**Family Action-Central Strategic Plan Meeting 2014**

Date: 8/26/14

Time: 9:00 am

Place: Family Action Conference Room

Attendees: Joy Brown, Jessica Bechtold, Ashley Calhoun, Mary Simmons, Lane Devereaux, Isaiah Harmon and Peggy Vickers Note: Two new counselors participated in this activity.

Topic: Communication

Needs

1. Written directions on how to access CDS voice mail and email off site.
2. Avoid the word Behavior Therapy in brochures; people interpret to mean Behavioral Analysis which is a certified type of therapy.
3. Get involved in the community more (i.e. Town of Tioga Kids Fair-it is free)
4. Shared distribution of outreach responsibilities, how we can join together as a team.
5. Brain storm outreach what have we done and what can we do. Define our population and services.
6. Doing check-ins with schools on a more consistent basis to increase rapport and hopefully referrals.
7. Outreach send out information, follow up phone calls and meet in person.
8. FA staffs attend other presentations with Radha and Gwen to be there to answer questions.
9. Advance notice of CDS presentations so we can attend.
10. Outreach to Another Way DV Shelter in Levy.
11. When we receive telephone calls for services we do not provide, question where did they get this information from and follow up.
12. ID Levy county outreach sites.
13. Counselors rock assisting front desk with advice on referral information.
14. Understand how front desk and staff can work together better so that things run smoothly.
15. Notify front desk when appointments change on weekly schedule (Gainesville only).
16. We should have text on phones-since so many people would rather text.
17. Families are texting to a non-texting number.
18. Get electronic communications.
19. Confidentiality Rules for e-mails. Move forward with plan to E-mail parents at their request.
20. Give out e-mail address using the company text/e-mail program.
21. Electronic Communication- Which confidentiality regulations apply? Releases? Email address?
22. Texting- Text from computer?
23. Newer cell phones with texting and email? Better coverage in Levy County.
24. Master list of people with e-mail addresses on each computer. Add preferred method of contact. Ryan – Text; Roy –call
25. How do people prefer to be contacted, it would be good to know. Make a list of such.
26. Is there something to show receipt of emails? Other messages (i.e. so we know someone has received message.
27. Basic computer skills training on e-mail- competency test for poorer skilled staff.
28. Staff needs to open and respond to e-mail sent.
29. Best times to contact people when they are there?
30. Can computers make a noise when email arrives?
31. When is the best time to set up appointments with school staff?
32. It would be nice to have an e-mail list of all staff at schools where staff is located.
33. Communicate with other departments better on how things are going to be done.
34. E-mails/phone numbers and extensions of schools guidance counselors and principals.
35. Maybe do an open house inviting guidance counselors, deans and other key staff from schools.
36. Cell phones problematic. Best communication type with schools to prevent missed calls.
37. Better communication with Teen Court Staff. Verify use of UAs by Teen Court Staff.
38. We suggested to Teen Court that it is a good idea to have participants/families referred to CDS call CDS for a screening while at Teen Court. Add and schedule intake date.
39. Clarify Teen Court vs CDS Rules.
40. What does staff want/need to know about business that will reduce anxiety and allow you to calmly stay on task?
41. How to check out conference rooms? Use of conference rooms, communication with counselor when a px/family is in session so as not to disrupt. Front Desk would like to know which conference room/office room they are having sessions.
42. New process for informing counselors who are in session that the next session is here. Not interrupting session by knocking, maybe slide paper under the door.
43. Notifying counselors of someone is here for a session.
44. Directions on how to use white board to check in and out of.
45. Communicate changes to daily appointments.
46. Consider check in sheet.
47. Counselor availability to take intake appointments for.
48. Building/Office rules. Finish opening and closing procedures.
49. What is the best method to notify/check in counselors about arrival for appointments?
50. Confidentiality use white noise. Can hear in room next to conference room.
51. Add date of next appointment to the Netmis Intake/Exit form.
52. Ask at time of screening/ intake what is the mailing/street address.
53. Follow up with Teen Court re: UAs. Order new kits only if necessary. Explore better UA kits. If we continue UAs consider changing to a written receipt like project payback. Reduce dependency on Medical Manager.
54. Counselors requested a step by step go to training manual. Each form instructions on filling it out.
55. Requirements for counselors create consistency and being on the same page.
56. Update clinical documentation manual.
57. Updates file order. Clarify what part of PAT has to be in file.
58. How to get files back in time for next session easier.
59. Better understanding of timeframes for various steps (i.e. paperwork, feedback closing, organizing etc…)
60. How CDS wants counselors to verify paperwork?
61. Paperwork consistency-what should it look like across all staff.
62. To ensure even distribution of intakes amongst counselors.
63. Sharing of referrals vs independent functioning.
64. Recognizing when things change.
65. Self-care meeting. Addressing any stressors that might spill over into work place.
66. Be directive about continuing services for counseling.
67. How can we find out about staff meetings @ the schools and if we can attend.
68. Referrals from Interface, FAC go there to meet the family and discharge.
69. Call or e-mail tx the day before appointments to reduce no show.
70. Are there meetings at schools we could attend or trainings to increase referrals?
71. Williston has new phones. Currently (8/26/ voice mail only. Rhesa/Jonathan will give Lane messages or send calls to me e-mail. Jonathan will instruct Lane in accessing messages from her phone. Poor cell phone messages in Williston office. May have missed calls. Cell phone does not work at schools.
72. What are the rules around rescheduling no shows excused vs unexcused absences.
73. Communication and the network?

Strength

1. Open door communication for all when needing peer/supervisor consults.
2. Staff showing new staff forms and for an intake and how to fill them out.
3. Availability of everyone for questions.
4. Kudos-re: outreach it is working.
5. Consultation with supervisor-very nurturing and always available.
6. Doing awesome listening.
7. Thank you Peggy for your knowledge, advice and directions.
8. Supervisor always open to suggestions, open to concerns, we feel welcomed and comfy sharing.
9. Kudos to Sam I appreciate all he does and more and most helpful.
10. Kudos to Data Department –always, always ready to help me. TY
11. Communication amongst peers. Helping one another.
12. Keep Joy notified of UAs on weekly schedule.
13. It benefits counselors when they receive detailed message pad.
14. Increased communication with referrals and numbers.

Returning phone calls within 24 working hours. **Family Action- Central Strategic Plan**

September 9, 2014

Topic: Increase Utilization/Program Improvement

Family Action Staff brained stormed the above topics and made the following recommendations:

1. Have an open house with local school counselors, recreation centers, DJJ, Teen Court and other children’s service providers.
2. Equally distribute outreach; perhaps divide schools up, areas of the community?
3. Make us more known in our communities that we serve. Articles in the local newspaper, parenting tips, something that could highlight CDS and services. Create a Brand.
4. Media Advertisement-news chains, articles, radio spots.
5. Use Community Resources such as an Advertisement or Marketing Intern from UF.
6. Family Action Staff attend presentations with Gwen and Radha and have a table or area set up.
7. Be present at community fairs/local events.
8. Attend more community lectures/presentations/CE for counselors.
9. Reach out to other agencies or counselors with a meet and greet.
10. Prevention, FA and IYP staff meets with new superintendent to introduce ourselves and discuss our program. He is interested in numbers and successful outcomes.
11. Our flyers, presentations need to be brighter more attractive to target population.
12. Target kids on Flyers.
13. Update Website.
14. Send out newsletters with updates.
15. Target homeless kids in schools.
16. Improve residential reputation from “they serve bad kids”.
17. Talk to other school personnel, besides guidance counselors, about kids that could use our services.
18. Assign counselors to schools to recruit referrals.
19. Sit out at the schools for an hour or so and get screenings.
20. Attend open houses at Schools.
21. Go back through participants that have closed and asking if they could use us again.
22. Increase number of monthly intakes from 6 to 8 so the agency meets goals. Reduce duration of services, if appropriate from 13 to 10 to increase number.
23. Specific Team meeting with Teen Court Staff, clarify UA do we need them or no?
24. Advertise in Gator 4 Kids- E-mail and Website. Send out information to Area Pediatricians office and specialty clinics at UF and CMS. Google all of Children’s Services and send out mass mailing regarding services.
25. Advertise in Psychology Today
26. Continual reminders of services even if thru e-mail, similar to messages from boys and girls club CEO.
27. Team meetings with Gwen’s people to increase referrals.
28. What is our reputation in the community? Interview stakeholders and parents. Ask how we can improve it. 30/60 day follow up add a question would you recommend to a friend CDS services? Brand ourselves in a more positive light.

Standards/Program improvements:

1. Standard practice for cancelations/no shows- excused/unexcused.
2. Do Group Work; refer FA participants to IYP-C Groups? Offer to have FA staff do one group a week. This would require consistency of group scheduled times and topics/subjects.
3. Offer parenting classes at the shelter. Offer a regularly scheduled parent classes using an EBC for parents. Open to the community and FA PX families.
4. Contact DJJ, JPOs, Crisis Center, Meridian, and Alachua Learning Center regarding services.
5. Offer child social group, social skills training, ADD parent/child training.
6. Develop a clinical documentation notebook. Forms, samples, develop consistency across service sites.
7. Get an intern (UF or BSW) from Radha to assist us with screenings and program development.

September 23, 2014

RETAINING/HIRING QUALIFIED STAFF

Hiring:

1. Hiring qualified workers that live in the area where they will be working.
2. Have a seasoned counselor sit with new counselor for a couple of intakes through paperwork to help.
3. During training have staff practice mock intakes.
4. Having a supervisor interview as well as peers to ensure fit.
5. Clinical Supervision for free is awesome.
6. Manage own calendar/schedule
7. Notifications of some training that are local are great.
8. The openness with communication and freedom to vent is such a blessing.
9. Being open to new ideas is a plus (i.e. painting, paperwork, outreach ideas).
10. Keeping own schedule managing own calendar.

Retaining:

1. Continual and congruent training.
2. Keeping own schedule managing own calendar.
3. Nurturing environment/ my second family.
4. Needed: Clearer roles with staff.
5. Fear: Instability of funds. We might brainstorm secondary options in staff
6. Efficient supervisors/close peers.
7. Incentives like the retirement fund.
8. Help that I can provide to participants.
9. Positive relationship with Supervisor.
10. Good relationship with co-workers.
11. Variety of participant’s ages 6-17+.
12. Good Family Action Support.
13. Would like to feel more a part of the other programs.
14. Be a part of the larger agency- share common goal.
15. Would like to feel more involved or part of schools.
16. Brainstorm ways to reduce no shows (frustrating)

Ideas to Improve:

1. Improve building make it more kid friendly.
2. Weekend “revamp CDS Family Action” for painting and cleaning.
3. Have an Open House and advertising for the open house. Have participants/family speak @ the open house. Prepare to define who we are and what we do.
4. Fund Raisers throughout the year.
5. Use other community activities to advertise our services. Marathons – t-shirts.
6. Consistent group meetings.
7. Sponsors
8. Use radio/newspaper.
9. Student advertiser marketing.
10. Cultural diversity marketing. Market to parents. Market to youth.
11. Unbalanced in minority counselors
12. Post openings @ UF of our current openings.
13. More training in Anger Management
14. Advertise for needed donations on craigslist or other media.
15. Facebook questions? Can kids add themselves to Facebook as friends? Would staff have a separate professional Facebook page? How do we maintain confidentiality or reduce IM messages that may contain suicidal thoughts that no one sees? Can we use privacy blocks?
16. Change language in brochures/ letters/advertisement to reduce the “truancy, ungovernable, runaway, locked out implying bad kids vs inappropriate behavior such as disrespectful, not listening, academic struggles, skipping school, in school behavior, frequent calls from the school, bullying, poor peer relationships, lying, stealing, can’t accept no for an answer, touching peers, poor self-esteem, use words used by parents to describe behavior. Avoid labeling.
17. Increase numbers by create youth groups on stress management, anger management, ADHD coaching, substance use, substance using parents, kids living in relative placement, self-esteem.