



MINUTES
GREENVILLE COUNTY DISABILITIES AND SPECIAL NEEDS
BOARD of DIRECTORS REGULAR MEETING
APRIL 28, 2016
4:30 PM
Patrick Center Annex Building, Room 103

Notice of the meeting was sent to all Board Members, The Greenville News, The Greenville Journal, WYFF-TV 4, Fox-TV 21, and the Clerk to Council, Greenville County. Notice and agenda were posted in the lobby of the Patrick Center Administration Building and the Patrick Center Annex and the Agency Website prior to the meeting.

Members Present:	Alex McNair, Chair Clyde Baucom, Treasurer Peggy Farmer Bern Mebane Bryant Nixon	Members Absent:	Bob Ariail, Vice Chair Cindy Baughan Jade Cox Paul Hamberis
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Senior Staff Present:	John Cocciolone, Executive Director Anne Arrington Patty Barnes Julie Black Craig Byrd Alicia Grubel Al Hill Mike Teachey	Sandy Brown, Recording Secretary Peggy White
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Call to Order: The Board of Directors meeting was called to order at 4:38 PM by Mr. Alex McNair, Chair.

Invocation: Chairman McNair offered the Invocation.

There was discussion on re-ordering two agenda items. **A Motion: To table discussion of Items III.c -- Committee Reports: Program/Quality Assurance Committee, until May and to move the Human Resources Report up on the agenda to follow the Finance Report.** Peggy Farmer made the motion, which received a second from Bryant Nixon. The motion carried.

Approval of the Consent Agenda: The consent agenda consisting of the Executive Director's Report, Health & Safety Report, Dashboard Report, Services at a Glance Report and the March 2016 Board Minutes was provided to Board members by email prior to the meeting and a hard copy was presented at the meeting. An opportunity for discussion and questions was provided. **A Motion: To approve the consent agenda as presented.** Clyde Baucom made the motion with a second by Peggy Farmer. The motion passed unanimously.

Committee Reports: Finance: March 2016 Financial Report. Al Hill presented the Finance Report. He introduced Amie Snell, the new Accountant in the Finance Department, who spoke on her background.

Mr. Hill reported the following for the month of March: Revenue was over budget by \$133,728. Contract revenue up \$44,000 over budget, and Contec billing was \$32,935. In-house billing was \$13,063. A grant was received from the Graham Foundation to the Generous Garden Project for \$25,000. Total revenue was up 6.1% for the year. Expenses are \$162,063 over budget; \$117,369 of this was salaries, benefits and taxes. Professional and consulting fees of \$23,981 were paid to G-Force Carpet Cleaning, a company that assists in-house janitorial services, usually due to DHEC inspections. Administrative costs were up due to a \$35,000 payment to Crawford Strategy for rebranding and the launch. Total expenses for the year were 5.9% over budget. Revenue exceeds expenses for the year by \$327,447. Other items of note included: DDSN will begin deducting \$283,613 for the Respite payroll that is processed by the Charles Lea Center for the period July 1, 2015 thru March 31, 2016 beginning with the May payments. DDSN approved the Room and Board repayment for FY 2015, with \$151,000 owed to individuals; \$136,000 for individuals in HUD homes, and \$115,000 for individuals in non-HUD homes. DDSN will pay half. A draft budget is being worked on by each department, and will be presented to the Board at the May meeting. Mr. Hill estimated the year-end budget gain will stay close to the projection.

Executive Director & Chairman's Reports:

Human Resources Report. Julie Black, Human Resources Director, introduced herself and reviewed her background. She reported turnover is excessive and difficult to address. Turnover increases training and overtime costs, and HR staff time increases due to processing applications, adding and removing benefits, and the interview process. She gave a PowerPoint presentation and reviewed what HR is doing to address recruiting Direct Support Professionals (DSPs). On average, 40 applications are taken to fill eight positions. The low unemployment rate of 5.2% in the Upstate creates a challenge. She reviewed the reasons for leaving that were revealed in exit interviews. The chief reason given was low pay for the work that is performed.

Ms. Black reviewed what is being done in the Human Resources Department: Daily and weekly staff meetings; hired an HR Generalist; in-house job fair held and another planned; utilizing the Indeed job board; "We're Hiring" banners; flyers sent to churches; working with other HR directors of DSN Boards; employee referral bonus; tuition assistance; reviewing salary schedules for positions; and exit interviews.

Clyde Baucom, Treasurer, presided over the remainder of the meeting after Chairman McNair left the meeting due to another commitment.

Community Engagement Committee. Peggy Farmer reviewed the status of the latest committee meeting. Craig Byrd reviewed the Digital Report provided in the Board Packet. He reported an increase in new users visiting the company website due to rebranding. He said Google advertising display and search is inexpensive advertising and has attracted 1,500 people to click on Google ads and be directed to our website, resulting in 277 "likes" in our Facebook page in one month. He commented electronic advertising is working and will be included in the upcoming budget. The Thrive Upstate website now features job postings and online applications.

Mr. Byrd informed work on the Garden Party planned for June 23 is continuing. The purpose of the event is to reach out to donors or perspective donors. The invitee list has been sent to Board members for input. Invitations are expected to be mailed by May 12.

The Vine & Stein event is planned for July 28, from 6-9 pm at the Bon Secours Wellness Arena. The Greenville Journal, IHeart Radio and WYFF-TV are the media sponsors. A list of proposed sponsors was provided to the Board and their assistance in contacting known sponsors or recommending others was requested.

Mr. Byrd reported he and Chairman McNair attended a Greenville Women Giving Ballot Showcase and spread the word about the agency and the garden project. Thrive Upstate made it to the final 15 nominees and will try again next year.

The CEC is brainstorming ideas for a winter fundraising event and would appreciate suggestions. The next CEC meeting is May 23 at the Patrick Center.

A list of vendors with whom the organization has done business was provided to the Board. These companies will be solicited for donations. Names of any contacts at the companies on the list would be appreciated. Mr. Mebane suggested adding the top 50 companies on the United Way Report. A golf outing next spring has been proposed by Joe White, a CEC member.

Program/Quality Assurance Committee. Mr. Cocciolone reported that the legal documents regarding the AbiliQuest subsidiary were not ready for action at this meeting but will be addressed later.

Public Comments: There were no public comments.

Executive Director Reports: Mr. Cocciolone informed of a meeting on May 3 for families to meet with a representative from DHHS to hear and ask questions about the CMS Final Rules that may affect services provided by Thrive Upstate. He said we are staying on top of the CMS changes.

The quality review by Alliant went well. A 93.99% rating was received, which was up from 90% last year, and above average for the state. He reported medical errors tracking is showing a positive trend.

The CARF review has been pushed back to September or October. In preparation, the Board will be provided with updated policies to review and approve. Many changes were the organization name change only and others were changed to align with new DDSN directives.

Mr. Cocciolone reported the TD Market launch would be held on Tuesday, May 3, at City Hall. Thrive Upstate, the only non-profit vendor, will participate in the launch with two individuals serving as spokespeople.

Adjournment: The Board of Directors meeting adjourned at 5:50 PM.

Next Meeting: The next regular meeting of the Board of Directors will be held on May 26, 2016, at 4:30 PM.

Submitted by: Sandra W. Brown
Sandra W. Brown, Recording Secretary

5/26/16
Date

Approved by: Bob Ariail
Bob Ariail, Vice Chair

5/26/16
Date