**Meeting Minutes**

CDS Family & Behavioral Health Services, Inc.

**Meeting: IYPC STAFF/TRAINING**

**Date: May 14, 2020**

**Time: Electronic Distribution**

**Date of Next Meeting: MAY 28, 2020**

**Attendance/Absent:** Attendance: C. McCray, Z. Whitter, N. Thompson, B. Ross, B. Cox, A. Rowden, J. Turk,

B. Smith, J. Mattox, J. Bartley, S. Carter, S. Davis, S. Durham, D. Hooks, O. Jones, K. Lee, R. Mc

Bride, M. McMann, S. Parker, S. Twining, S. Warmack, W. Harmon, E. McCrea,

Absent: G. Strickland

**I. Business Operations:**

A. Monthly Budget (Revenue and Expenses)

*1. Sub-topic:*

*Discussion:*  No discussion

*Outcome, Actions, Timeframe:*

B. Marketing and Business Development

*1. Sub-topic:*

*Discussion:*  No 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: Time Sheets Due May 29, 2020**

**Discussion:**

**Outcome, Actions, Timeframe: Staff should submit time sheets by 12:00 noon on Friday 5/29/20. Please include your Friday and Saturday scheduled shift times. If your times change after Friday/noon, send an email to Mr. Whitter with details of the change. [zeke\_whitter@cdsfl.org].**

**2. Sub-topic: New Hire Training**

**Discussion: Training status for the current new hires needs to be discussed**

**Outcome, Actions, Timeframe: Staff S. Warmack, C. Garrison and D. Hooks should meet with Mrs. McCray on Wednesday May 27, 2020 at 4:00pm. Please bring your Orientation Training Logs and all documents verifying online training with you. If you are unable to meet at this time notify Mrs. McCray by May 20, 2020.**

**3. Sub-topic: Training – Coronavirus Information**

**Discussion: Review videos and test.**

**Outcome, Actions, Timeframe: What Providers for Youth Experiencing Homelessness Need to**

**Know- Coronavirus information. Staff should review the five videos provided and complete the**

**After Training Test. A copy of the test will be placed in individual staff training files (outside**

**Supervisor’s office) to be completed and returned to the training file by May 27, 2020.**

**4. Sub-topic: CDS Benefits**

**Discussion: Those staff who are eligible and receive benefits (health/life ins, etc.) should have updated their information on the employee navigator.**

**Outcome, Actions, Timeframe: The agency has changed its insurance/benefits broker. The services are being provided now by Owens & Associates. Staff who are eligible for benefits received an email about a month ago indicating you needed to update your information to move your information to Owens & Assoc. If you have not done so please complete this task before May 19, 2020. There is a flyer that will be sent out giving details concerning the benefit changes for the new fiscal year (July 1, 2020 – June 30, 2021). For this to work staff must complete the reenrollment process following the times indicated on the flyer. If you are included in this please follow all time frames given.**

**5. Sub-topic: TRAINING- Domestic Violence /DV Referrals-Calls**

**Discussion: This is a service we provide because of a separate contract with DJJ. DV referrals occur when DJJ calls requesting placement for a youth because the youth was the perpetrator in a domestic violence case and the youth is arrested. DJJ staff fax referrals and call as a follow-up.**

**Outcome, Actions, Timeframe: When we receive these referrals staff should contact the parent/legal guardian and complete a screening form. After the screening is complete staff should contact a supervisor to discuss the process and how to proceed forward. Documentation is required and the process does not end with a statement to DJJ staff of “we don’t have a bed”.**

**6. Sub-topic: TRAINING- IYPC Services Beyond Covid-19 Capacity/ WAITING LIST**

**Discussion: During the current Covid-19 issues and due to social distancing IYPC is limiting capacity to 8 px, (4-female and 4-males).**

**Outcome, Actions, Timeframe: Waiting List Process:**

* **Staff should continue to complete screening forms on all calls.**
* **If a bed is not available for services at IYPC offer non-residential services or services at another site.**
* **If caller is not interested in another site we will place their name on a waiting list.**
* **Indicate the caller’s choice on the cover sheet and place in the drawer with completed screenings.**
* **Counselors will check the completed screenings Monday thru Friday and manage the waiting list and any follow-up that may be needed to move services forward.**
* **If the caller wants to discuss the status of the screening please transfer the call to a counselor’s or supervisor’s phone for a message. NOTE: Days calls will be returned- ROSS & MCCRAY Monday-Wednesday, THOMPSON & WHITTER Wednesday –Friday.**
* **If caller is interested in another site or non-residential services let them know we will reach out to the program and pass the information to them. Document what caller wants and a Counselor and Supervisors call them the next business day.**
* **Please do not speculate on the number of names on the wait list to callers the placement on the wait list has many factors.**

E. Annual Budget Planning and Process

*1. Sub-topic:*

*Discussion:*  No discussion

*Outcome, Actions, Timeframe:*

II. Health and Safety: Program/Regional Coordinators

A. External Inspections

1. Sub-topic:

Discussion:

Outcome, Actions, Timeframe:

2. 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:*

*Discussion:*  No discussion

*Outcome, Actions, Timeframe:*

III. Quality Improvement

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

*1. Sub-topic:*

*Discussion:*  No discussion

*Outcome, Actions, Timeframe:*

B. Outcome Management (status, reports, recommendations)

*1. Sub-topic:* 30/60/90 Day Follow-up contacts/Responses

*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**

**1. Sub-topic: Hazard Pay**

**Discussion: Hazard pay is the additional $4.00 per hour paid to shelter staff when participants are in house and staff are working on site.**

**Outcome, Actions, Timeframe: Hazard pay benefit is extended until June 27, 2020 (last day). We have been very fortunate to have this and appreciate the agency choosing to use funds to do so. Appreciation also is extended to all staff who have been working during this time and it is hoped that the return to the normal pay rates will not influence staff to not work.**

**2. Sub-topic: Expectations for working shifts and recording time.**

**Discussion: Staff are expected to work the shift they have agreed to do from the beginning of the shift until the end of the shift. Procedures are in place for any changes that may occur to this expectation. If any staff is not aware of the procedures please get with a supervisor for clarification or retraining. Staff are also expected to only record on time-sheets the times they actually work, start and ending. All staff are expected to participate in ensuring appropriate coverage is occurring and documentation of such occurs. Staff at the program have been given guidelines for documenting when co-workers arrive and leave the site. Accuracy is needed to ensure the program/agency is not found to be negligent in the event of an incident.**

**Outcome, Actions, Timeframe: Staff found to be out of compliance with procedures for arriving/leaving work or recording time work will be addressed. To ensure supervisors are able to accurately address and concerns, all staff should report to work and leave work through the door facing McDonalds. CDS does not support falsification of documents.**

**3. Sub-topic: CCC Reporting for Outside Medical and Medical Transport**

**Discussion: When a px leaves the program for medical services that occur related to knowledge gained while the px was in the program a CCC report needs to occur.**

**Outcome, Actions, Timeframe: Staff should always consult/report medical transports and px getting outside medical services to a supervisor as soon as possible (within 2 hours of the event). The CCC report is made when the px leaves the program. All CCC reports of this nature that are accepted require a follow-up report once the px returns to the program. Staff should ask the person taking the px to provide information concerning the medical services received while away. Staff receiving the px back into the program are responsible for receiving as much information as possible about the services the px received while out. “I didn’t know/ask” should not be IYPC staff position.**

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:*

*Outcome, Actions, Timeframe:*

C. Potential regulatory audits and/or investigation of operations

*1. Sub-topic:*

*Discussion:*  No discussion

*Outcome, Actions, Timeframe:*

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: Participant Updates/Concerns**

**Discussion:**

**Outcome, Actions, Timeframe:**

**2. Sub-topic: Bed Check Reports**

**Discussion: The required bed check reports have NOT been turned in daily.**

**Outcome, Actions, Timeframe: Any staff working the overnight shift should complete the Bed Check Report and submit it by placing it under the supervisor’s door in the morning before leaving the shift. If any staff have suggestions to manage this task to ensure the documentation occurs please let a supervisor know.**

**3. Sub-topic: Sanitizing Water for washing dishes**

**Discussion: We are required by the health department to measure the concentration of sanitizing solution (tablets) for washing dishes for each meal. The chart for recording the concentration should be complete each meal regardless of washing dishes or not (codes cover all situations).**

**Outcome, Actions, Timeframe: Staff should ensure the cart for recording the sanitizer level is appropriate. If any staff have suggestions to manage this task to ensure the documentation occurs please let a supervisor know.**

**4. Sub-topic: Daily Programing and Operations**

**Discussion: It is important that all staff are familiar with the day to day activities and expectations. Whenever a person is unsure of the expectations they should ask. Throughout each shift staff are expected to communicate with co-workers on the detail for the shift activities.**

**Outcome, Actions, Timeframe: All staff are responsible to communicating and contributing to the shift activities and responsibilities. All staff must be consistent in the delivery of program services which should follow program and agency policies and procedures not personal preferences. This same level of consistency is necessary when working with participants.**

**5. Sub-topic: Participant Movies**

**Discussion: Participants have reported watching movies that are not rated PG.**

**Outcome, Actions, Timeframe: All movies shown to px should be PG only. Any movie rated other than PG must have supervisor prior approval and the approval must be documented in the Program Log Book.**

**6. Sub-topic: Achievement Level Special Privileges**

**Discussion: Px who are on Achievement have privileges that are listed on the List of Privileges. In addition to these privileges they may contract for special privileges.**

**Outcome, Actions, Timeframe: Any special achievement privilege must be approved and signed off by a counselor or supervisor. There is a form in the Achiever Facebook for requests and approvals.**

**7. Sub-topic: IYPC Recreation Basketball**

**Discussion: The no physical contact rule should apply to when px are playing recreational basketball.**

**Outcome, Actions, Timeframe: Staff are responsible for ensuring the no contact rule in enforced during all activities. When physical contact is allowed it opens the door for px to make claims of activities that should not occur and the result is staff being identified as not performing proper supervision for the safety of youth. Everyone needs to be consistent in supervision.**

**8. Sub-topic: Terms of Endearment**

**Discussion: It is not appropriate or professional in our environment to refer to others using terms like: hon, honey, sweetie, dear, boo, sweetheart, baby, etc.**

**Outcome, Actions, Timeframe: Staff must not use terms of endearment when speaking to others and they should correct px if the px uses similar terms. It should be a very simple correction stating that at Interface we all refer to others using their names or preferred name given at screening/intake. Staff should demonstrate this by only responding to px calling them by a name.**

**VII. Other Business:**

**1. Sub-topic:**

**Discussion:**

**Comments:**

Respectfully submitted by:

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| **Cassandra McCray** |  | 5/14/20 |

Name Date