**Meeting Minutes**

CDS Family & Behavioral Health Services, Inc.

Meeting: CINS/FINS

Date: July 26, 2013

Time: 9:30 a.m.

Location: Bivens

Date of Next Meeting: August 23, 2013

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

Absent: Jim

**I. Business Operations:**

A. Monthly Budget (Revenue and Expenses)

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

*Discussion:*  Reviewed both the end of the year budget and the first two pay periods of this year. IYPE did a terrific job of containing costs this year and the other two shelters achieved our goals. Thank you everyone!!! This year we are already in the whole, which is not unusual for the time of the year.

*Outcome, Actions, Timeframe:* **Please continue to monitor closely.**

B. Marketing and Business Development

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

*Discussion:* Sam confirmed that everyone felt that they had the phones they needed.

*Outcome, Actions, Timeframe:* **We are renegotiating the contract and will get some new phones soon.**

C. Regulatory Issues

*1. Sub-topic:*

*Discussion:*

*Outcome, Actions, Timeframe:*

D. Human Resource Issues (Staffing and Training)

*1.* *Sub-topic****:* Tom Popadak Training**

*Discussion:*

*Outcome, Actions, Timeframe:* **Tom will be in East August 7th. Get with Cindy, if you want to send people.**

*3. Sub-topic:* **Update on hiring positions** **and other staff changes**

*Discussion:* Three key staff are leaving to pursue other opportunities (Cheryl, Kizzie and Shileatha).

*Outcome, Actions, Timeframe:* **Sophia will take over Kizzie’s duties in the short term to ensure our data is entered in a timely manner. One Levy position is hired, all others are pending.**

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:* **CINS/FINS Program Evaluation: Outcome Evaluation 2011/2012**

*Discussion:* Reviewed data provided from the DJJJ State office.

*Outcome, Actions, Timeframe:*

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

*1. Sub-topic:* **CCC Reporting**

*Discussion:* Our codes for reporting have changed.

*Outcome, Actions, Timeframe:* **The new codes are IYPC 5745, IYPNW 5746, IYPE 5747**

# III. Quality Improvement

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

*1. Sub-topic:* **ES file order and Mother Sheet**

*Discussion:*

*Outcome, Actions, Timeframe:* **Still pending.**

*2. Sub-topic:* **Q.I. Goals**

*Discussion:* Talked about our goal to improve tracking of training and improve consistency in training areas being addressed and the according time values of the training.

Sam also brought forward a Service Tracking Form that could be used in both Res & Non Res and assist counselors in properly documenting the note in the BIRP format and more accurately track the hours of service on the case.

*Outcome, Actions, Timeframe:* **Pam and Tracey will look at this and bring some ideas to the next meeting. Sam will take feedback noted and incorporate it into the service tracking form and put on the Intranet.**

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

*Discussion:*

*Outcome, Actions, Timeframe:* **Please plan to submit Peer Reviews on or before the CINS/FINS meeting in September using the CINS/FINS Checklist.**

B. Outcome Management (status, reports, recommendations)

*1. Sub-topic:*

*Discussion:*  No discussion

*Outcome, Actions, Timeframe:*

C. Accreditation and Regulatory Requirements

*1. Sub-topic:* **QIC Update**

*Discussion:* Peggy shared that high crime zip codes are no longer required effective July 1, 2013. The Networks contract will be extended to June 30, 2014. DJJ want the psychosocial signed by a licensed professional and unlicensed staff to receive 20 hours of training from a licensed professional. There is a committee assigned to work on these issues. Staff secure dollars will move out of contracts and be available in a manner similar to respite services. 180 day follow up may be exchanged for a 30/60 day follow up model.

*Outcome, Actions, Timeframe:*

*2. Sub-topic:* **Q.A. & CINS/FINS Manual changes**

*Discussion:*  **Changes to QA Standards**

* Best Care Provider Designation added-Given to agencies scoring “Satisfactory” in all indicators
* Medication Distribution Training now required in first year training
* Disaster Planning and Interagency Agreements have been eliminated in QA standards but are still in contract monitoring
* Shelter Environment and Daily Programming have been merged into one indicator “Shelter Environment”
* Behavior Management Strategies and Behavioral Interventions have been merged into one indicator
* Staff Secure has been changed to “Special Populations and includes Domestic Violence Respite and Probation Respite
* Suicide Prevention indicator was expanded to inclusion of observation log and 30 minute documentation of observations/warning signs (incorporated CINS Manual language)
* Medications indicator adds requirement for a “Medication Distribution Log”
* Medical/Mental Health Alert adds “Physical activity restrictions” to list, new paragraph added to the indicator
* Episodic/Emergency Care adds to the indicator “incident reporting to CCC” and “verification of receipt of medical clearance, discharge instructions and follow up care upon youth’s return to shelter”

**Changes to CINS/FINS P&P Manual**

* Adds DV Respite Services
* Adds licensed “mental health” professional language to suicide screening
* In Non-Res counseling Services zip codes are deleted and high crime neighborhoods is added
* Risk Management Policy adds language from QA indicator about collecting and reviewing sources of information to identify patterns and trends
* Under Incident Reporting Policy it adds “ Medication Error or Omission” to list under Complaints against staff incidents
* Under Medication Distribution Policy it strikes the words “if necessary” after verification of medication
* Adds Best Care Provider Designation definition
* Adds Medication Distribution to first year training requirements and adds the QA indicator language to following the first year of employment training requirements

*Outcome, Actions, Timeframe:* **Sam will provide copies when we receive finals from the Network.**

D. Policy and Procedure Updates and/or Review

*1. Sub-topic:* **Screening/Referral Form & Board Codes Form**

*Discussion:* There were more recommended changes to these forms

*Outcome, Actions, Timeframe:* **Sam will make corrections and get the forms on the Intranet.**

*2. Sub-topic:* **Menus**

*Discussion:*

*Outcome, Actions, Timeframe:* **Sam passed out the updated menus for each shelter.**

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:* P 40 -42 reviewed in the light of why we put this in place which was to look how cases moved from screenings to admissions and determine if there were any trends related to who was involved. Determined with a number of new staff coming on that we should continue to track this. P. 62 Trends noted against year-end data IYPC had high medication errors in the beginning of the year which was a point of focus and has trended down. IYPNW was trending up in Law Enforcement calls and just did a staff training to try and reduce inappropriate calls. Disciplinary actions were unusually high in March & April, but problems got resolved with May & June recording no disciplinary actions.

*Outcome, Actions, Timeframe:* **P.9 Noted that satisfaction counts are trending down in the last quarter of the year. Managers please review. P.18 Laura please add new contractual numbers and on P.19 correct total bed capacity and on P. 20 add slots for the new Non-Res positions and remove Zeke. And on P.21 add a slot for staff secure P.24 Cassandra review counseling and group numbers for accuracy. P.38 Cassandra please make sure we are on top of the follow up, a lot are in the zone. P.39 Ryan what are the required NETMIS fields that must be completed to meet this requirement. P. 47 Cassandra please make sure cases that should be closed get done. P.48 Laura please add Ashley Calhoun and P.51 add Staff secure.**

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:*  No 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:*

*Discussion:*

*Outcome, Actions, Timeframe:*

**VII. Other Business:**

*1. Sub-topic:*

*Discussion:*

*Outcome, Actions, Timeframe:*

Respectfully submitted by:

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| --- | --- | --- |
| Sam Clark |  | August 1, 2013 |

Name Date