**Meeting Minutes**

CDS Family & Behavioral Health Services, Inc.

Meeting: CINS/FINS

Date: January 22, 2016

Time: 9:30 a.m.

Location: Bivens

Date of Next Meeting: February 19, 2016

Attendance: Sam, Cassandra, Zeke, Peggy, Cindy, Pam

Absent: Jim, Tracey, Rhonda

**I. Business Operations:**

A. Monthly Budget (Revenue and Expenses)

*1. Sub-topic:* **Youth Care Worker Budget**

*Discussion:*

*Outcome, Actions, Timeframe:* **We will start including the Skilled Workers Earning Report to provide managers more information.**

B. Marketing and Business Development

*1. Sub-topic:* **Point In Time Surveys**

*Discussion* Sam reviewed the Point in Time survey handouts and get clarification on several questions and get back to managers

*Outcome, Actions, Timeframe:* **Surveys are about Tuesday night January 26, 2016.**

**Surveys need to be entered into Survey Monkey by January 27, 2016. The Shelter**

**Population and Housing Inventory Report is due by fax 352-505-3977 ATTN: Brenda**

**Chamberlain by noon on January 29, 2016**

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C. Regulatory Issues

*1. Sub-topic:* **Peer Review Schedule**

*Discussion:*

*Outcome, Actions, Timeframe:* **Peer reviews are due at the end of January: A minimum of 2 open 2 closed per counselor**

D. Human Resource Issues (Staffing and Training)

*1. Sub-topic:*

*Discussion:*

*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:* **Safety and Maintenance Inspection Semi-Annual Residential Review**

*Discussion*: The form is located under Forms Risk Management

*Outcome, Actions, Timeframe:* **June 2015 and January 2016 are due to Sam today. Please set up specific files for these Semi Annual Reviews. CARF Reviewers will want to see them.**

*2. Sub-topic:* **Drill Logs**

*Discussion:*

*Outcome, Actions, Timeframe:* **Sam confirmed that all sites have received their Drill Logs for the year.**

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

*1. Sub-topic:* **Bed Bugs**

*Discussion:* Sam shared Rhonda’s memo to staff regarding Bed Bug procedures. Discussion ensued regarding what steps other shelters might want to put in place. Rhonda plans to get some early detection devices called Buggy Beds and would recommend using EcoLab should another outbreak occur to do heat treatments rather than the chemicals applied by pest control services.

*Outcome, Actions, Timeframe:* **Agenda again for the next meeting**

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

*1. Sub-topic:* Complaints and Grievances

*Discussion:*

*Outcome, Actions, Timeframe:*

# III. Quality Improvement

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

*1. Sub-topic:* **Behavior Management System/Trauma Sensitive Approach**

*Discussion:*  We talked about how best to use the This Is What I think Handout

*Outcome, Actions, Timeframe:* **Sam asked that managers consult with counselors and staff regarding the best way to use the This Is What I think Handout. Sam will also bring a list of some trauma sensitive strategies to the next meeting to agree upon rejecting or work on.**

*2. Sub-topic:* **QIC Meeting**

*Discussion:* Cindy provided handouts from the QI meeting and reviewed them including the New Nurse Training Agenda, and Overview of Florida Network Respite Services and Overview JJIS Instructions

*Outcome, Actions, Timeframe:* **Please share relevant information with staff.**

B. Outcome Management (status, reports, recommendations)

*1. Sub-topic:*

*Discussion:*

*Outcome, Actions, Timeframe:*

C. Accreditation and Regulatory Requirements

*1. Sub-topic:* **IYP N.W. Q.I. Visit is February 3rd and 4th 2016**

*Discussion:*

*Outcome, Actions, Timeframe:* **Sam will update QI Box**

D. Policy and Procedure Updates and/or Review

*1. Sub-topic:*  **F-PR-1149** **Disposition Summary/Aftercare Plan**

*Discussion:*

*Outcome, Actions, Timeframe:* **Pending Sam’s review**

*2. Sub-topic:* **Manual Updates**

*Discussion:* **P-1013 Vehicles Use and Safety Inspection**

Added language to include third parties in transports to aid in the protection of all concerned; added requirement for drivers to have personal auto insurance; added a Florida Distracted Drivers clause, that drivers should not text or use the phone during transports

**P-1119 Medical and Mental Health Alert Process**

Added the following: Upon admission to shelter services, the youth and parent or guardian (if available) shall be interviewed about the youth’s current medications. This shall be part of the Medical and Mental Health Assessment screening process. This process will be conducted by a Registered Nurse if one is on premises. Otherwise, this interview will be conducted by on-duty staff and reviewed by the Registered Nurse within 72 hours.

**P-1117 Residential Admission: Preliminary Physical Health Screening**

Added the following: Upon admission to shelter services, the youth and parent or guardian (if available) shall be interviewed about the youth’s current medications. This shall be part of the Medical and Mental Health Assessment screening process. This process will be conducted by a Registered Nurse if one is on premises.

**P-1120 Medication Provision, Storage, Access, Inventory, and Disposal**

Added information regarding the role of Registered Nurses; restored over the counter medications

*Outcome, Actions, Timeframe:* **Please update the Hard copy manuals with the policies that Sam provided as well as the updated Employee Handbook.**

*4. Sub-topic:* **Form Updates**

*Discussion:* **F-PR-1323 Travel Log Vehicle**

This is a new form intended to aid in tracking two adults in CINS/FINS vehicle transports and to document the process when this is not possible

**F-PR-1324 Travel Log Van**

This is a new form intended to aid in tracking two adults in CINS/FINS van transports and to document the process when this is not possible

**F-PR-1036 Complaint/Grievance Report Form**

The Participant receipt has been removed as part of the process

**F-PR-1030 INFORMED CONSENT AND PARTICIPANT AGREEMENT**

**PARTICIPANT ORIENTATION PACKET**

A Right to file a Complaint/Grievance section was added and information about the FACE system was updated.

**F-PR-1325 FAMILY ACTION DIVERSION PROGRAM Supporting referrals from State Attorney Diversion Program Teen Court &Alachua County School Suspension Reduction Program**

This document outlines services available and requirements

**F-PR-1184 Case Staffing Committee Recommendation Letter**

Updated letterhead

**F-PR-1183 School Referral Letter**

Updated letterhead

**F-PR-1104** INFORMED CONSENT AND PARTICIPANT AGREEMENT CINS/FINS Non-Residential (East Region)

Updated to include the new Complaint/Grievance Report Form

**F-PR-1103** INFORMED CONSENT AND PARTICIPANT AGREEMENT CINS/FINS Non-Residential (Central Region)

Updated to include the new Complaint/Grievance Report Form

**F-PR-1102** INFORMED CONSENT AND PARTICIPANT AGREEMENT CINS/FINS Non-Residential (N.W. Region)

Updated to include the new Complaint/Grievance Report Form

**F-PR-1323 Feeling Log**

Replaces the Hassle Log, Should be explained and provided to participants as part of the intake process. **Sam will add this to the participant packet.**

**Version REV: 5/23/11CUSTOMER OR COMPANION COMMUNICATION ASSESSMENT AND**

**AUXILIARY AID AND SERVICE RECORD**

DCF Logo was updated

**Version Rev: 6/13/14 CUSTOMER OR COMPANION FEEDBACK FORM**

DCF Logo updated

**Version Rev: 7/23/13 CUSTOMERS OR COMPANIONS WHO ARE DEAF OR HARD OF HEARING**

DCF Logo updated

*Outcome, Actions, Timeframe:* **All updated forms are on the Intranet, please let Sam know if other updates are need.**

*5. Sub-topic:* **P-1264 Outings**

*Discussion:* Reviewed this policy for changes Zeke noted that it should be consistent with Vehicle Policy

*Outcome, Actions, Timeframe:* **Sam will remove notation about Sub System and review with the Vehicle Policy for changes.**

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

*1. Sub-topic:*

*Discussion:*

*Outcome, Actions, Timeframe:*

F. Planning Documents (reports, status of goals and objectives, reformulation)

*1. Sub-topic:* Strategic Plan

*Discussion:*

*Outcome, Actions, Timeframe:*

*2. Sub-topic:* Accessibility Plan

*Discussion:*

*Outcome, Actions, Timeframe:*

*3. Sub-topic:* Cultural Competence Plan

*Discussion:*  No discussion

*Outcome, Actions, Timeframe:*

*4. Sub-topic:* Input Plan

*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)

*Sub-topic:* **Performance and Risk Management Reports**

*Discussion:* Those present reviewed the Performance report

*Outcome, Actions, Timeframe:* **For Laura’s review****Completers are incorrect**

**IYPC Residential Day percentages seem off**

**Notes from discussion with Kirk on how data is calculated:**

Data entry Lag is calculated from when the event occurred to when it was entered into NETMIS

Data entry Lag is calculated in days not hours.

However the computer formula is such that it will calculate to the closest whole number to determine the days.

For the data entry lag, weekends (Saturdays and Sundays) are not included.

30, 60 day Follow up is calculated at the beginning of the fiscal year forward with an acceptable 10 day window on either side of the due date; 20-30-40 days 50-60-70 days; youth readmitted during the counting period are eliminated and the count starts again based on their latest admit date.

Only those families that are able to be contacted are counted.

Residential Care Days is calculated from the fiscal year forward. It is based on the intake date to the exit date plus one day. Kirk am I correct that the plus one day calculation only occurs upon exit? No, the round-up day is for all flavors of the care days – Active and Confirmed.

Confirmed Care Days are calculated based on the number of days in the month per youth episode: For example if a youth was admitted 1/28/16 and exited 3/4/16 and the calculation was for the month of February only 28 care days would show up on the report. This is a billing calculation methodology. However all days are eventually accounted for at the end of the year.

Active Care Days reflects the number of days a youth was active in a month given that they are not terminated during the reporting period. Again this is for billing purposes.

Total Care Days is confirmed Care Days + Active Care Days

Nonresidential exits are calculated based on the youth being recorded in NETMIS in a specific program type (non-residential), CINS/FINS and not on a wait list and exiting during the reporting period.

A non-residential admission is having the following recorded in NETMIS; a face to face, the next scheduled service and the Needs Assessment initiated for purposes of the Report Card report.

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:*

*Outcome, Actions, Timeframe:*

# V. Information Technology

A. Technology Plan

*1. Sub-topic:*

*Discussion:*

*Outcome, Actions, Timeframe:*

# VI. Clinical/Program

A. Medical and Medication Issues

*1. Sub-topic:* **Nurses**

*Discussion:* Central is on the cusp of hiring their nurse

*Outcome, Actions, Timeframe:*

*2. Sub-topic:* **Medication Carts**

*Discussion:* **East plans to start using the Med Carts 2/1/16. We all need to get on board with using these as quickly as possible.**

*Outcome, Actions, Timeframe:*

*3. Sub-topic:* **Over the Counter Medications**

*Discussion:*

*Outcome, Actions, Timeframe:* **Please discuss with your nurse which over the counter**

**medications she would recommend, so we can make a common list for all 3 shelters.**

B. Counseling and Programming Issues

*1. Sub-topic:*

*Discussion:*

*Outcome, Actions, Timeframe:*

**VII. Other Business:**

*1. Sub-topic:* **JJIS Entry**

*Discussion:* Unbeknownst to us we should have been entering Residential Youth into JJIS and have not been doing so.

*Outcome, Actions, Timeframe:* **We will determine whether we have to go back to the beginning of the Fiscal Year and let everyone know.**

Respectfully submitted by:

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| Sam Clark |  | January 28,2016 |