

## Andrew Choens, MSW - Résumé

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### **Analytics/DATA SCIENCE EXPERIENCE:**

#### **Adjunct Professor**

#### **Albany College of Pharmacy and Health Sciences**

Albany, NY

Spring 2018 - Present

I teach two undergraduate data classes. These classes teach practical analytical skills, data management, and R programming. Both classes include readings and discussions "Beyond the Numbers" which include topics such as bias in data/analytics, ethics in analytics/machine learning, HIPAA, etc.

1. Intro To Data with R introduces students to the R programming language. The class builds on the knowledge gained in their statistics course and introduces core R programming skills such as data management, data clean up, single table data transformations as well as linear and logistic regression.
2. Applied Public Health Data with R builds on the previous course. This course introduces basic relational data modeling, more complex data management and introduces students to some basic machine learning such as decision trees and random forests.

#### **Consultant/Analyst**

#### **NYSTEC**

Albany, NY

January 2023 - Present

The New York State Technology Enterprise Corporation is a technology consulting firm which provides services and guidance for the Federal and state governments, as well as local government agencies in New England.

I provide support services for the Medicaid System Innovation (MSI) team which provides services for New York State Medicaid program. In addition to providing direct analytical and workflow services to the client, I help the MSI team improve internal processes and outcomes. I also mentor junior staff and provide support on new services which existing staff may not have experience with such as NLP, machine learning, and AI.

Data sources include NYS Medicaid, NYS Uniform Assessment System (UAS), and in-house data sets.

#### **Engineering Manager, Data**

#### **Charlie Health**

Remote, USA

July 2022 - Present

Charlie Health is a mental health provider which delivers remote-first Intensive Outpatient Care (IOC) to youth and young adults.

I supervised the nascent data engineering team. We supported business operations by improving and democratizing access to Charlie Health's data. We implemented a process to slowly transition the operations team from a manual-first data workflow driven by Google Sheets, to a more automated data flow using Snowflake and BI tools such as Tableau. By providing automated access to the data and reporting, we gave the operations team the time they needed to actually lead the operation of the company.

Data sources included the Charlie Health EHR, Qualtrics, Salesforce, and custom developed applications to drive clinical outcomes and patient success.

#### **Data Science and Engineering Leader**

#### **Acuitas Health**

Troy, NY

September 2017 - June 2022

Acuitas was a population health services organization which helped independent primary care providers succeed in value based contracts with health insurance companies.

During my five years at Acuitas, I lead the implementation of data-driven services and products for Acuitas Health. I hired the team, trained them in our process and procedures, I developed the processes and

procedures, and I played an important role in deciding what technologies to implement and when. I was the first manager of the Department of Data Science and Engineering (DDSE). DDSE was responsible for the entire analytics stack. On the engineering side we were responsible for all of the ETL processes which fed data into our data warehouse. On the analytics side, we were responsible for interpreting the data, answering stakeholder questions, and developing statistical and machine learning models to improve care for patients.

Data sources included EHRs throughout the Capital District, billing data from multiple provider groups, claims data from multiple payer groups, custom data sets from products and infrastructure used by specific provider groups.

#### **Healthcare Program Advisor**

**PCG Staffing Solutions Organization -  
New York State Department of Health**

Albany, NY

July 2017 - August 2017

This change in employer and job title are misleading. I moved from IPRO to PCG after PCG won the contract renewal. The state then instructed PCG to hire most of the IPRO staffers working on the contract to maintain continuity. I continued to report to the same DOH staff person and had the same responsibilities until I left in August.

#### **Healthcare Program Research Manager**

**IPRO (Island Peer Review Organization) -  
New York State Department of Health**

Albany, NY

March 2014 - June 2017

Embedded consultant with the New York State Department of Health. Supervise the evaluation of the State's diverse care management programs. Includes working with external program evaluators and internal stakeholders to understand the impact and effectiveness of care management programs and how to improve them.

Responsibilities include care management programs administered by the Medicaid Managed Care Plans and Health Homes. Care management programs are an administrative (case management) intervention for people with complex health care needs and high utilization of emergency and inpatient services. Care management programs provide integrated, supportive, and preventative health care services intended to improve participants' health and well-being while reducing the unnecessary utilization of inpatient and emergency department services.

#### **Accomplishments:**

- Monitor Emergency Department, Inpatient, and Primary Care utilization of Medicaid enrollees who agreed to receive care management services. Includes program improvement and pre-post analyses.
- Supervise the development and reporting of HEDIS quality metrics as listed in New York State's SPA to State Agency Partners, Health Homes and CMS.
- Redesigned the Care Management Assessment Reporting Tool: [HH CMART3 Specifications \(PDF\)](#).
- Developing data-warehouse structure and ETL tools to combine care management data from a number of different data sources.
- Peer Leader - Epidemiology and Biostatistics Community of Practice (EBCoP). Developed the [Titanic Introduction To R](#) workshops to introduce DOH research scientists to the R programming language. Manage other Learning Pathways workshops.

#### **Policy Analyst**

**Hornby Zeller Associates**

Troy, NY

September 2007 - March 2014

Hornby Zeller Associates (HZA) was a consulting firm specializing in child welfare, elder care, juvenile justice, and mental health. As a policy analyst, I was responsible for developing research hypotheses and methodologies. I was also responsible for providing support and mentoring to junior staff. Other responsibilities include data collection, management and analysis of research data and dissemination of results.

Example projects:

- Program / Systems Evaluation: Arkansas (IV-E Waiver), West Virginia (Jacob's Law), Alaska (Mental Health Beneficiary Program)
- Time Study: Virginia, Westchester County, Wisconsin
- Accounting & Title IV-E Funding: Wisconsin, Georgia, Mississippi

Accomplishments:

- Started an internship program and supervised two interns.
- Developed templates and processes to automate the production of reports.
- Provided staff training & support for PostgreSQL, SQL Server, R, and SPSS.
- Mentored junior staff in of research methods and application of statistical tests.
- Introduced version control resulting in more reliable, reproducible results.

**Principal Investigator**

Albany, NY

**Coalition for the Homeless**

September 2006 - June 2007

Principal Investigator for an exploratory research project which established the existence of homeless men and women with borderline intellectual functioning in New York State homeless shelters.

Accomplishments:

- Demonstrated the validity of the Mini Mental Status Exam to identify homeless adults with borderline intellectual functioning.
- Recruited, trained, and supervised a team of BSW students.
- Interviewed over 150 homeless New Yorkers. Successfully identified homeless adults with a historical diagnosis of borderline intellectual functioning.
- Presented results to the Assistant Commissioner of the Office of Mental Retardation and Developmental Disabilities<sup>1</sup>.

**CLINICAL SOCIAL WORK EXPERIENCE:**

**Residential Habilitation Provider**

Albany, NY

**Catholic Charities**

October 2005 - September 2007

Delivered in-home services to Albany residents with mental retardation and other developmental disabilities. Services included family support, socialization skills, and crisis counseling.

**Advocate / Case Manager**

Troy, NY

**Joseph's House & Shelter**

September 2005 - May 2006

Worked with homeless guests to find housing and income in the form of jobs or social services such as SSD. Addressed other needs on a case-by-case basis. Developed a Guest Satisfaction Survey for the shelter. Surveyed guests in the shelter during the winter of 2005 - 2006.

**Teen Leadership Program Director**

Rhinebeck, NY

**Ramapo for Children**

June 2003 - September 2005

Supervised an outdoor experiential program for teens with developmental disabilities and mental health diagnoses. Responsibilities included staff supervision and program development. Implemented a unique peer support program for high-risk teens using conference calls. Led multi-day canoe trips on Indian Lake in the Adirondacks. Facilitated team building activities including low and high ropes facilitation.

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<sup>1</sup>Now called the Office for People With Developmental Disabilities.

## **SOFTWARE DEVELOPMENT EXPERIENCE:**

- **Data Analysis:** R, Python, Excel, SAS, SPSS
- **Database:** PostgreSQL, MySQL, SQL Server, Vertica, Snowflake
- **BI:** Posit Connect (SHINY), Tableau, Qlik, Excel
- **Reproducible Research/Reporting:** L<sup>A</sup>T<sub>E</sub>X, Sweave, knitr, Org-Mode
- **IT:** Linux server/workstation administration

## **RECENT PRESENTATIONS:**

- **Health Analytics Summit (HAS):** *Advanced Analytics for Medical Practices: Value-Based Care in the New Normal*
- **R In Epidemiology:** *Connecting Primary Care Providers to their own data*

The above presentations are both available on Youtube and the links work in a digital version of this PDF.

## **EDUCATION:**

Master of Social Work	The State University of New York at Albany	Albany, NY 2007
Bachelor of International Affairs	Georgia Institute of Technology	Atlanta, GA 2002

Updated: July 23, 2023

L<sup>A</sup>T<sub>E</sub>Xcode for this document available at: <https://github.com/Choens/Resume/>