**Meeting Minutes**

CDS Family & Behavioral Health Services, Inc.

Meeting: Staff Meeting

Date: August 24, 2023

Time: 9:00 AM

Location: IYP-NW

Date of Next Meeting: September 21, 2023

Attendance: Roslyn C., Walter D., Keren, G., Kathy H., Josie K., Carlton J., Wanda J., Ralph M., Sharon M., Tonda N., Sabriena W.

Absent: Shalay C., Michael M., Bethany S., Bessie S., Daphena W., Sherrie Ann 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:*

*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:* **Intake and Screening Training – Mrs. Sabriena W., Regional Director**

*Discussion:*  It’s very important that the screenings and intakes get completed with all the necessary information otherwise it cannot be put into the systems.

*Outcome, Actions, Timeframe:* If you need any training on screenings and or Intakes schedule your training with Mrs. Wanda. Or if you need a refresher in screenings or Intakes, Mrs. Wanda will schedule a time with you

*2. Sub-topic:* **Administrative Assistant, Walter D. – Training**

*Discussion:*  I spoke about trainings and what trainings have been completed and what trainings are needing to be done. I also spoke about the changes to some trainings and the spreadsheets. I made sure it was understood that trainings are very necessary to our jobs, contracts, and funding. And that they are time sensitive and have to be completed in those specific time frames in order to be compliant with QI. *Outcome, Actions, Timeframe:* This is not an option it is a must! We have got to be in compliance with the set time frame in order to pass QI.

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:*

*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:*

*Discussion:*  No discussion

*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:*

*Discussion:*  No 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:* **Residential Nurse Observations – Kathy H.**

*Discussion:*  J. has medications. We have already had 2 participants go through intakes and then end up sick with COVID after the fact. Sometimes the parents are not going to let us know someone is sick in the family or they have been exposed and have not told us. Mrs. Williams brought up that a discussion came up at QIC about medications (quantity & actual count)

*Outcome, Actions, Timeframe:* We should be doing COVID testing before the Intake begins

B. Counseling and Programming Issues

*1. Sub-topic:* **Inventory – Sabriena W., Regional Director**

*Discussion:*  DO NOT BRING IN OUTSIDE ITEMS! If we are out of something we have an inventory list in the Youth Care Workers office. If it is an immediate need let me know. *Outcome, Actions, Timeframe:* There is to be NO outside items brought into the shelter unless approved first by your supervisor!

*2. Sub-topic:* **Staff schedules –Consistency / Subject to change / Fill- INS – Sabriena W., Regional Director Move this to Human Resources Issues**

*Discussion:*  . We are 3 people down and are doing the best we can to cover shifts. You may be asked to work a shift/day/time you have never worked or don’t usually work, so again be mindful of your schedule and check it often! We need shifts covered, so if you are put on a shift it’s because we need the shift filled.

*Outcome, Actions, Timeframe:* The schedules are changing, you need to keep track of your schedule, what days your working and what shift it is. Over Time – There is to be NO excessive overtime. Only Preapproved, with an explanation will be paid! If it was not preapproved and no explanation you will not be paid per Fiscal.

*3. Sub-topic:* **Mock Drills – Sabriena W., Regional Director Move this to Self Inspections**

*Discussion:*  *Outcome, Actions, Timeframe:* Make sure you are doing and completing the mock drills that need to be done, this is a QI standard.

*4. Sub-topic:* **Log Books – Sabriena W., Regional Director**

*Discussion:*  . There are a few issues that need to be worked on: Shift leader duties, need to be noted and highlighted in the log book, make sure your participant count is documented in the correct area, make sure everything that needs to be highlighted is. QI looks at the log book as well.

*Outcome, Actions, Timeframe:* Make sure you are keeping up your shift information in the log book and make sure it is complete

*5. Sub-topic:* **Menus – Sabriena W., Regional Director**

*Discussion:*  I try to remember to take out things for the following day, sometimes I cannot get to it. If the midnight shift could help and make sure these items have been taken out and if not please do so.

*Outcome, Actions, Timeframe:* If you find that the item is not here call me and let me know.

*6. Sub-topic:* **Screenings – Mrs. Sabriena W., Regional Director Supervision**

*Discussion:*  Do not leave ANYTHING blank, it can’t be put into the data system if we do not get all the information needed.

# *Outcome, Actions, Timeframe:* Make sure we are completing the entire screening!

*7. Sub-topic:* **Supervision – Mrs. Sabriena W., Regional Director Supervision**

*Discussion:*  It is the responsibility of the shift leader to ensure that appropriate type of supervision of participants is maintained. It is the primary responsibility of youth care workers to provide participant supervision. All other routine tasks are secondary to the priority of supervising youth. When the situation warrants any and all staff available should be prepared and are expected to assist with supervision of participants. All staff on duty is expected to be alert at all times.

There will be occasions when one-on-one supervision is required to assure participant safety or maintain control of the environment. It is critical that all youth care workers on duty should maintain diligent contact with their shift partners regarding their whereabouts and activities. This is required to ensure a maximum and immediate response to an emergency.

*Outcome, Actions, Timeframe:* When the situation warrants, the shift leader is expected to use on call systems, contact supervisors and/or contact off duty staff to increase the ratio of staff to participants for supervision purposes. **(No one is to be sitting in the YCW)**

*8. Sub-topic:* **Mock Screenings – Mrs. Sabriena W., Regional Director**

*Discussion:*  Mock Screenings are conducted throughout the year by the Florida Network to see what our process is as far as taking screenings. Screenings are to be taken right then when the call is received.

*Outcome, Actions, Timeframe:* Walter stated that the entire screening has to be completed in order to put them into the NETMIS system.

*9. Sub-topic:* **Documentation – Sabriena W., Regional Director**

*Discussion:*  You need to make sure you are documenting what is going on with our participants, what they are doing and how they are progressing in the program or if they are having issues. If it is not being documented what behaviors they are exhibiting while they are here, we are not aware because they are not being written down.

*Outcome, Actions, Timeframe:* Documentation is a must!

*10. Sub-topic:* **Back to School News, Walk through, Kitchen –** **Wanda J., - Senior Youth Care Worker**

*Discussion:*  **Room checks:** Need to be sure that rooms are clean and tidy. **NO Contraband! Kitchen:** Make sure that the pots, pans, and utensils are all put up where they belong and they are put up in an orderly fashion. Make sure that the kitchen is cleaned on every shift there is a meal, snack, cooking or any activity in the kitchen. Tupperware needs to be put up in order, not just thrown in there and if there is no lid put it to the side and let me know.

*Outcome, Actions, Timeframe:* Everything that is the refrigerator and freezer should have dates on them! 2 days beyond the date written on it needs to be thrown out! **Remember be Clean and Tidy!!!**

*11. Sub-topic:* **Residential Counselor Observations – Tonda N.**

*Discussion:*  Shout outs for the children, can we continue doing this for them? This seems to be a motivation for them to perform better in our program.

# *Outcome, Actions, Timeframe:* Any suggestions for groups or activities would be greatly appreciated. Mrs. Williams indicated that Family Night was a yes.

**VII. Other Business:**

*1. Sub-topic:* **Shout Outs – Sabriena W., Regional Director**

*Discussion:*  Shout out to EVERYONE that helped out during Mrs. Wanda’s absents! Shout out to EVERYONE that helped out with the menus! Shout out to EVERYONE that helped out with the schedules!

*Outcome, Actions, Timeframe:*

*2. Sub-topic:* **Team Work / Communication** **– Sabriena W., Regional Director**

*Discussion:*  It takes us all to run this program and we have got to work together! We are all grown adults and we should act as such. Shift exchanges are to be held in the Intake room on EVERY SHIFT! You need to let the oncoming shift know what is going on and what has gone on your shift. Communication with your shift partner is a must! You have to communicate in order for your shift to run smoothly. Shift leader is to delegate who will be doing what during your shift. As they also have duties assigned to them to complete during your shift. *Outcome, Actions, Timeframe:* We need to work as a team! Communication is the key!

*3. Sub-topic:* **Cellphones on the floor (NO PHONES ON THE FLOOR) – Sabriena W., Regional Director Put under Counseling and Programming Issues**

*Discussion:*  You are not to have your cell phones on the floor. If you are seen on camera with your cell phone in your hand it will show that you are not supervising the participants which is your job. If you have to use your phone or make a call. Please excuse yourself off the floor and let your shift partner know what you’re doing and return right back to the floor as soon as possible. We do have a policy on cell phones. I’m not the only one watching the cameras and can see if you’re on your cell phone, Phil, Cindy and The Florida network also. NO CELL PHONES ON THE FLOOR! No personal belongings are to be on the floor either, CDS will not be responsible for your personal belongings!

*Outcome, Actions, Timeframe:* You can and will be discharged if you cannot adhere to the rules, per CDS policy and procedures.

*4. Sub-topic:* **On-Call Procedures – Sabriena W., Regional Director Put under Counseling and Programming Issues**

*Discussion:*  The On-call system is as follows. I am on call Monday – Friday and Walter and Wanda are alternating weekends. There is an on call cell phone you are to call and that number is (904) 431-9724 this is the number to call for staff that are on call when I am not. Use this number first and if you cannot reach the person on this phone then use the number you have for them.

*Outcome, Actions, Timeframe:* Please be aware of who is on call as it is posted on your work schedules.

Respectfully submitted by:

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| Sabriena Williams |  | 8/31/2023 |

Name Date