that the goal is to finalize the MOU by January 2015.

Ms. Soileau made a motion to accept the Executive Director's Report for the month of December; seconded by Mr. Zachary.

Roll call vote unanimous; motion carried.

**Financial Report:**

Ms. Sibley, CFO, provided the financial report for the month of December 2014. She provided the following report(s): Monthly Budget Report Fiscal Year 2014-2015, for month ending October 31, 2014 and Magellan Monthly Targets versus Projected. She explained the details of data contained in each report. Ms. Sibley gave a brief overview of the Fiscal Year Budget for 2015, as well as the Projected Fiscal Year-end Revenue. She explained that staff are working diligently to decrease expenditures, as well as increase collections to stay within the budget.

Mr. Zachary made a motion to accept the Financial Report for the month of December; seconded by Ms. Robert.

Roll call vote unanimous; motion carried.

**Old Business:**

**Strategic Plan:**

At the previous meeting of the board, members of the board concluded that they would engage Mr. Sparks, Louisiana Association of Nonprofit Organizations Louisiana (LANO) for continued consultation in Phase 2 of the Strategic Plan development.

Rebecca Soley provided tentative dates that Mr. Sparks would be available to convene for the follow-up consultation. After careful consideration, the board concluded that March 13, 2015 would be a convenient date for the majority of the board to participate in this endeavor. Ms. Soley will finalize the plans with Mr. Sparks.

**New Business:**

**Nominations Committee:**

Ms. Pirosko, Board Chair appointed the following members of the board to serve on the Nominations Committee: Mr. Cressy; Ms. Soileau; Mr. Zachary. She explained that the role of this committee is to lead the process to make recommendations to the Board on candidates for appointment to serve as officers for the 2015 year. The recommendations will be presented at the next board meeting.

**Board Policies:**

In accordance with the annual policy review process, prior to the governing board meeting, the following policies/procedure were submitted to the board for review:

- Policy No.: 001 – Executive Limits – Global Executive Constraint
- Policy No.: 007 – Executive Limits – Asset Protection
- Policy No.: 010 – Executive Limits – Executive Director Succession
- Procedure No.: 010.1 – Executive Limits – Executive Director Succession
- Policy No.: 012 – Executive Limits – Financial Planning and Budgeting

**Policy No.: 001 - Executive Limits - Global Executive Constraint:**

The Board initially adopted Policy No.: 001-Executive Limits – Global Executive Constraint on December 20, 2013. Ms. Watkins presented the policy to the board for annual review/consideration.

Ms. Robert made a motion to adopt Policy No.: 001-Executive Limits – Global Executive Constraint with no changes; seconded by Mr. Cressy.

Roll call vote unanimous; motion carried.

**Policy No.: 007 - Executive Limits - Asset Protection:**

The Board initially adopted Policy No.: 007-Executive Limits – Asset Protection on December 20, 2013. Ms. Watkins presented the policy to the board for annual review/consideration.

Mr. Cressy made a motion to adopt Policy No.: 007-Executive Limits – Asset Protection with no changes; seconded by Ms. Soileau.

Roll call vote unanimous, motion carried.

**Policy No.: 010 - Executive Limits - Executive Director Succession:**

The Board initially adopted Policy No.: 010- Executive Limits - Executive Director Succession on December 20, 2013. Ms. Watkins presented the policy to the board for annual review/consideration.

Ms. Robert made a motion to adopt Policy No.: 010 – Executive Limits- Executive Director Succession with no changes; seconded by Mr. Zachary.

Roll call vote unanimous; motion carried.

**Procedure No.: 010.1 - Executive Limits - Executive Director Succession:**

The Board initially adopted Procedure No.: 010.1-Executive Limits – Executive Director Succession on December 20, 2013. Ms. Watkins presented the policy to the board for annual review/consideration.

Ms. Klein made a motion to adopt Procedure No.: 010.1 – Executive Limits – Executive Director Succession with no changes; seconded by Ms. Robert.

Roll call vote unanimous; motion carried.

**Policy No.: 012 - Executive Limits - Financial Planning and Budgeting:**

The Board initially adopted Policy No.: 012 – Executive Limits – Financial Planning and Budgeting on December 20, 2013. Ms. Watkins presented the policy to the board for annual review/consideration.

Mr. Cressy made a motion to adopt Policy No.: 012 – Executive Limits – Financial Planning and Budgeting with no changes; seconded by Ms. Soileau.

Roll call vote unanimous; motion carried.

**Louisiana State Legislature Act No.: 447:**

A copy of the Louisiana State Legislature Act No.: 447 was provided to the board for review. Ms. Roberts inquired about the act in relation to the Local Governing Entities. Ms. Watkins provided a brief explanation.

**Appreciation/Award:**

Ms. Robert expressed appreciation to Ms. Klein for her service and dedication to FPHSA Governing Board.

Ms. Pirosko presented a plaque of appreciation to Ms. Klein on behalf of the FPHSA Governing Board for her dedication and service during her tenure on the board. Ms. Klein's term ends December 31, 2014.

**Board Attendance:**

The following documents were provided to the board for review: Carver Model Attendance Requirements; FPHSA Board Attendance for 2014; FPHSA Bylaws on attendance. Ms. Pirosko explained the attendance regulations as outlined by both the Carver Model and the FPHSA Bylaws. She expressed concern regarding the continued use of the excused absence process for members related to meetings of the board, as this is in conflict with the Carver Model. Ms. Pirosko presented information regarding the number of absences among the members of the board, with the reminder that it is vital for the members to attend scheduled meetings.

Ms. Pirosko announced that Mr. Ratcliff's term as board representation for Washington parish will end December 31, 2014, as well as Ms. Cheryl Klein, board representative for St. Tammany parish. She reported that Danielle Keys has been appointed as the Washington parish board representative and Celeste Falconer has been appointed as the St. Tammany parish board representative. She explained that legal counsel has been consulted regarding a possible conflict of interest regarding Ms. Falconer's appointment. At the request of the board, Ms. Watkins will consult with the Louisiana Board of Ethics for an ethics opinion regarding Ms. Falconer's appointment to the board.

**Confirmation of the next meeting:**

It was confirmed that the next meeting date of the FPHSA Governing Board will be January 23, 2015 to be held at 835 Pride Drive, Hammond, LA.

Mr. Cressy made a motion to adjourn; seconded by Ms. Klein. Meeting adjourned.

Respectfully Submitted,

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Secretary, Varetta Spears

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Date

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Executive Director, Melanie Watkins

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Date

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Board Chair, Mary Pirosko

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Date