



**GEORGIA ASSOCIATION OF COMMUNITY SERVICE BOARDS  
ADMINISTRATIVE OPERATIONS COMMITTEE  
JUNE 16, 2022  
VIRTUAL MEETING MINUTES**

<b>MEMBERSHIP ATTENDANCE: X - Denotes Attendance</b>					
X	Chair- Melanie Dallas- Highland Rivers	X	Legacy – Marcy Crews	X	GACSB- Robyn Garrett
X	Vice Chair- Pam Cartwright- Legacy	X	Lookout Mountain-Rick Solmon	X	GACSB- Jesse Hambrick
X	Secretary- Cathy Ganter - Avita		McIntosh Trail- Sandra Mitchell		GACSB- Renee Millians
X	Advantage- Tammy Conlin		Middle Flint- Matthew Almeida	X	GACSB – Cameron Vickers
X	Aspire- Dana Glass		New Horizons- Valerie Bowden		
	Clayton Center – Barbara June		Oconee- Tyrone Evans		
X	CSB of Middle Georgia- Terry Richards		Pathways- Jade Benefield		
X	Dekalb- Fabio van der Merwe	X	Pineland- Patricia Donaldson		
	Douglas County - Monraye Lightford		River Edge- Dr. Ali Yallah		
X	Gateway – David Crews	X	Serenity- Stephen Martell		
X	Georgia Pines- Tim Hampton	X	Unison- Laura Fullard		
X	Highland Rivers- Dena Payne	X	View Point Health- Jennifer Speights		
<b>GUESTS:</b> Dr. Lee Adams, Tiffany Henderson, Sue Davis, Cindy Levi, Rita Wright King, Shane Hester, RJ Hurn, Melissa Hood, Denise Forbes					
<b>DISTRIBUTION:</b> Minutes – May 12, 2022					
<b>I.</b>	<b>WELCOME/CALL TO ORDER</b>	Melanie Dallas called the meeting to order at 10:03 a.m. She asked for a moment of silence for Valerie Bowden’s family & Unison.			
<b>II.</b>	<b>APPROVE AGENDA</b>	The agenda was approved upon unanimous vote of motion by Tammy Conlin and second by Fabio van der Merwe.			
<b>III.</b>	<b>APPROVE MINUTES</b>	The minutes were approved upon unanimous vote of motion by Fabio van der Merwe and second by Dena Payne.			
<b>IV.</b>	<b>HR/COMPLIANCE FOCUS GROUP UPDATE</b>	Laura Fullard informed the members that the focus group had met on June 9 <sup>th</sup> . There were no hot topics right now and the group was able to take a breather. The group had appointed Michelle "Mo" Creech from Advantage as the new Secretary. The group had discussed the DBHDD sexual harassment training roll out for FY23. They had also discussed job fair ideas, wellbeing initiatives, and the recent ASO training regarding supervisee/training certification.			
<b>V.</b>	<b>IT FOCUS GROUP UPDATE</b>	Dr. Ali Yallah was unable to attend the meeting. A report will be given at the next meeting.			
<b>VI.</b>	<b>REVENUE CYCLE FOCUS GROUP UPDATE</b>	Cameron Vickers informed the members that the focus group had met on June 2 <sup>nd</sup> . The group had discussed the IDD provider increase of 5% that was communicated by DBHDD. It was supposed to be a mass adjustment and reprocessing of claims back to July 1, 2021. The target date for payment was August 31, 2022. July 1, 2022, was the targeted date for the new rate to be in the system. The group had also discussed the new process for batch submission through Availity and communication challenges with Peach State. The communication challenges seemed to be due to Peach State’s workforce challenges.			
<b>VII.</b>	<b>CFO FOCUS GROUP UPDATE</b>	Sue Davis informed the members that the focus group had met on May 20 <sup>th</sup> and the group’s next meeting was tomorrow. The group had discussed questions about the COLA and how the CSBs were handling the funds properly in their books. The group discussed the 5% increase for IDD services. The revenue was definitely in FY22 and it would need to be estimated and accrued correctly. The group had also discussed the MRL supplements and that it was roughly 15%. Sue informed the committee that she would be retiring in April 2023 so a new CFO Focus Group leader would need to be appointed before that time.			

<p><b>VIII. FY23 COMMITTEE LEADERSHIP APPOINTMENTS</b></p>	<p>Robyn Garrett gave the members the following names of the leadership for the committees effective July 1, 2022.</p> <ul style="list-style-type: none"> <li>• Administrative Operations – Pam Cartwright, Chair &amp; Fabio van der Merwe, Vice Chair</li> <li>• Clinical Operations – Dr. Mark Johnson, Chair &amp; Jennifer Hibbard, Vice Chair</li> <li>• Data Analytics – Tammy Conlin, Chair &amp; Angela Holt, Vice Chair</li> <li>• Education and Individual Advocacy – Dana Glass, Chair &amp; Vice Chair TDB</li> <li>• Intellectual and Developmental Disabilities – Cindy Levi, Chair &amp; Jennifer Hibbard, Vice Chair</li> <li>• Public Image and Policy – Melanie Dallas, Chair &amp; David Kidd, Vice Chair</li> </ul>
<p><b>IX. FY23 COMMITTEE STRUCTURE AND PURPOSE</b></p>	<p>Melanie Dallas informed the members that there would be changes coming to the committee structure and purpose. The committee would begin to start connecting the structure and purpose within all the focus groups to the strategic plan. The connection would include the objectives and tasks of the strategic plan. The bylaws were also being reviewed to ensure the focus groups were following the intent stated in the bylaws. The committee needed to begin to move the needle on some of the projects and actions from the strategic plan, statewide initiatives, and federal initiatives. The committee would ramp up and start fresh in FY23.</p>
<p><b>X. WORKFORCE STRATEGY WORKGROUP ASSIGNMENT</b></p>	<p>Robyn Garrett informed the members that the GACSB executive office would be meeting with Melanie Dallas, Pam Cartwright, and Fabio van der Merwe to discuss this topic. Pam and Fabio would be able to discuss it in more detail during the first meeting in FY23.</p> <p>There would be a small subset of this committee that would look at information to work towards drafting a white paper for external stakeholders, DBHDD, DCH, etc. concerning workforce challenges. Mental health was at the center of conversation at all levels which meant there could be change and CSBs would need to be ready to respond, able to monitor the situation, and flexible to roll with the changes.</p>
<p><b>XI. INNOVATION CORNER – DEKALB</b></p>	<p>Fabio van der Merwe presented information on innovation at DeKalb. The presentation included support for general operations across the agency including contract management, administrative forms, and reporting. He gave the following highlights from the presentation.</p> <ul style="list-style-type: none"> <li>• The contracts management system had been put into place to help to cut down on paper, file cabinets, and waste (time &amp; money). The system allowed for tracking in real time, managing expiring contracts, and reporting. The system had a workflow function so that documents could be assigned to individuals (including vendors) for completion from beginning to end of the contract life cycle. It also had an electronic signature function. It came to Fabio at the end of the workflow process for final approval. Reports could be run from the system to keep track of expirations and where contracts were in the process. The system also sent gentle reminders via email.</li> <li>• The administrative forms system was used for forms such as incident management, clinical audits, and human resource forms. The system allowed for tracking requirements and paperwork. Workflow documents could be created that mirrored the paper forms. It tied to the reporting system so reports could be run on the data. The system automatically created documentation in formats accepted by DHR, DBHDD, and other stakeholders. It had an email chain that sent a copy of the report and documentation. It was connected to the EHR and HRIS systems to allow for auto population of some information. It also had a reporting tool in a dynamic format that allowed for the user to click on an area of the dashboard to drill down into the information.</li> <li>• The reporting system allowed for centralizing information for ease of use and sharing. The reports were permission accessed. The reports included department reports, managerial reports, and workflow reports. It could email reports designed how the operator wanted for that user. It could also automatically email reports that were updated on a prearranged schedule. The workflow aids helped individuals to know about things they needed to monitor. It was a unified system that pushed out information and gave the person what they needed to do their job.</li> </ul> <p>Fabio informed the members that it was an investment to buy the software and get it set up. However, it was well worth it in the long term. It helped with better compliance and workflow management, as well as cutting down on the number of staff that were needed in some areas. He had a data engineering department that handled the software. There were 2 report writers and 2 programmers. He would be happy to send the contacts for the software to the committee. (NOTE: See attached presentation for the contact information.)</p>

	Melanie thanked Fabio and asked for a volunteer for the next innovation corner. Avita will be the next presenter.		
<b>XII. NEXT MEETING</b>	July 14 <sup>th</sup> at 10:00 a.m.		
<b>XIII. ADJOURNMENT</b>	The meeting was adjourned at 10:51 a.m.		
<b>CHAIR:</b>	Melanie Dallas	<b>RECORDER:</b>	Melissa Stone