

QUARTERLY VOICE

January 2009

PHOENIX CENTER BEHAVIORAL HEALTH SERVICES

Phoenix Center Holiday Luncheon a Success

It's finally to a close, 2008 that is. As we all end the calendar year, we look back in our personal and professional lives to remember what we have or have not accomplished. Well, the Human Resource Committee can sure look back in the month of December and say "whew", we accomplished it.

What you don't realize is all the hard work that is put into coordinating and planning the Holiday Luncheon that was held on Friday, December 19th. We all have a few more gray hairs and wrinkles but it was worth it to see the smiles on everyone's faces that day.

The Committee began planning the luncheon back in October. There were many meetings, email discussions and making lots of lists trying to guess how many staff would be attending to ensure all would receive a little something. The Committee had already made a commitment to do what ever possible to ensure every staff attending would receive a door prize. That meant start soliciting door prizes from vendors, retailers, and looking at HR's own little budget to start worrying. Then came the advertising of the luncheon, ordering the smoke shoulders, and our favorite.....shopping. Once the shopping was completed then came the sorting of the goodies to wrap in baskets. Making decisions on what fits best with each item. Trying to figure out what other gifts we could buy. Out of the blue came the anonymous donations. The first donation was a \$200 check. A few days later came another \$200 anonymous check and a \$100 check from Light House Nursing Agency. What a thrill and emotional day it was Committee members. Other donations included a \$50 gift card from Watson Blvd. Wal-Mart, a \$25 gift card from Booth Road Wal-Mart, \$25 gift card from Best Buy, Ft. Valley State University T-shirt, and 3 each of Easy Buttons and Thumb Drives from Staples.

The day of the luncheon came the planning and decorating to make the area look festive for the celebration. Thanks to Nancie Masters who generously let us use all of her personal Santa's that made the tables look beautiful. Committee members made several trips with the cart and van back and forth from the Administration building to the WROP building. I don't know how many times I heard Tracy Smith say during

the week and day of the luncheon, "we got to check the gift list again". She had all the gifts categorized in such an order that made the flow of drawing names to give out the door prizes go smoothly. Everyone seemed to enjoy the gifts as much as the Committee members did buying and wrapping them.

Thank you to all staff that provided wonderful side dishes that were very tasty. After all bellies were full came time to clean up and put every thing back in order again. That's when Committee members seemed to be moving a little slower but eventually got the job done.

As the members sat to rest, we all looked back and had a few laughs of some mishaps but concluded it was worth every bit of energy that was put into it. We hope to be able to do the same December 2009.

The HR Committee would like to recognize the following staff not on the Committee but gave a helping hand: Andrew McCoy, CSP, Matt King, WROP, Dudley Wilson, Admin, Sandra Olsen, Admin, Charles Foster, UM and Lisa Garrison, Admin.



HR Committee Members Top Row: Tracy Smith, Shané Durham, Nancie Masters, and Dakoma White.

Front Row: Karen Lynch and Mickey Robinson

Submitted by Karen Lynch

Out and About in our Community

Distinguished Award



Louise Gilbert from SF-II won the DD Employee of the Quarter (July—October). Mrs. Gilbert was nominated and selected by her peers and DD Supervisors. This is the first year that DD has begun the recognition for staff.

Pictured from left to right: Betty Hugley, Louise Gilbert and Rufus Johnson

NIATx Presentation



Meave Brennan and James Singleton attended the NIATx Conference in Clayton County on October 29, 2008 to give a presentation of Phoenix Center's progress towards change. Phoenix Center has not been able to reduce no show rate but has streamlined the intake process to make it more user friendly for staff and consumers.

Feed the City



MiCasa Residential Group Home residents are encouraged to “give back to their community” by participating in Acts of Service within the community they live and receive supportive services. On November 25, 2008, the residents volunteered at New Hope International Church, Feed the City event, where food was distributed to needy families for Thanksgiving. The residents were eager to participate in the event and left with feelings of acceptance and increased self esteem. The Prevention staff and teens from the Perry High School also participated in the event.

Article Submitted by Sharon Grant

Peach County Public Forum



The Rights & Ethics Committee organized the Peach County Public Forum held at the Ft. Valley Office on October 24, 2008. There were approximately 20-25 representatives from various agencies that asked many questions regarding our services and programs. Bart Young and Dawn Holland were the guest speakers at the event. The audience enjoyed hearing their testimonials and appreciation of the Phoenix Center to the Peach County community.

Developmental Disabilities Christmas Party



The Developmental Disabilities Program held their Annual Christmas party on December 17th at the American Legion Post 594. Consumers, staff, family and friends all enjoyed laughs, music, dancing, and great food that was prepared by each group home. The staff and consumers of North Avenue Group Home were also invited to enjoy the event. Consumers exchanged Christmas gifts and all had a wonderful and memorable time.

HUMAN RESOURCES

Welcome New Employees

We would like to welcome the following employees who were hired from October through December 2008:

WROP

Chris Adkins
Tia Banks
Carrie Bishop
Sivaji Chaparala, M.D.
Michelle Edger
Barry Hayes
Matthew King
Marie Mills
Gail Stuart

Ft. Valley

Meketa Deans
Diamesha Walton

Ft. Valley Emergency Services

Amy Benjamin

NAGH

James Hinton

CSP

Teslan Anderson
Lanisha Bohler
Zachary Haugabrook
Jessica Moore

MiCasa

Miranda Amonoo
Sharon Fleming
Jacqueline Phillips
Ashley Whitehead

Community Donations

The North Avenue Group Home residents would like to thank Neal and Carly Krajewski and their small group ministry of River Church of Kathleen for sponsoring NAGH residents during Christmas. Each resident was provided a gift basket full of goodies.

Thank you to Wal-Mart on Booth Road for donating a Christmas Tree to the CSP, Southside Baptist Church, DFCS and Salvation Army for donating gifts to the MiCasa children; and Lowe's Home Improvement on Highway 96 for donating a Christmas Tree to the STAR Program. Donated money recently received from All Saints Episcopal Church and Knights of Columbus were used to buy Christmas gifts to four families in the CSI program who were less fortunate this year. All donations were much appreciated.

Announcements

Congratulations To:

- Krystal (WROP) and Perry Jackson on the birth of their first child, Keaton Riley, born December 29, 2008. Keaton weighed 5 lbs and 15 oz.



- Lisa Troxell, Prevention, on the birth of her first granddaughter, McKenzie Rae Troxell, born October 20, 2008.

- Sonia Collier, WROP, on the birth of her first granddaughter, Amiya Habersham, born September 24, 2008.

- Karen Floyd, Ft. Valley OP, on the birth of her first grandson, Colin Alexander Duarte, born November 19, 2008.

Ft. Valley Office Gives Back to the Community

The Ft. Valley Office donated approximately 100 lbs of food for the Holiday Season from staff and clients to the Feed Center in Perry.

Jackie Caskey and Diamesha Walton represented Phoenix Center at The Feed Center's big Toy Giveaway on Dec 19th in Perry. A table was set up displaying Phoenix Center brochures and promotional items were given away. The event was well attended by the community.

Special Kindness

Special thanks to Patty Winter for sponsoring a Developmental Disabilities consumer in SF-V during the Christmas Holidays. The client was transferred to SF-V just before Christmas which at that time, all donated money had been exhausted for gifts. Patty came to the rescue to make this consumers Holiday a happy one.

Phoenix Center Financial Status

FY09

Year-To-Date thru November 2008

<u>BUDGET</u>	<u>REVENUE COLLECTED</u>	<u>EXPENDITURES</u>
\$8,358,724	\$2,455,840	\$3,103,446

As you can tell, our expenditures exceed our revenue collection. We are fortunate that we have been able to build a reserve over the years and the current deficit (-647,606) is covered by the Center's reserve funds. Just like the rest of the United States, we are in an economic downturn in Georgia and are facing uncertain times. Phoenix Center has already absorbed a contract cut from the Department of Human Resources (DHR) in this fiscal year, but there is another cut coming since State revenues has not increased. It is going to get more and more difficult to cover our expenditures. The State revenues and cuts from DHR are out of our control. However, the dollars that we generate by billing for our services to Medicaid and Private Insurance is in our control. Let's make sure that for every dollar we bill for, we receive. You can help by ensuring that your services are authorized and documentation is complete. Eligibility is also an area where we lose money by not having the correct authorization for the payor source. Remember our Medicaid and insurance services must be authorized prior to the service is rendered.

Article Submitted by Sandra Olsen

Follow-up of Audit Status

The final word on our appeal of the audit performed by the Georgia Medical Care Foundation was received last month. The original recoupment amount of \$30,634.65 was reduced by \$17,067.59. There is still a recoupment of \$13,567.06 which is an improvement but far from zero which is where we need to be.

There never seems to be one big thing in our various audits. Rather it's a collection of a lot of smaller things which are easy to miss in what can easily become a chaotic day. On the surface forgetting a signature may not seem like a major issue but can result in loss of payment for multiple services.

I have put together this broad list of what is needed in order to get paid. Of course there are many little details but this isn't that article. So here are the biggies: Consumer, Appointment and sometimes we don't even need that, Eligibility, Doctor or Clinician, Order, Treatment Plan, Authorization and some of those are automatic, Service, Documentation, and Billing. If these are done right we get paid. If not...we don't.

If ever in doubt call, email or you can now even contact me with IM; if I'm actually at my desk. I may not have the answer you want. I may not even know the answer, hard to imagine, but I will find out for you. The reality is that audits are not going away so we all have to be aware of those details in order to get paid.

Article Submitted by Charles Foster

