



**GEORGIA ASSOCIATION OF COMMUNITY SERVICE BOARDS
DATA ANALYTICS COMMITTEE
FEBRUARY 21, 2023
VIRTUAL MEETING MINUTES**



X = present					
X	Chair- Tammy Conlin - Advantage	X	Legacy – William Huling	x	GACSB- Robyn Garrett
X	Vice Chair- Angela Holt – Middle Flint	X	Bridge Health – Kelly O’Bryant	x	GACSB- Jesse Hambrick
X	Advantage- Laura Alexander	X	McIntosh Trail- Brent Eberspacher		GACSB- Renee Millians
X	Aspire – Lee Pavlik		Middle Flint- Amelia Vick	x	GACSB- Glyn Thomas
X	Avita- Anne Campbell	X	New Horizons- Sherry Raya		
X	Clayton Center – Barbara June		Oconee- Michael Blackshear		
X	CSB of Middle Georgia- Chadwin Hutcheson		Pathways- Jade Benefield		
X	DeKalb- Chatele’ Chester	X	Pineland- Dawn Arnette		
	Douglas County – Patricia Henry		River Edge- Christy Hallman		
	Gateway – 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: Jordy Barwick, Tod Deal, Reid Denson, Whitney Eddins, Dana Glass, Tim Hampton, Tiffany Henderson, Bryan Hoffman, John Milne, Garrett Myers, Randall Newberry, Jonas Norman, Paivi Parssinen, Ricardo Pena, Debra Pinkston, Terry Richards, Stephen Smith, Fabio van der Merwe, Jason Wilkerson.					
Distribution: Agenda, 02-21-2023, Minutes 01-17-2023, FY 22 Annual Staffing Turnover results, KPI benchmarks chart, CSB staffing vacancies chart as of November 2022					

Agenda Items	Discussion	Action/Resolution	Responsibility	Due Date
Welcome/Call to Order	Tammy Conlin, Committee Chair, called the meeting to order at 1.02 pm.			
Roll Call	The meeting was Quorate with 16 voting members and 19 guests present.			
Approval of Agenda	Jared Marlin proposed that the agenda be approved as presented. Sherry Raya seconded. Motion carried.			
Approval of Minutes	Sherry Raya proposed that the minutes of the Committee meeting held on January 17 th , 2023, be approved as presented. Shonda Miller seconded. Motion carried.			
MTM Costing study and SPQM based pilot–update	Glyn Thomas relayed an update from Randy Love (MTM) that there had been further progress on the development of the SPQM-based costing pilot. Sherry Raya for New Horizons reported that Randy Love is working through the report side logic on the data previously sent to compare costing data from the worksheet process with what he has derived from the raw data files. He has seen a need to	Continue to monitor progress on the pilot, and report back to the Committee.	Glyn Thomas	Mar 21 st , 2023

	include the non-billable service volumes to produce a clearer picture of <i>actual costs</i> . Randy plans on reviewing the information with New Horizons next week. The goal is to have New Horizons submit their data for calendar Q4. Anne Campbell for Avita reported they had recently met with Randy Love to review their Organizational Units (Programs) and other data points obtained based on the original transactional data submitted for this project. The Avita team have also just submitted an updated SPQM Advanced transactional data set for the last quarter (October – December 2022. Utilizing this updated quarter transactional data set, Randy Love has since sent back updated file for review – which Avita’s CFO indicates will be completed this week.			
Quarterly benchmarking – Q2 FY 2023	Glyn Thomas reported that to date 14 CSBs had submitted their quarterly financial data.	Glyn Thomas to send out a reminder to the remaining CSBs	Glyn Thomas	February 28 th , 2023
Organizational Climate Survey – question skipping	Glyn Thomas reported that skipped questions reduce percent positive scores. He did not recommend requiring responses to all questions because it might discourage thoughtful responding and reduce the number of completed surveys. He reported that by dropping “complete” responses with 4 or more skipped questions, 15 survey responses out of over 2600 submissions would be eliminated from the FY 23 survey. He recommended that we adopt the 4 or more criterion for eliminating responses with skipped questions in the analysis of future Organizational Climate surveys. HR Directors should also be reminded to stress to employees the importance of answering all questions. The Committee accepted these recommendations.	Glyn Thomas to revise the instructions for the analysis of the survey and the guidance for HR Directors.	Glyn Thomas	February 28 th , 2023
MHSIP collaboration with DBHDD	Robyn Garrett reported that John Quesenberry at DBHDD had asked if GACSB would collaborate in the implementation of future MH/AD client surveys using the MHSIP questionnaires. The purpose of the collaboration would be to reduce the duplication of these surveys and the associated demands on staff and client time. DBHDD is required to use the full MHSIP for Mental Health Block Grant reporting, so one consequence of collaborating would be to increase the number of questions in our	Robyn Garrett and Glyn Thomas to work out details of the collaboration with John Quesenberry and report on the further developments at the next meeting of the Committee.	Robyn Garrett and Glyn Thomas	March 21 st , 2023

	MHSIP surveys to approximately 40 in both surveys (up from 32 in the adult questionnaire and from 28 in the youth/family questionnaire). Fabio van der Merwe proposed and Anne Campbell seconded that GACSB continue to run our MHSIP client surveys, with the added questions required for DBHDD, and share the raw data files with DBHDD. Motion carried.			
FY 2022 Annual Staffing Survey	Glyn Thomas reported that 20 CSBs had provided data on their staffing turnover, and he presented the aggregated results and individual CSB dashboards. He noted that “client-facing” positions had the highest rates of staff turnover, indicating that client care as well as cost efficiency made it important to reduce turnover as much as possible. He recommended that the survey be continued in FY 2023 in its current form. Glyn Thomas noted that MTM had developed a turnover cost calculator and agreed to try and get a copy to share with the Committee.	Use these data to advocate with DBHDD and other stakeholders about the continuing clinical care and financial impacts of high staffing turnover. Request and share a copy of the MTM turnover cost calculator.	Robyn Garrett Glyn Thomas	March 21 st , 2023 March 21 st , 2023
FY 2022 Annual Finances Survey	Glyn Thomas reported that 9 CSBs had so far submitted data for the FY 2022 Annual Finances Survey. Trina Wheeler at Unison had identified mistakes in the Operational Definitions of data fields in Columns P and Q. Glyn Thomas had sent out a correction.	Glyn Thomas to report on survey progress at the next meeting	Glyn Thomas	March 21 st , 2023
FY 2022 KPI Benchmarks	Glyn Thomas reported that he had calculated and previously distributed a chart of the FY 2022 KPI benchmarks.	Prepare and distribute KPI Dashboards as in past years	Glyn Thomas	March 21 st , 2023
Dashboard of vacancy data from November 2022 survey	Glyn Thomas reported that he had calculated and distributed a dashboard showing vacancy percentages for the CSBs who supplied data for the survey in November 2022.			
Data Analytics for CCBHC readiness – standing agenda item	Robyn reported that the National Council had provided information and guidance on the ways in which PPS rates were calculated and how the range of trigger events affected revenues. Tammy Conlin reported that DBHDD was awaiting reports of estimated costs from the 4 CCBHC grantees who were due to go live with PPS from July 1, 2023. She also reported that Robert Dorr had promised financial support if needed to grantees if their grant funding ended before the PPS was initiated. Robyn Garrett reported that she and Glyn Thomas had met with DBHDD CCBHC Implementation Director, Sarepta Archila, and	For our March 17th GACSB SPQM consultation we should ask MTM how revenue allocation / tracking had been accomplished in other states with CCBHCs under PPS, and whether the GACSB SPQM-based costing methodology might be helpful for such tracking.	Glyn Thomas	March 17 th , 2023

	had made her aware of the SPQM-based costing methodology pilot. Robyn had also asked that DBHDD keep the GACSB Executive Office in the loop on all communications and developments regarding CCBHCs.			
Work Sessions on GACSB SPQM	Glyn Thomas reported that GACSB SPQM User Group / Work Sessions had been scheduled for the first Tuesday of each month, starting March 7 th , 2023, at 1.00 pm.	The User Group session on March 7 th to cover % MH Medicaid encounters and rates of attrition and client tenure.	Glyn Thomas,	March 7 th , 2023
Next Meeting	March 21st, 2023, at 1.00 pm			
Adjournment	The meeting adjourned at 1.48 pm			