GEORGIA ASSOCIATION OF COMMUNITY SERVICE BOARDS ADMINISTRATIVE OPERATIONS COMMITTEE

THURSDAY, SEPTEMBER 11, 2025 – 10:00AM

VIRTUAL MEETING MINUTES

|  |
| --- |
| **MEMBERSHIP ATTENDANCE: *X - Denotes Attendance*** |
| **X** | **Chair- Pam Cartwright- Legacy** | **X** | **CSB of Middle Georgia- Terry Richards** | **X** | **New Horizons- Susan Gallagher** |
| **X** | **Vice Chair- Fabio Van De Merwe- Claratel** |  | **Douglas County – Ivy Wright** |  | **Oconee- Kristi Stiggers** |
| **X** | **Advantage- Tammy Conlin** |  | **Gateway – Pamela Brinck** |  | **Pathways- Jade Benefield** |
| **X** | **Aspire- Dana Glass** | **X** | **Georgia Pines- Martha Parada** |  | **Pineland- Patricia Donaldson** |
| **X** | **Avita- Cathy Ganter** | **X** | **Highland Rivers- Dena Payne** |  | **River Edge- Dr. Ali Yallah** |
| **X** | **Bridge Health- Heather Ramsey** | **X** | **Legacy – Paivi Parssinen** | **X** | **Serenity- John Moore** |
|  | **Claratel- Chatele’ Chester** | **X** | **McIntosh Trail- Leslie Cantrell** | **X** | **Unison- Laura Fullard** |
|  | **Clayton Center – Barbara June** | **X** | **Middle Flint- Angela Holt** | **X** | **View Point Health- Jennifer Speights** |
|  |  |  |  |  |  |
| **GUESTS: Lee Pavlik (Aspire BH), Heather Roesner (Bridge Health), Denise Forbes (CSB of Middle Georgia), Eddie Williams, Candice Ingram** |
| **DISTRIBUTION: 9/11/2025 Agenda, 7/10/2025 Minutes** |

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Agenda Items** | **Discussion** | **Action/Resolution** | **Responsibility** | **Due Date** |
| **Welcome/Call to Order** | * Pamela Cartwright called the meeting to order at 10:00AM. Ms. Cartwright stated that she will reach out to each CEO to obtain a new list of voting members for FY26.
* The agenda for today’s meeting was presented and reviewed. Ms. Angela Holt made a motion to approve the agenda, as written. Ms. Dana Glass seconded the motion. The agenda for today’s meeting was unanimously approved.
* The minutes from the 7/10/25 meeting were presented and reviewed. Ms. Dena Payne made a motion to approve the minutes, as written. Ms. Angela Holt seconded the motion. The 7/10/25 meeting minutes were unanimously approved.
 |  |  |  |
| **Focus Group Report Outs/Action Items** | * ***HR/Compliance*-** Ms. Laura Fullard reported that the group met today and discussed the following:
	+ NextGen: The NextGen project was discussed and is still undergoing its testing phase. CSBs have been requested to review data and sign attestations by 9/17/25.
	+ Organizational Climate Survey: Procedures and questions should be reviewed by each CSB. This survey is seeking constructive, not destructive comments.

 * ***IT*-** No Report Provided
* ***CFO*-** Ms. Pavlik provided an update from the CFO Focus Group.
	+ Financial Audits: Discussions have taken place with the CPA group to make the audit process run more smoothly. The goal is to reduce the “pick-up/put-down” actions that have happened in the past and allow the group to focus on one audit at a time.
	+ DBHDD: There have been challenges around communication from DBHDD with programmatic reporting, especially with MAT, APEX, and Forensics.
	+ SHBP: The costs to agencies and the CSB Network for the State Health Benefit Plan are being reviewed, especially for those who are uninsured by SHBP.
* ***Rev Cycle*-** Ms. Holt stated that the Revenue Cycle Focus Group is scheduled to meet 9/29.
 | * Updates will be provided as they become available.
* Meetings should be held with managers to review.
* A report will be provided at the next meeting.
 | * ***HR/Compliance-*** *Laura Fullard*
* ***IT-*** Fabio van der Merwe
* ***CFO-*** Lee Pavlik
* ***Rev Cycle-*** Angela Holt
 |  |
| **Strategic Plan Initiatives Update** | * Ms. Cartwright stated that, at the GACSB Strategic Planning Retreat, four priorities were identified for FY26.  The Admin Ops Committee was assigned Goal #4- Community Service Boards Have a High Quality Workforce. The Committee discussed the ideas and agreed that we identified the following FY26 goals for the Admin Ops Committee:
1. To assess and optimize staffing requirements to ensure alignment between program objectives and the availability, skills, and capacity of the current and projected workforce—thereby enhancing program effectiveness, operational efficiency, and long-term sustainability.
	* + *Identify gaps between current staffing levels and program needs.*
		+ *Evaluate workforce capabilities and requirements against desired program outcomes.*
		+ *Ensure that resource allocation supports short term and long term sustainability.*
2. Establish a standardized, system-wide GACSB internship framework in collaboration with educational institutions to expand and enrich the workforce pool.
	* + *Create consistent internship pathways across colleges and universities.*
		+ *Align internship experiences with CSB needs  to ensure career readiness.*
	* *Foster stronger partnerships between CSBs and educators to streamline talent pipelines.*
	* *Promote equity by ensuring internships are accessible, paid, and support across diverse communities.*
3. To implement a centralized, accessible, and user-friendly GACSB job board that connects job seekers with employment opportunities across the state.
* *This platform will serve as a comprehensive resource for public and private sector employers to post open positions, streamline recruitment, and promote workforce development.*
* *The job board will enhance transparency, reduce barriers to employment, and support economic growth by ensuring that all residents have equitable access to job listings regardless of location, background, or industry.*
1. To establish a coordinated and inclusive GACSB system for distributing high-quality training resources across the state, ensuring that individuals, educators, and organizations—regardless of location—have equitable access to tools that support skill development, workforce readiness, and lifelong learning.
	* *This initiative aims to foster collaboration, reduce duplication of effort, and empower CSBs by making training materials, best practices, and learning opportunities readily available and easily discoverable.*
 | * Strategic updates will be provided at each meeting.
* Any announced changes will be reported to the Committee.
 | * **Strategic Plan Initiatives -** GACSB Exec. Director
 |  |
| **State-wide Policy Initiatives** | * ***CCBHC:*** The CCBHC is moving forward with expanding services to all counties in Georgia.
* ***DBHDD:*** ***Education & Advocacy:***
	1. The DBHDD’s 2025 Behavioral Health Symposium will be held October 1-3. Registration information was sent out on 8/27.
 | * Updates will be provided as information becomes available.
 |  |  |
| **Other** | * ***Preparedness-*** Ms. Cartwright stated that hurricane season officially began on June 1 and ends on November 30. These dates, adopted by convention, historically describe the period in each year when most hurricanes occur.
* ***Renter’s Insurance:*** Ms. Payne stated that DOAS accepted their apartments on their insurance policy. This only covers the contents of the buildings.
 | * All CSBs were encouraged to review/update their COOPs (Disaster Plans) and ensure preparedness activities/ supplies are in place.
* Updates will be provided as they become available.
 |  |  |
| **Next Meeting** | The next meeting will be 10/9/25 at 10:00AM |  |  |  |
| **Adjournment** | The meeting was adjourned at 11:00am |  |  |  |
| **Chair** | Pamela Cartwright | Recorded By: Candice Ingram |