**Meeting Minutes**

CDS Family & Behavioral Health Services, Inc.

Date: 01/22/2024

Time: 12pm

Location: Bivens

Date of Next Meeting: Tuesday 02/26/ 2024 at 12pm

Attendance: Wendy Mandell, Elizabeth Paz, Melissa Rider, Gabby Yepes, Olivia Hollier, Jessica Bechtold, Erin Andres

Absent:

**I. Business Operations:**

A. Monthly Budget (Revenue and Expenses)

*1. Sub-topic:* **Fiscal Meeting**

*Discussion:*  Jessica and Olga will meet in the near future to discuss 2024 budget needs.

*Outcome, Actions, Timeframe:* **Ongoing**

B. Marketing and Business Development

*1. Sub-topic:*  **Outreach and Productivity**

*Discussion:* Discussed expectations for continual outreach efforts and the increasing need for intakes. Counselors sent in their monthly list for outreach and Jess reminded them to enter it into NetMis.

*Outcome, Actions, Timeframe:* **Ongoing**

C. Regulatory Issues

*1. Sub-topic:* **Charts**

*Discussion:* Based on recent challenges, Jess discussed the need for timely chart submission, timely documentation, signatures, reviews, and plans. Counselors confirmed their understanding of expectations and contract requirements. Discussed issues related to untimely charts.

*Outcome, Actions, Timeframe:* **Ongoing**

*2. Sub-topic:* **Training Files**

*Discussion:*  Discussed most recent QI review and revision of training excel log. In addition, Jess reminded team of a minimum of 80 hours of training within the first year (timeframe from date of hire) and then a minimum of 40 thereafter (fiscal year)

*Outcome, Actions, Timeframe:* **Ongoing**

*3. Sub-topic:* **NetMis 3**

*Discussion:*  Please enter all information into NetMis especially regarding the plan and supplemental information.

*Outcome, Actions, Timeframe:* **Completed**

*4.**Sub-topic:* **Tracking form/erroring/ extending goals**

*Discussion:*  Please remember to error out appropriately and extend objectives and obtain plan signatures with every extension.

*Outcome, Actions, Timeframe:* **Completed**

D. Human Resource Issues (Staffing and Training)

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

*Discussion:* See Above

*Outcome, Actions, Timeframe:* **Completed**

*2. Sub-topic:* **Schedules/data updates**

*Discussion:* Please remember to hand in schedules at the end of each week and submit any data entry needs (and updates).

*Outcome, Actions, Timeframe:*  **Ongoing**

E. Annual Budget Planning and Process

*1. Sub-topic:* **Budget**

*Discussion:*  See Above

*Outcome, Actions, Timeframe:*

# II. Health and Safety: Program/Regional Coordinators

A. Internal Inspections

*1. Sub-topic:* **Drill for January**

*Discussion:* Drill will be completed by the end of the month. Jess to complete internal maintenance log.

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

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

*1. Sub-topic:* **Building items blinds identified by internal building walk through**

*Discussion:* Jess purchased thermometers for refrigerators, hooks to hang any cords that may hang from window based on need from her internal building walk through. Floors pending feedback.

*Outcome, Actions, Timeframe:* **Ongoing**

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

*1. Sub-topic:*

*Discussion: No Discussion:*

*Outcome, Actions, Timeframe:*

# III. Quality Improvement

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

*1. Sub-topic:* **Blanks and documetation**

*Discussion:*  Reminder: Please remember to fill in blanks, FLN numbers and sign and stamp all necessary documentation. All documentation must be in the chart within 24-48 hours and screening attempts and data entry are due within 3 days, Counselors discussed having “office hour” appointments where each get together to complete documentation. Counselors discussed challenges such as over repetitive documentation/data,

*Outcome, Actions, Timeframe:* **Ongoing**

B. Outcome Management (status, reports, recommendations)

*1. Sub-topic:* **See Risk Management**

*Discussion:*

*Outcome, Actions, Timeframe:*

C. Accreditation and Regulatory Requirements

*1. Sub-topic:*

*Discussion:*

*Outcome, Actions, Timeframe:*

D. **Policy and Procedure Updates and/or Review for Your Information from CINS/FINS Meeting:**

I. **Review for Your Information from CINS/FINS Meeting: 12/21/2023**

**Business Operations:**

A. Programmatic

*1. Sub-topic:* **Deliverables**

*Discussion:* We are currently below where we were at last year regarding productivity. Discussed implication and reminded team of 6 intakes per month although they may need additional intakes as non-residential productivity is behind.

*Outcome, Actions, Timeframe:* **Ongoing**

*2. Sub-topic:*

*Discussion:*

*Outcome, Actions, Timeframe:*

*3. Sub-topic:*

*Discussion:*

*Outcome, Actions, Timeframe:*

B. Monthly Budget (Revenue and Expenses)

*1. Sub-topic:*

*Discussion:* .

*Outcome, Actions, Timeframe:*

*2. Sub-topic:*

*Discussion:*

*Outcome, Actions, Timeframe:*

*3. Sub-topic:* **Charitable Contribution Receipts** (Cindy S-H)

*Discussion:* Updated form attached and on the Intranet. Mandatory for cash and in-kind donations with a value of $250 or more; provide for lower amounts if requested. Accompany with ‘Thank You’ letter. If any programs receive these, please submit to fiscal.

*Outcome, Actions, Timeframe:* **Please ensure compliance with policy for charitable contributions.**

C. Marketing and Business Development

*1. Sub-topic:*

*Discussion:*

*Outcome, Actions, Timeframe:*

*2. Sub-topic:*

*Discussion:*

*Outcome, Actions, Timeframe:*

D. Regulatory Issues

*1. Sub-topic:* **CARF**

*Discussion:* Study guide, blank questions, cheat sheet handouts. We do not have a specific date yet. Anticipating March. *:* Discussed name badges, evacuation building maps, outlet covers, cords, office tidiness, and no wrong door.

*Outcome, Actions, Timeframe:* **Please begin preparing for our CARF survey and interviews.**

*2.* *Subtopic*

*Discussion:*

*Outcome, Actions, Timeframe:*

*3.* *Subtopic:*

Discussion:

*Outcome, Actions, Timeframe:*

E. Human Resource Issues (Staffing and Training)

*1. Sub-topic:* **HR update** (Angie L)

*Discussion:* Discussed no longer needing to submit employee drivers insurance to HR. These items can be kept on site. Discussed the importance of HIPAA and Deaf and Hard of hearing training, for hiring; copies of diplomas are acceptable.

*Outcome, Actions, Timeframe:* **Ongoing.**

*2. Sub-topic:* **Training** (Cindy S-H)

*Discussion:* Please ensure that required DCF and CARF trainings are being completed.

*Outcome, Actions, Timeframe:*

*3. Sub-topic:* **DCF audit** (Cindy S-H)

*Discussion:* Angie reports that the new licensure specialist was very adamant regarding our pending lists. Angie provided manager their list via email.

*Outcome, Actions, Timeframe:* **Please pay close attention to your pending list and submit items in a timely manner.**

# II. Health and Safety: Program/Regional Coordinators

A. External Inspections

*1. Sub-topic:* **Upcoming inspections in program**

*Discussion:*  Ensure compliance with all requirements including fire and building drills. Residential is required to complete internal safety inspections, weekly and non-residential; monthly.

*Outcome, Actions, Timeframe:* Complete any recommendation ASAP.

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

*1. Sub-topic:* **Safety and Maintenance Inspections Semi-Annual and Weekly (Res) monthly (non-res).**

*Discussion:* Handout

*Outcome, Actions, Timeframe:* **CARF requirement-complete Semi-Annual in January**

# III. Quality Improvement

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

*1. Sub-topic:* **Peer Review** (Cindy S-H)

*Discussion:* Discussed reminders for shelter and community counseling program.

*Outcome, Actions, Timeframe:* **2nd quarter peer reviews due 1/15/24**

B. Outcome Management (status, reports, recommendations)

*1. Sub-topic:* **Progress toward performance measure goals**.

*Discussion:*. Ensure 30/60/90 day follow-ups are entered on time.

*Outcome, Actions, Timeframe:* **Ongoing.**

C. Accreditation and Regulatory Requirements

*1. Sub-topic:* **CARF, DCF, and QI planning** (Cindy S-H)

*Discussion:* Addressed in III (A)(1) above.

*Outcome, Actions, Timeframe:* **Ongoing.**

D. Policy and Procedure/Forms Updates and/or Review (Cindy S-H)

*1. Sub-topic:* **Policy Draft- Consent to Participate in Remote/Virtual Services**

*Discussion:* Review draft; provide comments. If services are virtual, document the request by family in notes. This is an attempt to create continuity throughout all programs. As a reminder, only use forms on the intranet.

*Outcome, Actions, Timeframe:* **Please ensure to destroy any old forms and let counselors know to use new form.**

# IV. Risk Management.

A. Potential regulatory audits and/or investigation of operations

*1. Sub-topic:* **See III** (A &C) above.

*Discussion:* As noted above.

*Outcome, Actions, Timeframe:* **As noted above.**

# V. Information Technology

A. Technology Plan

*1. Sub-topic:* **Risk Management Reports** (Liz T out-of-office).

*Discussion:* Discussed the history of risk management reports and asked to identify items that may be useful.

*Outcome, Actions, Timeframe:* **Liz will provide update at next EMT.**

**VI. Other Business:**

*1. Sub-topic:* Program Directors Updates-Open floor

*Discussion:*  Cindy will be out for two weeks however; Phil will be in for operational matters. In related news, CINS/Fins management welcomed and introduced new supervisors; Brandi bell (Lake City) and Angela Williams (Palatka). Finally, please remind teams to set up voicemails in your respective areas.

*Outcome, Actions, Timeframe:*

# IV. Risk Management

A. Risk Management Plan (exposure to loss)

*1. Sub-topic:*

*Discussion:*  No discussion

*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:*

**2.** *Sub-topic:* **Chart Submission**

*Discussion:* Charts are to be submitted within 72 hours of both intake and discharge..

*Outcome, Actions, Timeframe:* **Ongoing**

**V. Information Technology**

A. Technology Plan

*1. Sub-topic:*  **Caseload reports**

*Discussion:* Counselors reviewed caseload report sent by Jess on 1/22/24.

*Outcome, Actions, Timeframe:* **Completed**

**VI. Clinical/Program**

A. Medical and Medication Issues

*1. Sub-topic:* **Motivational Interviewing Training**

*Discussion:* Training will be held in Alachua on 2/14/24.

*Outcome, Actions, Timeframe:* **Complete**

B. Counseling and Programming Issues

*1. Subtopic:* **Satisfaction Surveys**

*Discussion:*  Please obtain for both parent and child. Updated forms on the intranet.

*Outcome, Actions, Timeframe:* **Ongoing**

**VII. Other Business:**

*1. Sub-topic:* **SARB, Truancy Court and Case Staffing schedules**

*Discussion:*  SARB will be held on 1/23/24. Four cases are to be reviewed. Truancy Court is pending and Case Staffing will be held on Feb. 22nd, 2024.

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

2. *Subtopic:* **SNAP**

*Discussion:* Discussed referral process and provided the team forms in order to enhance wrap around services and continuity of care.

*Outcome, Actions, Timeframe:* **Pending full assessment of Company shredding needs.**

IV. Risk Management

**Risk Management**

A. Risk Management Plan (exposure to loss)

*1. Sub-topic:* **Risk Management Report**

*Discussion:* See above discussion

*Outcome, Actions, Timeframe:*

B. Employee Concerns or Complaints

*1. Sub-topic:* **Productivity**

*Discussion:* See above

*Outcome, Actions, Timeframe:*

C. Potential regulatory audits and/or investigation of operations

*1.* *Sub-topic:* **QI Audit 2024**

*Discussion:* Held on 1/17/24 and 1/18/24. Discussed upcoming Carf audit.

*Outcome, Actions, Timeframe:* **Complete**

# V. Information Technology

A. Technology Plan FYI

*1. Sub-topic:*

*Discussion:*  **No Discussion**

*Outcome, Actions, Timeframe:*

VI. Clinical/Program FYI

A. Medical and Medication Issues

*1. Sub-topic:*

*Discussion:*

*Outcome, Actions, Timeframe:*

B. Counseling and Programming Issues

*Sub-topic:*

*Discussion:*  Delayed chart documentation and submission (see above)

*Outcome, Actions, Timeframe:*

**VII. Other Business:**

1. *Sub-topic:* **Forms/updated Fl. Ntwk. policy and procedure**

*Discussion:*  See email sent with updated form information

*Outcome, Actions, Timeframe:* **Ongoing**

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

*Discussion:*  Scheduled for 2/26/24 after staff meeting.

*Outcome, Actions, Timeframe:* **Ongoing**

Respectfully submitted by:

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| Jessica Bechtold |  | 01/22/2024 |