



May 25th, 2021

9:00 AM & 4:30 PM

IYP- NW

AGENDA

Introduction – Sabriena Williams (Regional Director)

- **Upcoming Trng June 2, 2021 (Mandatory Florida Network)**
- **Shift Exchanges (Shift Leader Assignment)**
- **NO CELLPHONES ON THE FLOOR!!!!!!!!!!**
- **MAB Trng Reminder (Please use prompt questioning method)**
- **Summer Enrichment Program**

Residential Staff Items- Carlos Lopez (Res Supervisor)

- **Kitchen Concerns (FIFO)**
- **Staff/ Youth Interactions (Positive Engagement Reduces Felt Trauma Response)**
- **Staff/Client Interactions (awareness of boundaries per NASW ethical guidelines)**
- **Px Count Increase with new Fiscal Year (July/ August) back to Max Capacity of 12**
- **Logbook Entries (not for putting people on blast). Staff grievances are a private and confidential matter handled by Supervisor then up the COC.**

Training files - Walter Disbrow, Administrative Assistant

Nurse Input

Staff Concerns

Meeting Minutes

CDS Family & Behavioral Health Services, Inc.

Meeting: **Staff Meeting**

Date: **May 25, 2021**

Time: **9:00 AM & 4:30 PM**

Location: **IYP-NW**

Date of Next Meeting: **June 2, 2021**

Attendance: Chondra B., Walter D., Kathy H., Carlton J., Wanda J., Carlos L., Ralph M., Sharon M., Kimberly P., Sabriena W.

Absent: Terri W., Daphena W.

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: Summer Enrichment Program

Discussion: We are gearing up for our summer enrichment program, Mrs. Wanda do you want to chime in with a few words on the summer enrichment. I know you're driving. Mrs. Wanda replied: Can you hear me? I am so tired, um, I don't know right now. I am so tired, I don't know. I'm so tired. Mrs. Williams replied, ok. So our summer enrichment program is going to be gearing up on the 6th of June, we have identified a few kids we are going to bring to the summer enrichment program, we gonna do co-ed this year, we are also going to do try to incorporate a few field trips. We are gonna be sharing the van with the SNAP program who will also be having their summer enrichment program. If you know any kids in the community that might benefit from the SNAP enrichment program, please get with Ms. Lakeshia. Her kids in her age group are 6-11 they are going to be doing a robotics program with other activities and breakfast and lunch. So contact Lakeshia for more information about that. Mrs. Sharon has helped us yet again this summer with the curriculum for our summer program. So thank you so much Mrs. Sharon for pitching in with that. We will have more information leading up to that summer program, but I do know that we are doing a little bit of gardening; we are doing a little bit of self-care self, isn't that right Mrs. Sharon? Gardening, self-help, you know self-development, for the kids. You wanna chime in a little bit more Mrs. Sharon? Mrs. Sharon replied: Safety skills around the home, water safety skills, especially in the neighborhood being aware of your surroundings. We are noticing a lot more on TV the last couple of week's people are trying to kidnap kids. I have even got a segment for retention ponds, being safe around those. Playground safety, kitchen safety, along that line so. We are also gonna do some celebrating Father's Day during the program and the 4th of July, so we will be doing something with that.

Outcome, Actions, Timeframe:

2. Sub-topic: Participant Count Increase with new Fiscal Year back to Max Capacity of 12

Discussion: Also we were made aware that the participant count is about to increase real soon so, where as we have been capping off at 6 as a max capacity will soon be going back to 12. I mean that's what we are looking at the startup of the new fiscal year. I don't have an exact date for that yet but just so we can start preparing ourselves. Between mid-July and August we will try to increase our capacities make sure we are staffed accordingly so that we can support the 1 to 6 ratio. And with the 1 to 6 ratio having 12 makes capacity meaning that we have 12 kids we have to have 2 staff members at all times with those 12 kids. Mrs. Williams stated: When we increase our numbers back up to 12, there will be times that we will have 3 people on staff just because we have not been at that capacity in a long time. So when

we get up to 12, 10 or 12 we will try to at least the evening shifts have at least 3 people on the shift because it's going to take, we will still be doing some of the COVID protocols, like the showers, and all that kind of stuff, the early showers, the interactions and all that. So we are going to increase probably 3 people for a while because it's gonna be different, it's gonna be very different, when you have 12 kids verses 6. So I just want to make you all aware of that change, also be prepared in the next couple of weeks we will possibly furlough the kids you know again so just look out for the schedule for furloughs as well.

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:* **Upcoming Training June 2, 2021**

Discussion: Mandatory Florida Network: This is a mandatory training for EVERY staff, if you are a paid staff; you are required to be to this training. The training is June 2nd is being hosted by the Florida Network. The Florida Network is one of our contractors, John Robertson along with 2 other of his staff members will be coming to present a training that we all need, that we all can benefit from. They are going down the coastline presenting these trainings to different organizations. I am excited that they will be stopping by us first with some helpful and much needed information. Please get with Mr. Carlos if you are not going to be there ASAP let him know why you won't be there and we will try to help you make other accommodations. I don't know if they are going to video record this training or not but I was told it was mandatory and required.

Outcome, Actions, Timeframe:

2. *Sub-topic:* **MAB Training Reminder**

Discussion: We are doing a good job with our interactions with the kids as far as engaging them, but our verbal engages we need to work on those a little bit more. Please Use prompt questioning method: Remember our MAB training? Does anybody, this is an opportunity to show what you have learned. Is there anybody on here today that can tell me at least 3 or 4 of the prompts: What are you doing? Let me see if there is anybody on here that can spill off 2 or 3 of those prompts. If you know em this your time I got a prize for you. If you can spill off at least 3 or 4 of those prompts, what are you doing? Is there anybody that can spill off or repeat or recite any more of those prompts? Mrs. Sharon stated what are you doing? What are you supposed to be doing? What's going to happen if you keep doing what you're doing? Mr. Carlos said then comes the choice, what are you going to do now? We need to get in the habit of doing those prompts instead of saying, sit down, shut up, and sit down, what you doing? Barking out orders, we need to use those prompts because those prompts do work, they do work! And I would like to see more of the staff using those prompts verses barking out orders, because you got to realize we are working with kids who have experienced trauma and that can be a trigger to their trauma. So I would really like to see us being in one accord with those prompts. We have put them up all over the shelter so no matter where you are you can always glance over if you don't remember them verbatim you can always glance over at them to remind yourself. So I am going to be watching out for these cues when you are on your shift. Mr. Carlos I want you to be watching out for these cues, when you are on your shift, and we are going to do cue incentives. So people that are using these cues when we see you using these cues we are going to put your name in a hat and we are going to do a monthly drawing. The more times we can catch you doing those cues the times your name will go into the hat. Let's get in the habit of doing those cues, cause like Mrs. Sharon said she can't even get to the 4th one because by the time she gets to the 3rd one they have already settled down and responding to her directives.

Outcome, Actions, Timeframe:

3. *Sub-topic:* **Training Files – Mr. Walter, Administrative Assistant**

Discussion: Right now the training files are up to date, unless somebody has put anything in my box. I am trying to keep up to date on some things that go in the training files as I spoke to you earlier there are a few things on the training plan that's changed along with COVID and some which they have taken out which I don't understand but I can talk to you and Mrs. Williams about that at another time. But for right now, all the training that I have gotten is in every bodies file. Every body's files are at the shelter but the newest person I am finishing up with her stuff that I have just recently gotten and that will be the last file for right now until somebody else gives me any more training. Mr. Carlos asked if anyone was having issues getting into SkillPro, Bridge, or any other training system let him know and he will address those issues with IT and whoever else he needs to speak to on our behalf. Mrs. Williams stated, I said it last month and I am going to say it again this month. You may get put on the schedule to come in and do training hours. We need those training hours documented, so if Mr. Carlos has to contact you and let you know that he is putting you on the schedule with training next to your name he will give you the specific trainings that you need to complete. Please, please, please, Walter does a phenomenal job and has done for years keeping us in line with our trainings so when we have our QI reviews and our other reviews that we are up to par, but we cannot do the training for you. This is something you have to do for yourself; he manages what you turn in to him. We still have a few people who have not got their training completed. We will be reaching out to you; Mr. Carlos will be reaching out to you individually about your training and putting you on a training schedule. I said that last month, I think he spoke to some of you individually already but we are getting very close to the end of the fiscal year which is June 30, 2021 and we got a lot going on up until June 30th so, between today and the end of this week Carlos will be reaching out to people individually. And I will get a list to him from Walter we have got to get that done! There are no exceptions to that. Your job is your priority and a part of your priority is your training. So let's get that part done. And I want be stressing it that much but East has had their QI this year and training was a big emphasis, Central had their QI this year and training was a big emphasis. They are not taking excuses for COVID because those trainings can be done at the shelter or at home it's not like it was an onsite training that we are missing, because we did do a massive onsite training in March so training is important. And Walter puts into too much time and too much effort for us to get a ding in that area because a few people have not met their training requirements so let's work together and get that done we are opening the schedule for you to come into the shelter and get that done. So I'm just putting more emphasis on that because I have seen my 2 other counterparts stress how important it is with that QI review. We don't want to get that hit, because some people have not stepped up to the plate with their training.

Outcome, Actions, Timeframe:

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: No 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:*

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:* **No cellphones on the floor!**

Discussion: No cell phones on the floor period! No cell phones! We are not to have cell phones out, we are not to be scrolling or flipping on our cell phones. I understand that we have families, our families contact us through those cell phones, if you do have to step off the floor to use the phone to connect with your family or to handle any type of business just let your shift partner know that you are stepping off the floor, so you can get your cell phone but viewing the camera and even with me being on site I see people on their cell phones. So please no cell phones on the floor.

Outcome, Actions, Timeframe:

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:* **Staff Concerns**

Discussion: Mr. Carlos asked if there were any staff concerns that needed to be brought up. I have spoken to Mrs. Williams and Mr. Carlos they have shrunk my pool of time frame that I have to put my data into the systems. I am also having a conversation with the Family Action counselors as well. Once the end date of the month has hit I cannot put anything in the system. Mrs. Williams asked if the shelter process was still working and Walter replied it is when we are able to scan and get the information to me, it has been an issue in the past few days but as long as they call me and let me know there is a screening or intake and they make me copies I can come pick them up.

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:* **Nurse Input**

Discussion: My only thing is making sure when you have a new intake when you have medicine come into the shelter, if you have a refill please fill out this pink form. Not just fill it out have the person sign it that is bringing the medication because I am not supposed to give the medication without this consent form being completed. We have to have the consent! We have to have it signed. The only time your gonna use the white sheet is if we have a kid visiting coming or going for furlough or they are going home. But anytime they are coming with a new bottle of medicine or a new kid please have them filled out and signed. That's it. The Medication refresher has been done. The Med Cart updates are coming in July. We have to have some IT work done; we still have to get the IT guy over here to download some software and stuff like that. But we will be getting rid of the console, the big machine on the left and we will only have the Med Cart and we will be imputing everything over the internet on our regular computers and so all that will be finished in July. Mrs. Williams asked: Walter is it possible for you to do a certificate for Mrs. Kathy for the medication refresher? Walter responded yes, I can get with her and find out what she wants to put on their and we can get it done. Mrs. Williams stated that our newest female participant expressed interest in healthy ways to lose weight, when I was doing her assessment and I was wondering if it's possible one morning that you are there if you have time, maybe on the weekend, if she is there just pull her aside and maybe just do a health assessment with her of some healthy tips or something she is very interested. She says it plays on her self imagine and she had started walking the parking lot I bought her some portion control plates with the agencies money. She says she wants to control her portion sizes so people/staff that is working with her in the evenings for dinner she has some portion control plates, bowls that I purchased. Because she does have an interest, she is very interested and concerned about her health. And for a teenage to say I need to get control

of my health, I think that speaks a lot. It speaks volume, so Mrs. Kathy you can let her know that you spoke with me and give her any tips that help her or whatever it is she needs.

Outcome, Actions, Timeframe:

B. Counseling and Programming Issues

1. *Sub-topic:* **Shift Exchanges (Shift Leader Assignment)**

Discussion: This has been on the agenda for I would say the last 6 months to a year. I would like to see the shift exchanges, please, please, please do your shift exchanges away from the children because their ears are always open, always open. And there is some information that they should not be privy to and they are getting that information and it's coming from the staff. I had asked if you all would please step off the floor, even go to the front of the building to do your shift exchanges. That's why we have 2 people on the shift, so the shift leader on that shift should go to the shift leader on the previous shift and do the exchanges. I not going to be so petty about it, but I am going to be checking in on those they are very important things, like the progress of the meals need to be discussed, any kid that is out of house. That kind of information needs to be discussed anything that happened on the previous shift before, anything that is in pass on. I mean we know how to do the shift exchanges so let's just make sure that they are being done and they are being done off of the floor from where the children are so you're not exchanging information, cause kids I hear them talk about we got a new intake, oh such and such called off. I hear all these things when I am there. They know these things because we are talking in front of them. This is information that they should be privy to. So let's do a better job with our shift exchanges.

Outcome, Actions, Timeframe:

2. *Sub-topic:* **Kitchen Concerns (FIFO)**

Discussion: I don't have too many concerns right now. I am getting a little bit more involved to make sure we are rotating items so we are not caught up in feeding the kids any expired items. I just want to make sure that in that rotation that we use the stuff that's up front. There is a reason why we put the newer items that we buy towards the rear; they have an extended expiration date prior to the ones in the front. Just so we can observe the FIFO rule First In First Out. That is the only way to insure that we stay on top of these things and to make sure are not serving the kids any type of expired food items.

Outcome, Actions, Timeframe:

3. *Sub-topic:* **Staff/Youth Interactions**

Discussion: Positive Engagement Reduces Felt Trauma Response: It is draining sometimes to try to gear up all our focuses and all our energies to our youth, but that's what we do! That's what we are here for! That's the reasons why we want to stay away from constantly being on our cellphones, because we can miss a moment with a child in which we can make a connection and as trivial as it may be. We have to remind ourselves that's what we are hear for, we are here to provide services for that child so they can connect with us so that we can relay the course curriculum that they are here to receive. Whether it is to learn a new coping skill, to learn to manage their anger better, to learn to open up about things, where before they were just rebelled and fly of the handle with their behavior and a real important part of that is just for us to engage with them, and to listen to them. You know like: How was your day at school today? Little chit chat, follow up on the things that are important to them, bring those up, once you establish that connection they start to build the trust bridge that information can go to and fro, from you to that child from that child to you. That communication bridge is really important for what we do here.

Outcome, Actions, Timeframe:

4. *Sub-topic:* **Staff/Participant Interactions**

Discussion: Awareness of boundaries per NASW ethical guidelines: I remember when I was applying for this job and for the previous one that I had. The one thing that is in common with residential supervision and any type of work done in residential facilities is that we are subject to national standards. That is established for social workers. NASW is the National

Association for Social Workers and we have to follow certain guidelines in which we have to make sure that we don't cross any boundaries with the client that we serve. We have to be real mindful of how we talk to them; we have to be real mindful of how we engage with them. Because a lot of times we don't know the reasons why we can't just give gifts to them? Because there are ethical guidelines established at a national level that states that we and suggest in a lot of times it states that we cannot engage in any kind of way that crosses the boundary between the participant and worker. At times we might feel like we have to be a parent to them, or a big brother, but we have to be really careful. And if anyone is ever really curious what these ethical guidelines are, you can look that up on the internet. NASW the National Association for Social Workers, But it gives you an idea of the reasons why have to follow certain guidelines. There is always a reason why! Anytime Mrs. Williams brings up that any gifting needs to be approved by management, it needs to follow certain protocols there is a reason for it. We are held to that standard and we are prescribed to follow it and insure that the people that work under us also follow those guidelines.

Outcome, Actions, Timeframe:

5. *Sub-topic:* **Logbook Entries**

Discussion: Not for putting people on blast. Staff grievances are a private and confidential matter handled by a Supervisor and then up to the COO. It's not appropriate!

Outcome, Actions, Timeframe:

VII. Other Business:

1. *Sub-topic:* **Family Action**

Discussion: Family Action will be moving to the SNAP building.

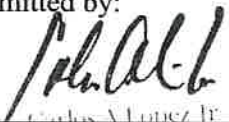
Outcome, Actions, Timeframe:

2. *Sub-topic:*

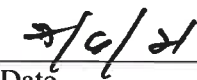
Discussion:

Outcome, Actions, Timeframe:

Respectfully submitted by:



Name Carlos A. Lopez Jr.
Residential Supervisor



Date