**Meeting Minutes**

CDS Family & Behavioral Health Services, Inc.

Meeting: July 2023 Staff Meeting

Date: 07/27/23

Time: 10 am

Location: FAC/Bivens

Date of Next Meeting: 8/24/23 at12pm

Attendance: Melissa Rider, Olivia Hollier, Erin Andres, Jessica Bechtold, (guest speakers: Evelitza Soto and Sarah Strohminger)

Absent: Shadrekah Muhammad

**I. Business Operations:**

A. Monthly Budget (Revenue and Expenses)

*1. Sub-topic:* **Orders and OT**

*Discussion:* Please alert supervisor if office supplies are low. In addition, please maintain awareness of schedule so that overtime is not an issue.

*Outcome, Actions, Timeframe:* **Ongoing**

B. Marketing and Business Development

*1. Sub-topic:* **Outreach and Productivity**

*Discussion:* Family Action continues to see a consistent stream of referrals and the team maintains communication with referral sources. Jess reminded team of productivity requirements and discussed new outreach to schools as they prepare for open houses.

*Outcome, Actions, Timeframe:* **Ongoing**

2. *Sub-topic:* **Staff meeting guests**

*Discussion:*  Sarah Strohminger and Evelitza Soto joins with the family action team to discuss referrals, wrap around services and outreach.

*Outcome, Actions, Timeframe:* **Completed**

C. Regulatory Issues

*1. Sub-topic:* **Session etiquette**

*Discussion:*  Please attend sessions as they are scheduled and be sure to maintain contact with family on any schedule changes that impact session times, days or even documentation.

*Outcome, Actions, Timeframe:* **Ongoing**

*2. Sub-topic:*  **30, 60, 90**

*Discussion:* Jess and team discussed 30, 60, 90 day plan review requirements and reminded team of the need to attempt reviews (even if you have not been able to reach them it is important to at the very least attempt) as well as to place it in writing/get a receipt. As the old adage goes, if it is not written, it did not happen.

*Outcome, Actions, Timeframe:* **Completed**

*3. Sub-topic:*  **Peer Review**

*Discussion:* Scheduled peer reviews for first quarter. Peer reviews will be held on August 24th at 12pm.

*Outcome, Actions, Timeframe:* **Completed**

*4. Sub-topic:*  **Monthly drill**

*Discussion:* Monthly drill will be held on Friday, July 28th, 2023.

*Outcome, Actions, Timeframe:* **Pending**

*5. Sub-topic:*  **Waiting room**

*Discussion:* Discussed the need to have parents and families wait in the lobby waiting room as opposed to the risk of having families roam the building. Counselors additionally addressed challenges with the waiting room becoming too warm during hot days and identified other common areas that may serve to mitigate this challenge while also keeping families centrally located and close to the counselors. **\_\_\_\_\_\_\_\_\_\_.**

*Outcome, Actions, Timeframe:* **Completed**

D. Human Resource Issues (Staffing and Training)

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

*Discussion:* Distributed new Policy and procedure hand book as well as QI standards. Continue to maintain awareness of training due dates and begin training for new fiscal year. Discussed newer trainings on the Fl. Network policy and procedure manual and will continue to update as things change.

*Outcome, Actions, Timeframe:* **To distribute updated list for training year 2023-2024.**

*2. Sub-topic:* **Open positions**

*Discussion:* We are currently advertising for one counseling position and we have one applicant in background screen and one Master’s level intern in background screen.

*Outcome, Actions, Timeframe:*  **Ongoing**

E. Annual Budget Planning and Process

*1. Sub-topic:*

*Discussion:*  No discussion

*Outcome, Actions, Timeframe:*

**II. Health and Safety: Program/Regional Directors**

A. External Inspections

*1. Sub-topic:*

*Discussion:*  No discussion

*Outcome, Actions, Timeframe:*

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

*1. Sub-topic:*  **Maintenance schedule FAC**

*Discussion*: Discussed maintenance schedule for community counseling which will involve taking out the trash, ensuring the cleanliness of the common areas, creating sinks, toilets, counters. Jess and the team agreed on a schedule.

*Outcome, Actions, Timeframe:*  **A huge thank you to the team for always going above and beyond to meet the needs of the participants as well as the agency.**

*2. Sub-topic:* **Active Shooter Training**

*Discussion:* Scheduled for July 31st at 1pm in the Bivens Conference room.

*Outcome, Actions, Timeframe:* **Pending**

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

*1. Sub-topic:*

*Discussion:*  No discussion

*Outcome, Actions, Timeframe:*

**III. Quality Improvement**

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

*1.*  *Sub-topic:* **Reopens**

*Discussion:*  Jessica discussed reopens, discussed to importance of gauging success based off of the individual plan, questionnaires and gaps in time. If a family would like to open with differing goals at a later time, it is easier to determine success or the need to refer out if we wait a bit to assess as to whether they will benefit from additional services. Please remember to also offer referrals at discharge.

*Outcome, Actions, Timeframe:* **Ongoing**

*2. Sub-topic:* **Releases and communication**

*Discussion:*  The team discussed important releases to obtain when working with Truancy/SARB/teen court cases.

*Outcome, Actions, Timeframe:* **Ongoing**

B. Outcome Management (status, reports, recommendations)

*1. Sub-topic:*

*Discussion:*  No discussion

*Outcome, Actions, Timeframe:*

C. Accreditation and Regulatory Requirements

*1. Sub-topic:*

*Discussion:*  No discussion

*Outcome, Actions, Timeframe:*

D. Policy and Procedure Updates and/or Review: **Policy and Procedure Updates and/or Review for Your Information from CINS/FINS Meeting:**

*1. Sub-topic:*  **Fl. Network****Policy and procedure** and QI standards

*Discussion:*  Cindy discussed changes in policy and procedure and QI with specific focus on shelters and consistent documentation expectations at each shelter

*Outcome, Actions, Timeframe:* Complete

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

*1. Sub-topic:*

*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

*Discussion:*  No 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:*  No 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:* **Policy and Procedure**

*Discussion:* Received a comprehensive response from the Network regarding initial clarifying questions about the new Policy and Procedure.

*Outcome, Actions, Timeframe:* **Completed**

**V. Information Technology**

A. Technology Plan

*1. Sub-topic:*

*Discussion:*  No discussion

*Outcome, Actions, Timeframe:*

**VI. Clinical/Program**

A. Medical and Medication Issues

*1. Sub-topic:*

*Discussion:*  No discussion

*Outcome, Actions, Timeframe:*

B. Counseling and Programming Issues

*1. Sub-topic:*

*Discussion:*  No discussion

*Outcome, Actions, Timeframe:*

**VII. Other Business:**

*1. Sub-topic:* **SARB, Truancy Court and Case Staffing schedules**

*Discussion:*  Case Staffing will be held on August 17, 2023 at 10am, Truancy court is pending and SARB will reconvene on Tuesday Sept. 26th, 2023.

*Outcome, Actions, Timeframe:* **Ongoing**

Respectfully submitted by:

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| Jessica Bechtold |  | 7/28/2023 |

Name Date