**Meeting Minutes**

CDS Family & Behavioral Health Services, Inc.

Meeting: CINS/FINS

Date: April 22, 2016

Time: 9:30 a.m.

Location: Bivens

Date of Next Meeting: May 20, 2016

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

Absent: Rhonda

**I. Business Operations:**

A. Monthly Budget (Revenue and Expenses)

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

*Discussion:* Sam noted that the YCW report distributed has errors.

*Outcome, Actions, Timeframe:* **Tiffany is working on corrections and Sam will forward upon completion.**

B. Marketing and Business Development

*1. Sub-topic:* **Amazing Give May3rd**

*Discussion* Sam explained that we are involved the first time this year in the online solicitation called Amazing Give.

*Outcome, Actions, Timeframe:* **Sam asked Cindy if Melissa can get this on FACEBOOK**

C. Regulatory Issues

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

*Discussion:*

*Outcome, Actions, Timeframe:* **Peer Reviews are due March 31, 2016 for the third quarter.** **Policy Statement**: **Peer reviews are due by the last day of each quarter to the Data Systems Department. A minimum of 2 open and 2 closed cases should be provided for each counselor.**

D. Human Resource Issues (Staffing and Training)

*1. Sub-topic:* **Personnel Action Process**

*Discussion:*

*Outcome, Actions, Timeframe:* **When you forward a new hire packet, please send the Personnel Action Form completed with your signature on it. Liz can get the new hires signature at orientation.**

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:*

*Discussion:*

*Outcome, Actions, Timeframe:*

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- Managers**

*Discussion:*  **Discuss strategies currently being used to enhance a Trauma Sensitive Approach. Be specific about what is being done and what you would like to try. Use the Environment Ideas Chart and add to it. Discuss ways we can discourage YCW’s from threatening to give negative points with the hope of achieving compliance. For example: YCW states “I know you are really upset right now, but I’d love to give you some positive points for working through this hard situation.” i.e. The YCW may not get total compliance, but is willing to compromise to deescalate the situation and turn a negative into a positive for the participant. Philosophically, in a potentially combative situation it is trying to move from digging your heels in with, “It’s my way or the highway” to “If I cannot adjust the wind, I can adjust my sails.”**

*Outcome, Actions, Timeframe:*

B. Outcome Management (status, reports, recommendations)

*1. Sub-topic:*

*Discussion:*

*Outcome, Actions, Timeframe:*

C. Accreditation and Regulatory Requirements

*1. Sub-topic:*

*Discussion:*

*Outcome, Actions, Timeframe:*

D. Policy and Procedure Updates and/or Review

*1. Sub-topic:*  **Policy/Form issues generated from the Nurses Meeting-Managers/Nurses**

*Discussion:*

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

*2. Sub-topic:* **Florida Network Draft Policies**

*Discussion:* Those present reviewed 3 policy drafts. (Video Surveillance System, Training and Medication Management and Distribution)

*Outcome, Actions, Timeframe:* **Sam will get input provided to John and the Network. Cassandra agreed to draft a form for the Nurse Review process.**

*3. Sub-topic:* **Purchase Order Procedures**

*Discussion:* Sam shared an e-mail from James regarding monthly purchase orders.

*Outcome, Actions, Timeframe:* **It was felt that doing a monthly P.O. for Sam’s Club and Wal Mart had merit based on the billing cycle. Sam will discuss with Randy.**

*4. Sub-topic:* **Screening Procedures (talking with potential participants; Updating information on screening forms)**

*Discussion:* Sam noted that talking to potential participants as part of the screening process is done in some shelters, but not in others. Updating of information on the screening form is a Central Region issue. Peggy and Cassandra are working toward making the process less repetitive.

*Outcome, Actions, Timeframe:* **While this procedure remains optional, it does potentially represent a good trauma sensitive strategy that could help participants feel less out of control when coming to shelter.**

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

*1. Sub-topic:* **Transgender Youth**

*Discussion:* Cassandra raised the question of how to deal with special requests that may be made by transgender youth in the program.

*Outcome, Actions, Timeframe:* **Our goal is to allow for and accommodate differences as long as it does not interfere with our program.**

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)

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

*Discussion:*

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

*2. Sub-topic:* **Participant 25 Day or Longer-Managers**

*Discussion:* **Share ideas and practices currently in place to address longer lengths of stay. Consider setting modest targets for each shelter during the 4th quarter.**

*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:*

*Outcome, Actions, Timeframe:*

# V. Information Technology

A. Technology Plan

*1. Sub-topic:* **Van Cameras**

*Discussion:*

*Outcome, Actions, Timeframe:* **Sam requested that managers learn more about the operation of their cameras so we can develop appropriate policy. This item will move forward to next agenda.**

# VI. Clinical/Program

A. Medical and Medication Issues

*1. Sub-topic:* **Medication Carts- Managers/Nurses**

*Discussion:*

*Outcome, Actions, Timeframe:* **The Network is clear that they expect Med Carts to be fully utilized. We also need to request Andy to help us learn how to take advantage of the report functions.**

*2. Sub-topic:* **Over the Counter Medications Managers/Nurses**

*Discussion:* What were the nurse recommendations for over the counter medications?

*Outcome, Actions, Timeframe:* **Pending re: Florida Network policy decision.**

B. Counseling and Programming Issues

*1. Sub-topic:*

*Discussion:*

*Outcome, Actions, Timeframe:*

**VII. Other Business:**

*1. Sub-topic:*

*Discussion:*

*Outcome, Actions, Timeframe:*

Respectfully submitted by:

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| Sam Clark |  | April 29, 2016 |