**Meeting Minutes**

CDS Family & Behavioral Health Services, Inc.

Meeting: CINS/FINS

Date: November 15, 2023

Time: 10:30 am

Location: SNAP Conference room

Date of Next Meeting: December 20, 2023

Attendance: Alex, Brian, Cindy, Evelitza, Leigh, Jessica, Sabriena, Zeke.

Absent: Stephanie D

**I. Business Operations:**

A. Monthly Budget (Revenue and Expenses)

*1. Sub-topic:* **Overtime**

*Discussion:* None

*Outcome, Actions, Timeframe:* **Please remember to submit a written explanation to COO for staff overtime hours.**

B. Marketing and Business Development

*1. Sub-topic*

*Discussion:*

*Outcome, Actions, Timeframe:*

C. Regulatory Issues

*1. Sub-topic:*

*Discussion:*  No discussion

*Outcome, Actions, Timeframe:*

D. Human Resource Issues (Staffing and Training)

*1. Sub-topic:* **Training**

*Discussion:* We have some YCW who are not completing required monthly trainings as requested by supervisors/directors.

*Outcome, Actions, Timeframe:* **Directors and Supervisors will have an individual meeting with each staff to inquire as to why –reasons/ barriers. Create a plan to complete all required training topics with specific deadline for completion and monitor for compliance.**

E. Annual Budget Planning and Process

*1. Sub-topic:* **Directors budgets**

*Discussion:* Olga is working diligently to complete accounting of FY 22-23 and will hopefully have the budgets prepared soon for individual programs.

*Outcome, Actions, Timeframe:* **TBD**

# II. Health and Safety: Program/Regional Directors

A. External Inspections

*1. Sub-topic:*

*Discussion:*

*Outcome, Actions, Timeframe:*

B. Self-Inspections (Reports, analysis, and recommendations)

*1. Sub-topic:*

*Discussion:*  No discussion

*Outcome, Actions, Timeframe:*

C. Incident Reports (Reports, analysis of trends, recommendations)

*1. Sub-topic:* **Unusual Event Reports-Trends- 1st Quarter Review**

*Discussion:* Handout to the team-Incident Summary Totals- observation and discussion of excessive trends of maintenance repairs, and continued bed scanner issues. IYP-C has a greater number of CCC reports compared to East and NW. On a very positive note our runaway UER/reports continue to be very low. Also px grievances are minimal with 10 participant grievances during our first quarter.

*Outcome, Actions, Timeframe:* **Submit all UER to COO in a timely manner. Please check your UER binders to ensure signatures are complete.**

# III. Quality Improvement

A. File Audits and Case Record Review (reports and recommendations)

*1. Sub-topic:* **Peer Reviews-1st Quarter Report**

*Discussion:*  Thank you for submitting your required quarterly peer reviews. Report review and discussion.

*Outcome, Actions, Timeframe:* **Please remember to complete and submit to Liz Q2 peer reviews by 1/15/23.**

B. Outcome Management (status, reports, recommendations)

*1. Sub-topic:* **YTD Productivity Review**

*Discussion:*  Our YTD Performance Benchmark is 74.8 with bed utilization for July-437, August-355, September-659, and October 664. We need to increase bed utilization as well as Community Counseling intakes. Our SNAP program is also struggling this FY with maintaining enough participants to complete SNAP Clinical program. However SNAP in Schools is doing very well.

*Outcome, Actions, Timeframe:* **Please ensure we are attending all Outreach opportunities and focus on scheduling intakes as soon as the parent/guardian calls for services or as soon as we receive a referral. Shelter Supervisors/Directors should call the parents/guardians of all intake no-shows and all unplanned discharges.**

C. Accreditation and Regulatory Requirements

*1. Sub-topic:*

*Discussion:*  No discussion

*Outcome, Actions, Timeframe:*

D. Policy and Procedure Updates and/or Review

*1. Sub-topic:*

*Discussion:*  No discussion

*Outcome, Actions, Timeframe:*

E. Participant Complaint and Grievance (specific and quarterly review of trends)

*1. Sub-topic:* **Grievance Review-Quarterly Report (see C.1. UER reports)**

*Discussion:*  No discussion

*Outcome, Actions, Timeframe:*

F. Planning Documents (reports, status of goals and objectives, reformulation)

*1. Sub-topic:* Strategic Plan

*Discussion:*  No discussion

*Outcome, Actions, Timeframe:*

*2. Sub-topic:* Accessibility Plan/Volunteer and Youth Participation Plan

*Discussion:*

*Outcome, Actions, Timeframe:* **.**

*3. Sub-topic:* Cultural Competence Plan

*Discussion:*  No discussion

*Outcome, Actions, Timeframe:*

*4. Sub-topic:* Input Plan

*Discussion:*  No discussion

*Outcome, Actions, Timeframe:*

*5. Sub-topic:* Community Relations plan

*Discussion:*  No discussion

# *Outcome, Actions, Timeframe:*

# IV. Risk Management

A. Risk Management Plan (exposure to loss)

*1. Sub-topic:*

*Discussion:*.

*Outcome, Actions, Timeframe:*

B. Employee Concerns or Complaints

*1. Sub-topic:*

*Discussion:*  No discussion

*Outcome, Actions, Timeframe:*

C. Potential regulatory audits and/or investigation of operations

*1. Sub-topic:* **CARF**

*Discussion:*  Provided overview of CARF for new managers.

*Outcome, Actions, Timeframe*: **Materials/Guidelines will be provided at our December staff meeting.**

# V. Information Technology

A. Technology Plan

*1. Sub-topic:*

*Discussion:*

*Outcome, Actions, Timeframe:*

# VI. Clinical/Program

A. Medical and Medication Issues

*1. Sub-topic:* **Medication Errors**

*Discussion:* CDS’ three shelter had zero medication errors in August, September, but two in October.

*Outcome, Actions, Timeframe:* **Please continue to be very diligent in this critical area and thank you for your efforts to ensure all staff are complying with policy and procedures.**

B. Counseling and Programming Issues

*1. Sub-topic:* **Directors’ Schedule**

*Discussion:*  IYP-NW has a new Residential Supervisor that will be coming on board in December. Regional Director, Sabriena, will be on leave beginning December 13th.

*Outcome, Actions, Timeframe:* **Thank you Brian for agreeing to assist at IYP-NW during Sabriena’s absence. Alex and Zeke will also be available for consulting as needed.**

**VII. Other Business:**

*1. Sub-topic:* **Thanksgiving Holiday Vacation Leave**

*Discussion:*  Please submit any leave requests if you haven’t already.

*Outcome, Actions, Timeframe:* **Hoping everyone has a safe and Happy Thanksgiving.**

Respectfully submitted by:

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| Cindy Starling |  | 11/17/23 |

Name Date