



GACSB Administrative Operations Committee
Zoom
2/10/22

MEMBERSHIP ATTENDANCE (X - Denotes Participation)			
X	Chair - Melanie Dallas – Highland Rivers	X	Middle Georgia – Terry Richards
X	Vice Chair – Pam Cartwright - Legacy	X	New Horizons – Valerie Bowden
X	Secretary – Cathy Ganter - Avita	X	Oconee – Tyrone Evans
X	Advantage – Tammy Conlin		Pathways – Jade Benefield
X	Aspire – Dana Glass		Pineland – Patricia Donaldson
	Clayton – Barbara June	X	River Edge – Dr. Ali Yallah
X	Cobb – Jamie Allison	X	Serenity – Stephen Martell
X	DeKalb – Fabio van der Merwe	X	Legacy – Marcy Crews
	Douglas – Monraye Lightford	X	Unison – Laura Fullard
	Gateway – David Crews		View Point Health – Jennifer Speights
X	Georgia Pines – Tim Hampton	X	GACSB – Jesse Hambrick
X	Highland Rivers – Dena Payne		
X	Lookout Mountain – Rick Solmon		
	McIntosh Trail – Sandra Mitchell		
	Middle Flint – Matthew Almeida		
Distribution: Minutes – 1/13/22			
Guests: N/A			

Additional Members in Attendance –

- Sandra Myers – Aspire
- Eddie Williams – Aspire
- Dr. Lee Adams – Clayton
- Cameron Vickers – GACSB
- Renee Millians – GACSB
- R.J. Hurn – Georgia Pines
- Julie Newson – Highland Rivers
- Michelle Hamm – Highland Rivers
- Sonya Schlegel – Legacy
- Denise Forbes – Middle Georgia
- Rita Wright-King – River Edge
- Shane Hester – River Edge
- Melissa Hood – Unison

Meeting Start Time – 10:05 a.m.

Approval of Agenda – The agenda was approved as presented upon unanimous vote.

Approval of January 13, 2022, Minutes – The minutes were approved as presented upon unanimous vote.

HR/Compliance Focus Group Update – Laura Fullard informed the members that the focus group had a work group that was concentrating on recruiting and retention. The group had started meeting in January and decided to work on retention first. Retention strategies were needed to keep talented and long standing employees. The first step was to get buy in from senior management and leadership on the importance of retention. The group wanted to track the data related to retention and had worked on a tool to provide to HR Directors who did not have an internal system that could track the needed information. Laura shared the proposed tool with the committee members. She stated that the work group had suggested that the cost per hire and training cost be added to the tool. Cameron Vickers stated he had a copy of the MTM tool that could be used to figure the costs. He would forward it to Laura for the work group.

The workgroup had discussed “stay surveys” to find out why employees are staying at the CSBs. She presented a draft of the information to the committee members. The work group had used information that Rita Wright-King was using at River Edge. It was an agency wide survey and could be tailored to the focus of each individual CSB. Laura would send out the template to the HR/Compliance and Administrative Operations committees for review. She stated that Unison would be doing their survey in June.

The workgroup had also discussed supervisor training as a part of retention. They were looking at five questions to incorporate into supervisor training to help with retention and engagement. Statistics showed that a large number of staff left employment due to their relationship with their supervisors.



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The workgroup would be moving towards recruitment in the future. Vice Chair Pam Cartwright asked Laura if screening tools would be part of the recruitment discussion. Laura stated the tools would be part of the discussion.

Laura asked that the members of the committee help their HR Directors to get buy-in from leadership at their agency. Leadership needed to understand the importance of engagement and retention. Tammy Conlin stated that Advantage was hosting listening sessions for staff and providing lunch. She was asking staff what was important to them and what would improve the staff experience. The supervisors were not present at the sessions. The sessions had been effective.

IT Focus Group Update – Dr. Ali Yallah informed the members that the focus group had met last week. He reported that a CSB continued to have some difficulties with implementing Netsmart. The EHR RFP had been sent to the CEOs for a decision. He would bring the decision back to the committee. The focus group had also discussed a way to get better pricing for Office 365. CSBs who had a non-profit could get the product for 1/4th of the regular price. It could be pennies on the dollar. Dr. Yallah had a vendor who helped to see if CSBs qualified for the discount. He would send the vendor's information to Chair Melanie Dallas for distribution to the committee. CCBHC certification and CARF requirements were also discussed in the focus group meeting.

Revenue Cycle Focus Group Update – Cameron Vickers informed the members that the focus group had met on last Thursday. There were two issues that were system wide.

- Authorizations were requested and approved in GAMMIS. However, the authorizations could not be viewed in the system. The same issue had happened in the past and he thought it had been resolved. He was reaching back out to DCH for a resolution. A work around was to go directly to the CMO website to get them.
- There were log-in issues with the Peach State website. He had addressed the issue with Peach State leadership to get a resolution.

CFO Focus Group Update – The CFO Focus Group met on January 21, 2022. The focus group started off the meeting with setting firm meeting dates for the remainder of the year with Cameron Vickers' help. He offered to schedule the meetings under the GACSB Zoom account. The focus group also had a robust discussion on the MH Residential changes that would be effective July 1, 2022. The changes would result in the reimbursement changing from 1/12 on the MIERs to completing a monthly invoice for expenses. The focus group also shared information about the Governor's proposed raise. Additionally, the focus group Chair had asked those who had received funding for CCBHC implementation to give an update on how it was progressing at their CSB.

The next focus group meeting was scheduled for February 18th.

CCBHC Discussion – Chair Melanie Dallas asked if any of the CSBs who had received a CCBHC award had information they could share with the members. Tammy Conlin informed the members that Advantage had not met with DBHDD yet. There was a meeting coming up with the CCBHC Coordinator at DBHDD. The coordinator had asked that the awardees come to the meeting with some questions. A meeting led by Shannon Gordon at River Edge would be held to come up with questions for the meeting. A meeting with MTM was scheduled for March. Tammy gave the following updates from Advantage.

- The implementation was going pretty well.
- The CSB had hired most of the people for the CCBHC designated positions.
- An assessment tool had been added to the EHR system.
- The training portion was starting. They were working with Psych Armor to get certification through learning modules for work with veterans. The provider had training plans for clinical and administrative positions. It included a set of modules online. Psych Armor tracked the progress and sent weekly responses to CSB leadership. It cost \$12,500 a year for 250 people. The outcome would be that Advantage would be a Psych Armor certified agency to work with retired and active military individuals.

Fabio van der Merwe stated that he had noticed the new CCBHC standards with DBHDD that required a specific job description for the Medical Director and Clinical Director. The Medical Director job description was more expansive than the regular job duties. He was concerned that DBHDD was dictating job descriptions. Tammy stated that she hadn't really had a chance to ask questions yet about the job descriptions or other things.

New Business – Jesse Hambrick introduced Renee Millians. Renee is the new Member Services Coordinator for the GACSB. Jesse stated that they were very happy to have Renee join the team.

Motion for adjournment – The meeting was adjourned.



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Adjournment Time – 10:45 a.m.

Next Meeting – The next scheduled meeting is March 10, 2022, at 10:00 a.m.