**Meeting Minutes**

CDS Family & Behavioral Health Services, Inc.

Meeting: CINS/FINS

Date: April 17, 2015

Time: 9:30 a.m.

Location: Bivens

Date of Next Meeting: May 8, 2015

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

Absent: Jim

**I. Business Operations:**

A. Monthly Budget (Revenue and Expenses)

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

 *Discussion:*

 *Outcome, Actions, Timeframe:*

B. Marketing and Business Development

*1. Sub-topic:* **Spotlight on Youth Sponsors**

 *Discussion:* If you have any last minute auction items, please get them to Radha

 *Outcome, Actions, Timeframe:* **Spotlight is Sunday at 2:00**

*2. Sub-topic:* **Brochures**

 *Discussion:* We are finalizing updating Brochures. Sam shared samples for input.

 *Outcome, Actions, Timeframe:* **Sam wills end Peggy the Family Action Central brochures for further review.**

C. Regulatory Issues

*1. Sub-topic:* **Facebook**

 *Discussion:* Sam shared that since our last meeting we have updated our fax and letterhead

 documents to include a Facebook icon. Ryan will also start going around and putting the web

 site and Facebook icons on computers that can put people directly on the these sites from you

 sending a person an e-mail.

 *Outcome, Actions, Timeframe:* **Please continue to think of ways to make our page more active and share it with friends and staff.**

D. Human Resource Issues (Staffing and Training)

*1. Sub-topic:*

 *Discussion:*

 *Outcome, Actions, Timeframe:*

*2. Sub-topic:* **Trauma Informed Care**

 *Discussion:* Truisms:

 The Brain is the boss of all behaviors.

 A dysregulated brain will produce dysregulated behaviors

 A regulated brain will produce regulated behaviors.

 All negative behavior comes from stress

 Between the experience of stress and the negative behavior there is the presence of a primary emotion. There are two primary emotions Fear (a dysregulated state) and Love (a regulated state) Stress Modification is the most productive avenue to achieve Behavior Modification

 There is no possibility for healing in the state of fear

 You have limited amounts of Energy. Your energy is enhanced or depleted by your sensory experiences

 Consistent Calm evokes change

 If there is no relationship, nothing else matters.

 You can only do what you know how to do. Sam discussed these concepts and wanted managers to begin to think about how we might shift our approach to accommodate a stress modification approach.

 *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*:

 *Outcome, Actions, Timeframe:*

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

*1. Sub-topic:* **Peer Reviews**

 *Discussion:*

*Outcome, Actions, Timeframe:* **Peer reviews are due at the end of March.**

 **Please turn them in to Daniel.**

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

*1. Sub-topic:*

 *Discussion:*

 *Outcome, Actions, Timeframe:*

# III. Quality Improvement

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

*1. Sub-topic:* **Q.I. Goals Tracking Training (Drop Box)**

 *Discussion:*

 *Outcome, Actions, Timeframe:* **Pending**

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

 *Discussion:* A lengthy discussion ensued regarding the merits and issues with our current Behavior Management System. It was noted that it would be helpful if staff had an overview and introduction to the trauma sensitive approach which Sam agreed to provide. Sam would also like to have some strategies ready that the management team has agreed make sense for implementation as well as asking staff for input. Examples of these might include: Softer lighting in bedrooms 30 minutes before lights out; putting nightlights in bedrooms to eliminate the need for flashlights for bed checks; providing book lights for participants who would like to read for 15 minutes after lights out; getting an I-Pad for each shelter to use with youth with special needs; using sound machines for white noise and or the creation of soothing sounds in the shelters; getting eye masks for sleep; using lavender or lemon scented soaps; creating a comfort room; giving kids squeeze toys to reduce stress; allowing participants to have more personal items that are meaningful to them available; having stuffed animals available; having an area designed for participants to relieve frustration

 *Outcome, Actions, Timeframe:* **We will meet on May 8th to further discuss the Behavior Management System and potential reforms. Sam will get with managers to schedule time at their staff meetings introduce what we would like to do regarding enhancing a trauma sensitive approach with participants.**

B. Outcome Management (status, reports, recommendations)

*1. Sub-topic:* **Length of Stay Analysis**

 *Discussion:* Sam shared data from the beginning of the year for all 3 shelters.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | **Longer Shelter Stays (25 or more Days)** |  |  |  |
|  | **9/1/14-11/30/14** |  | **12/1/14-3/31/15** |  |
|  | **# with****Longer Stay** | **Total #****Discharged** | **% with****Longer Stay** | **# with****Longer Stay** | **Total #****Discharged** | **% with****Longer Stay** |
| **IYPC** | 16 | 50 | 32% | 24 | 60 | 40% |
| **IYPNW** | 2 | 37 | 5% | 8 | 45 | 18% |
| **IYPE** | 5 | 18 | 28% | 13 | 35 | 37% |

 Cassandra and Zeke shared some of the ideas they have implemented including stickers on the Participant Board regarding length of stay Red up to 7 days Yellow 8 to 20 days Green 21-35 days Youth receive certificates and a treat at these milestones and move on a bulletin board with a baseball theme. Everyone celebrates the move.

 *Outcome, Actions, Timeframe:* **We are definitely improving and need to keep sharing ideas. We need to continue to promote the benefits of a 35 day program.**

*2. Sub-topic:* **Residential & Non-Residential Analysis (A 5 year look)**

 *Discussion:* Sam provided a handout showing admission, average population, average length of stay and bed nights by shelter by shelter. Non-residential admissions over the same period of time were also reviewed.

 *Outcome, Actions, Timeframe:* **For residential the data reveals that the admissions and daily population by shelter remain pretty constant over the years. Our average daily population of 20 does not meet the needs of the contract, which means the statewide numbers have helped us over time based on bed night utilization. We need to average 21 bed nights. The average length of stay data is 19 days for Central, 21 days at east and 13 days at N.W. Based on fairly consistent admissions each year, it is clear that the average length of stay/ increase bed nights is the area to concentrate on to achieve contractual compliance. The non-residential admission numbers are more difficult to view in terms of trends as our FTE’S have changed overtime.**

C. Accreditation and Regulatory Requirements

*1. Sub-topic:* **IYP East Q.I. Review**

 *Discussion:* The preliminary indications were that East will get all Satisfactory. The reviewers commented on how well organized East was and how that helped make the review go quickly.

 *Outcome, Actions, Timeframe:* **Congratulations East Staff!!!**

D. Policy and Procedure Updates and/or Review

*1. Sub-topic:* **Contingency Contract Forms**

 *Discussion:*  F-PR-1200

 *Outcome, Actions, Timeframe:* **Update Pending**

*2. Sub-topic:* **Participant**  **Chart Order Non Residential**

 *Discussion:*

 *Outcome, Actions, Timeframe:* **This form is on the Intranet**

*3. Sub-topic:* **Intake Assessment Form ES**

 *Discussion:* Cassandra has suggested adding a place for the HMIS #.

 *Outcome, Actions, Timeframe:* **This form is on the Intranet**

*4. Sub-topic:* **NETMIS Program Log Intake/Exit Info**

 *Discussion:* Cassandra reviewed her suggestions for revising this form

 *Outcome, Actions, Timeframe:* **Sam will make changes and update on the Intranet.**

*5. Sub-topic:* **Intake Assessment NETMIS Form**

 *Discussion:* Sam reviewed suggestions for changes on this form.

 *Outcome, Actions, Timeframe:* **It was determined that no changes would be made at this time.**

6.  *Sub-topic:* **Screening and Referral Form Family Action**

 *Discussion:* Sam reviewed suggestions for changing this form. Several counselors indicated that it would be useful to have a space to write regarding follow up attempts on this form. It was determined that the Progress Notes Form F-PR-1147 should be used for this purpose.

 *Outcome, Actions, Timeframe:*  **Sam will remove the requirement for parental social security numbers from the form and update on the Intranet.**

*7. Sub-topic:* **Service Tracking Form**

 *Discussion:* Sam reviewed suggestions to change this form.

 *Outcome, Actions, Timeframe:* **Sam will get updated form on the Intranet as well as identify definitions for the service provision options to help those completing the forms be more consistent.**

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 packet regarding Performance Measures on which we have made vast improvements. Thank you everyone! Time did not permit a complete review of the packet.

 *Outcome, Actions, Timeframe:* **Please review the remainder of the packet and let Laura/Sam know if there are any issues.**

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:*

 *Discussion:*

 *Outcome, Actions, Timeframe:*

B. Counseling and Programming Issues

*1. Sub-topic:***Use of our lobbies for DCF/PFSF youth**

 *Discussion:*

 *Outcome, Actions, Timeframe:* **Nothing new to report**

*2. Sub-topic:* **Non-residential Groups**

 *Discussion:*

 *Outcome, Actions, Timeframe:* **We need to consider this as an option for next year.**

*3. Sub-topic:* **Cell Phones**

 *Discussion:* Cassandra presented a survey she had done with staff regarding personal cell phone use.

 *Outcome, Actions, Timeframe:* **Cassandra will share the survey with N.W. and East so they can do it as well. We will agenda this item again for discussion. Peggy suggested this should be a Quality Improvement item**

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

 *Discussion:*

 *Outcome, Actions, Timeframe:* **Pending**

**VII. Other Business:**

*1. Sub-topic:*

 *Discussion:*

 *Outcome, Actions, Timeframe:*

Respectfully submitted by:

|  |  |  |
| --- | --- | --- |
| Sam Clark |  | April 29, 2015 |