



**GEORGIA ASSOCIATION OF COMMUNITY SERVICE BOARDS
DATA ANALYTICS COMMITTEE
JANUARY 16TH, 2024
VIRTUAL MEETING MINUTES**



X = present					
	Chair- Tammy Conlin - Advantage		Legacy – William Huling	X	GACSB- Robyn Garrett
X	Vice Chair- Angela Holt – Middle Flint		Bridge Health – Kelly O’Bryant		GACSB- Jesse Hambrick
X	Advantage – Laura Alexander	X	McIntosh Trail- Brent Eberspacher		GACSB- Renee Millians
X	Aspire – Lee Pavlik		Middle Flint- Laurie Hair	X	GACSB- Glyn Thomas
X	Avita- Anne Campbell	X	New Horizons- Reid Denson for Sherry Raya		
X	Clayton Center –Barbara June	X	Oconee- Michael Blackshear		
	CSB of Middle Georgia- Chadwin Hutcheson		Pathways- Jade Benefield		
X	DeKalb CSB – Fabio Van Der Merwe for Chatele’ Chester	X	Pineland- Dawn Arnette		
	Douglas County – Patricia Henry	X	River Edge- Christy Hallman		
X	Gateway – Whitney Eddins for Stacy Morgan	X	Serenity- Michelle Broadwater		
X	Georgia Pines- Dennis Addison	X	Unison- Shonda Miller		
X	Highland Rivers - Jared Marlin	X	View Point Health- Gillian Mitchell		
GUESTS: Dr. Lee Adams, Shirain Banner, Jody Barwick, Shaconna Branch, Tod Deal, Susan Gallagher, Bryan Hoffman, Taylor Miller, John Milne, Garrett Myers, Randall Newberry, Debra Pinkston, Terry Richards, Stephen Smith.					
Distribution: Agenda 01-16-2024, Minutes 12-05-2023, Results from Crisis Bed capacity Survey, FY 23 KPI scores, Aggregated results of FY 24 Organizational Climate Survey					

Agenda Items	Discussion	Action/Resolution	Responsibility	Due Date
Welcome/Call to Order	Angela Holt, Committee Vice-Chair, called the meeting to order at 1.06 pm.			
Roll Call	The meeting was Quorate with 16 voting members and 14 guests present.			
Approval of Agenda	Fabio Van Der Merwe proposed that the agenda be approved as presented. Shonda Miller seconded. Motion carried.			
Approval of Minutes	Lee Pavlik proposed that the minutes of the Committee meeting held on December 5, 2023, be approved as presented. Anne Campbell seconded. Motion carried.			
GACSB Strategic Plan FY 24 – Crisis Bed Capacity Survey	Glyn Thomas presented the data collected in November 2023 from 11 BHCCs and CSUs which indicated that staffing shortages and client acuity were the most reported reasons for blocked / unoccupied beds. Client acuity as reflected in incident reports which had increased significantly from FY 19 to FY 23. The Committee discussed further questions arising from these findings,	It was agreed to develop research questions and data collection proposals on the following: <ol style="list-style-type: none"> Steps that CSBs could take to mitigate staffing shortages and bed closures within the constraints of current budgets. 	Glyn Thomas	February 20, 2024

	and identified several remaining questions linked to staffing shortages and crisis bed capacity.	<ol style="list-style-type: none"> 2. Utilization of Temp Obs. 3. Peak hours and numbers of law enforcement “drop-offs” at Crisis Service Centers and BHCCs. 4. Requested referrals and actual transfers to state hospital beds of clients in need of long-term hospital care. 5. Transportation for medical clearance and associated staffing requirements. 6. Quality measures and utilization data pertaining to state contracted crisis beds in private psychiatric hospitals. 		
MTM Costing study and SPQM based pilot–update	Anne Campbell provided an update on the pilot work involving Avita and New Horizons. She reported that Randy Love had determined that a web portal for direct data entry would be very costly and difficult to ensure data security. He was now exploring less expensive alternatives using a template for periodic submission of staffing and salary data.	Continue to monitor progress on the pilot, and report back to the Committee.	Glyn Thomas	February 20, 2024
Pilot survey of persons served on their use of technology to access and receive services.	Glyn Thomas thanked Avita, Highland Rivers, Middle Flint, Unison and View Point Health for piloting a survey to gather input from persons served on their use and preferences regarding IT to access and receive services. He expected that there would be preliminary data to review at the February meeting.	Glyn Thomas undertake to collect further feedback from persons served, revise the draft questionnaire in light of suggestions and comments received, and present preliminary findings to the Committee in February.	Glyn Thomas	February 20, 2024
FY 2023 KPI benchmarks	Glyn Thomas reported that he had received KPI data for FY 2023 from DBHDD, and had calculated and distributed a chart of benchmarks (median scores) for the KPIs. It was noted that methods for scoring two KPIs (Suicide Prevention and Housing Access) had been revised for FY 23 resulting in dramatic reductions in scores for the majority of CSBs.	It was agreed to develop a proposal for Brenda Cibulas (BH Director, DBHDD) on enhancing the value of KPIs by: <ol style="list-style-type: none"> 1. Making scoring transparent so that CSBs could self-monitor, track their scores, and implement corrective actions over the course of the year. 2. Making scoring reflective of gradations in performance / compliance across CSBs (current 	Glyn Thomas and Robyn Garrett	January 18, 2024

		<p>binary score of 0% or 100% fails to do that).</p> <p>3. Minimizing the time and resource required to complete PMR by, for example, not requiring both the CCBHC PMR and the regular PMR from CCBHC candidate CSBs.</p>		
Data Analytics for CCBHC readiness – standing agenda item.	See above on KPI / PMR+ recommendations			
FY 2024 Org Climate Survey	Glyn Thomas reported that 2518 employees at 16 CSBs had participated in FY 24 (20 CSBs had participated in FY 2023). He reported that he had provided participating CSBs with their reports and benchmark charts. He had also provided the committee with a chart of domain scores derived from the aggregated data of the participating CSBs.	The Committee agreed that it would be worth asking top performers to present to the HR Compliance Sub-Committee on their successful practices, and on ways to encourage employees to take the survey. The Committee also decided that it would be helpful to have charts to show the variation in domain scores across participating CSBs.	Glyn Thomas	February 20, 2024
National Council Insights reporting.	No updates – awaiting Data Sharing Agreement from National Council.	Review Data Sharing Agreement and take to GACSB Board of Directors.	Robyn Garrett and Glyn Thomas	TBD
GACSB SPQM user Group	Glyn Thomas reported that the January User Group Meeting had been rescheduled from Jan 2 to Jan 9, 2024. At that meeting, Users had reviewed data quality and new reports on Episodes of Care – in the GACSB Center Tier.			
Annual Staffing Turnover and Financial Data Surveys for FY 2023	Glyn Thomas reported that he had sent out templates for both surveys on January 2, 2024, with a requested return date of February 7, 2024.	Provide update on data collection and analysis	Glyn Thomas	February 20, 2024
Next Meeting	February 20, 2024, at 1.15 pm			
Adjournment	The meeting adjourned at 1.56 pm			