



**GEORGIA ASSOCIATION OF COMMUNITY SERVICE BOARDS  
ADMINISTRATIVE OPERATIONS COMMITTEE  
THURSDAY, APRIL 10, 2025 – 10:00AM  
VIRTUAL MEETING MINUTES**



<b>MEMBERSHIP ATTENDANCE: X - Denotes Attendance</b>					
X	Chair- Pam Cartwright- Legacy	X	Highland Rivers- Dena Payne	X	Cindy Levi, Avita Partners
X	Vice Chair- Fabio Van De Merwe-DeKalb	X	Legacy – Paivi Parssinen	X	Lee Pavlik, Aspire
	Advantage- Tammy Conlin	X	McIntosh Trail- Leslie Cantrell		Cass Hatcher, River Edge
X	Aspire- Dana Glass	X	Middle Flint- Angela Holt		
X	Avita- Cathy Ganter	X	New Horizons- Susan Gallagher		
X	Bridge Health- Heather Ramsey		Oconee- Kristi Stiggers		
	Claratel- Chatele' Chester		Pathways- Jade Benefield		
X	Clayton Center – Barbara June		Pineland- Patricia Donaldson		
X	CSB of Middle Georgia- Terry Richards		River Edge- Dr. Ali Yallah		
	Douglas County – Ivy Wright		Serenity- John Moore		
	Gateway – Pamela Brinck	X	Unison- Laura Fullard		
	Georgia Pines- Martha Parada	X	View Point Health- Jennifer Speights		
<b>GUESTS: Robert Hurn (Georgia Pines), Brent Burney (CSB of Middle Georgia), Ayanna Knight (McIntosh Trail), Eddie Williams, Candice Ingram</b>					
<b>DISTRIBUTION: 4/10/2025 Agenda, 3/13/2025 Minutes</b>					

Agenda Items	Discussion	Action/Resolution	Responsibility	Due Date
<b>Welcome/Call to Order</b>	<ul style="list-style-type: none"> <li>Pamela Cartwright called the meeting to order at 10:00AM. Ms. Cartwright asked everyone to place their name, email address, and CSB name in the chat for attendance.</li> <li>The agenda for today’s meeting was presented and reviewed. Ms. Cathy Ganter made a motion to approve the agenda, as written. Ms. Laura Fullard seconded the motion. The agenda for today’s meeting was unanimously approved.</li> <li>The minutes from the 3/13/25 meeting were presented and reviewed. Ms. Terry Richards made a motion to approve the minutes, as written. Ms. Dena Payne seconded the motion. The 3/13/25 meeting minutes were unanimously approved.</li> </ul>			

<p><b>Focus Group Report Outs/Action Items</b></p>	<ul style="list-style-type: none"> <li>• <b>HR/Compliance-</b> Ms. Laura Fullard reported that the group met today and discussed the following: <ul style="list-style-type: none"> <li>• <u>NextGen</u>: A touchpoint meeting was held with NextGen. Everything is on track for it to go live sometime in October. Reporting should be finalized by 4/15/25.</li> <li>• <u>Idemia/Checkpoint</u>: Everyone in the Focus Group seems satisfied with the new process, as results are coming back much more quickly than before with an average turnaround of 2-3 days.</li> </ul> </li> <li>• <u>Drug Screens</u>: HFR auditors are checking to be sure that at least a third of each site's staff have been called for a random drug screen.</li> <li>• <u>Training</u>: There are no certified trainers in the state for the caregiver fire safety course. Efforts are underway to ensure that there will be certified trainers in the coming months.</li> <li>• <b>IT-</b> Mr. Van der Merwe reported that the group met and discussed the transition of systems to Windows 11, as Microsoft will no longer support Windows 10.</li> <li>• <b>CFO-</b> Ms. Lee Pavlik reported the group met on 3/28/25 and discussed the following: <ul style="list-style-type: none"> <li>• <u>Annual Financial Audit</u>: Members from the CFO Group had a follow-up meeting with Baker &amp; Associates to address the roadblocks with the financial audits, looking to make the process run more smoothly in the future.</li> <li>• <u>Cyberattacks Coverage</u>: Discussion regarding a recent cyber attack that impacted one of the CSB. Currently the cyber-security insurance plan has a high deductible of 1.5 million dollars.</li> <li>• <u>GainWell Tech</u>: The CFO Focus Group identified a new point of contact.</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>• Updates will be provided as they become available.</li> <li>• Updates will be provided as they become available.</li> <li>• Updates will be provided at upcoming Admin Ops meetings.</li> </ul>	<ul style="list-style-type: none"> <li>• <b>HR/Compliance-</b> Laura Fullard</li> <li>• <b>IT-</b> Fabio van der Merwe</li> <li>• <b>CFO-</b> Lee Pavlik</li> </ul>	
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	<p>GainWell is working to correct issues.</p> <ul style="list-style-type: none"> <li>• <b>Health Insurance Premiums:</b> CFOs have sent recommendations to the state regarding health insurance premium costs, especially for those that elect to not be covered by the plan.</li> <li>• <b>Rev Cycle-</b> Ms. Angela Holt reported that the Revenue Cycle Focus Group met on 3/24 and discussed the following: <ul style="list-style-type: none"> <li>• <b>Points of Contact for Billing Issues:</b> Ms. Brenda Hewett has been identified as the point of contact with batching issues, and Ms. Jill McCrary as the point of contact with GainWell.</li> <li>• <b>Carelon:</b> Claims that were being denied as “Incorrect Vendor ID” and “Diagnosis Missing” have been corrected.</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>• Updates will be provided as they become available.</li> <li>• The Revenue Cycle Focus Group will meet again on 4/28. Ms. Holt will provide updates at future meetings.</li> </ul>	<ul style="list-style-type: none"> <li>• <b>Rev Cycle-</b> Angela Holt</li> </ul>	
<p><b>Strategic Plan Initiatives Update</b></p>	<ul style="list-style-type: none"> <li>• <b>GACSB’s Top Two Focuses:</b> The two main FY25 focuses are: <ul style="list-style-type: none"> <li>• <i>Sustainability</i></li> <li>• <i>Maintaining a Robust Network</i></li> </ul> </li> <li>• Ms. Cartwright announced that an Executive Director has been named. Ms. Vanessa Cameron will assume the role on 4/28.</li> <li>• Discussion regarding GACSB strategic focus to provide high quality, cost effective and efficient services throughout the network.</li> </ul>	<ul style="list-style-type: none"> <li>• Strategic updates will be provided at each meeting.</li> </ul>	<ul style="list-style-type: none"> <li>• <b>Strategic Plan Initiatives - GACSB</b> Exec. Director</li> </ul>	
<p><b>State-wide Policy Initiatives</b></p>	<ul style="list-style-type: none"> <li>• <b>CCBHC:</b> <b>Medicaid?</b></li> <li>• <b>DBHDD:</b> The GACSB 2025 Annual Leadership Conference is October 27-29 at Legacy Lodge, Lake Lanier.</li> </ul>	<ul style="list-style-type: none"> <li>• Updates will be provided as information becomes available.</li> </ul>		
<p><b>Other</b></p>	<ul style="list-style-type: none"> <li>• <b>Preparedness-</b> Ms. Cartwright reminded everyone that their agencies should be</li> </ul>	<ul style="list-style-type: none"> <li>• Ongoing updates will be provided.</li> </ul>		

	prepared in case of pandemic, natural disaster, and potential upcoming government shut-down.			
<b>Next Meeting</b>	The next meeting will be 5/8/25 at 10:00AM			
<b>Adjournment</b>	The meeting was adjourned at 10:30am			
<b>Chair</b>	Pamela Cartwright	Recorded By: Candice Ingram		