**Meeting Minutes**

CDS Family & Behavioral Health Services, Inc.

Meeting: CINS/FINS Family Action- Central

Date: April 11, 2014

Time: 9:30 a.m.

Location: Bivens

**Please read these minutes in lieu of our staff meeting on 4/22/14**

Date of Next Meeting: 5/13//14 Staff Meeting

Attendance: Kim, Isaiah, Jess, Ashley, Barbara, Neva and Peg

Absent: Joy

**I. Business Operations:**

A. Monthly Budget (Revenue and Expenses)

*1. Sub-topic:*

 *Discussion:*

 *Outcome, Actions, Timeframe:*

*2. Sub-topic:* **Telephone and Internet Services**

 *Discussion:* New computers and telephones are being installed in Family Action -Central

 *Outcome, Actions, Timeframe:* **I do not know when the new telephones will be activated, I will keep you informed.**

*3. Sub-topic:* **Shelter Status**

 *Discussion:* Our numbers have been down

 *Outcome, Actions, Timeframe:* **There has been an increase use of shelter beds, however please consider using the shelter as a resource for your participants.**

B. Marketing and Business Development

*1. Sub-topic:*

 *Discussion:*

 *Outcome, Actions, Timeframe:*

*2. Sub-topic:* **Answering the phones**

 *Discussion:*

 *Outcome, Actions, Timeframe:* **Please remind people when answering the phone to state**

 **their program, their name and may I help you or a facsimile.**

C. Regulatory Issues

*1. Sub-topic:*

 *Discussion:*

 *Outcome, Actions, Timeframe:*

D. Human Resource Issues (Staffing and Training)

*1.* *Sub-topic****:* Support to the Deaf and Hard of Hearing**

 *Discussion:*  Go to the intranet under training and click on the above heading and complete the training.

 *Outcome, Actions, Timeframe:* **Isaiah please complete by 4/30/14**

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

 *Discussion:* Required training for all FA Counselors/Case Managers.

 *Outcome, Actions, Timeframe:* **Ashely please complete as soon as an opportunity presents itself.**

*3. Sub-topic:* **DJJIS Number Request for Training Form**

 *Discussion:* By completing this form we will be submitting a request for you to the Department of Juvenile Justice for training on their computer system, so we can enter the PAT. Everyone will be trained.

 *Outcome, Actions, Timeframe:* **I will be sending the form for training out to you. All FA- C staff, please complete it and return to me by 4/30/14.**

*4. Sub-topic:* **First Aid Training/CPR**

 *Discussion:* During QI Kimberly training filed did not include her certificate of training.

 *Outcome, Actions, Timeframe:* Confirmed she attended the February training and will make a copy of her card before leaving.

*5.* *Sub-topic:* **QI review of Training Files**

 *Discussion:*  This is an area that needs improvement. They reviewed FY 2012-2013 so they only looked at Kim’s and Isaiah’s. So no new FA Counselors/Case Managers file were reviewed they will be reviewed next year/or when they return. Isaiah’s chart was missing documentation that he had completed all of the CARF training for that year and some additional contract required training. His hours of training did not add up to 40 hours. Additional problems were found in the IYP-C training charts as well. Joy has expressed some ways she would like to see this system improve. This is an area that needs corrective action.

 *Outcome, Actions, Timeframe:* **Keeping in mind some of the issues identified in our QI and our need for continuous documentation of training files I would like you bring some ideas to our staff meeting on 5/13/14. All solutions and suggestions are welcomed.**

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:*

*2. Sub-topic:* **QI Review for IYP and FA-C**

 *Discussion:* We did poorly in four standards, we have learned that if you miss three standards that a QI team will return in six months to review our progress. We have not received our written report and there are areas in which we disagree with their findings, however most of the errors were counselor/case manager documentation errors, which we will address during staff meeting.

*Outcome, Actions, Timeframe:* **Staff meeting will review do/don’ts in clinical documentation.**

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

*1. Sub-topic:* **Safety Drill**

 *Discussion:*

*Outcome, Actions, Timeframe:* **Joy TBA**

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

*1. Sub-topic:* **Review Monthly Incident Report**

 *Discussion: No additions were identified.*

 *Outcome, Actions, Timeframe:*

III. Quality Improvement

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

*1. Sub-topic:* **Review forms changed on the intranet.**

 *Discussion:*

 *Outcome, Actions, Timeframe:* **Sam will get on the Intranet and will also send out the Non-Residential file order**

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

 *Discussion:* Peer review/Training File Review scheduled during our May 27th staff meeting.

*Outcome, Actions, Timeframe:* **Joy please schedule the big conference room from 9:00-11:00 on 5/27/14. Peggy will bring the forms. Neva/Barbara please bring in all of your new intakes since March.**

*3. Sub-topic:* **QIC Meeting Follow-up**

*Discussion:* Joy will begin doing follow up of closed cases at 30 and 60 days.

 *Outcome, Actions, Timeframe:* **Joy will begin doing 30 day follow ups on 4/30/14. She will also continue to do the 180 day follow ups until 6/30/14 unless we hear otherwise.**

B. Outcome Management (status, reports, recommendations)

*1. Sub-topic:* **Opened cases in March according to our CDS Performance & Risk Management Reports.**  *Discussion:*  Data indicates you are doing an excellent job meeting our goal of two new intakes per week.

* Jessica -8
* Ashley -3
* Kim -1
* Isaiah -5
* Barbara -6
* Neva -2

 *Outcome, Actions, Timeframe:* **Remember our goal is 8 or more intakes per FA Counselor/Case Manager per month. The report is posted up front by Joy’s desk, please review your data to make it is correct.**

C. Accreditation and Regulatory Requirements

*1. Sub-topic:*

 *Discussion:*

 *Outcome, Actions, Timeframe:*

D. Policy and Procedure Updates and/or Review

*1. Sub-topic*

 *Discussion:*

 *Outcome, Actions, Timeframe:*

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:*

 *Discussion:*

 *Outcome, Actions, Timeframe:*

B. Employee Concerns or Complaints

*1. Sub-topic:* **Office Procedures/Safety and Security of Confidential Files**

 *Discussion:*  Reportedly over the weekend of 4/12-13/14 the medical records office door and medical records file room were left open and lights on. It is extremely important that these rooms are kept locked in order to keep the records confidential. If no one is sitting up front and you are working on files in your office, please close the office door and the door to the record room.

 *Outcome, Actions, Timeframe:* **Please secure the front desk area at all times.**

*2. Sub-topic:* **Restroom Checks**

 *Discussion:*  We received a complaint from other people in the building that on the bathrooms are not being flushed by our participants. Please check behind anyone who may be using the restroom by the Prevention Conference Room especially if Joy has left for the day.

 *Outcome, Actions, Timeframe:* Check restrooms before leaving for the day or following your participants use especially if Joy is off or has left for the day.

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:***SNAP**

 *Discussion:*

 *Outcome, Actions, Timeframe:* **Follow up is needed.**

*2. Sub-topic:* **Kim left Counseling Materials to be shared.**

 *Discussion:* Passed around materials.

 *Outcome, Actions, Timeframe:* **Make copies if you are interested.**

*3. Sub-topic:* **Why Try**

 *Discussion:* Does anyone have any objections to letting Barbara take the Why Try Program out to Williston?

 *Outcome, Actions, Timeframe:* **Please let me know by Friday 3/14/14.**

**VII. Other Business:**

*1. Sub-topic:* **Spring Cleaning/New Furniture Opportunity at least for4 us.**

 *Discussion:* Our renters have closed their business and they have left a lot of furniture for our use. If you would like a new chair or other furniture join us on a tour with stickies with your name on it. Also I am looking for volunteers to help me rethink our work area outside the bathrooms. Liz and Gwen are going to help by coming up with strategies for improving our building. If you are interested please join us.

 *Outcome, Actions, Timeframe:* **Meeting with Roy on 4/22/14 at 11:30 am.**

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

 *Discussion*

 *Outcome, Actions, Timeframe:*

*3. Sub-topic:* **AT&T**

 *Discussion:* 4169291 Employee Discount Fan for a 24% discount monthly.

 *Outcome, Actions, Timeframe:*

1. **Visit your local store and provide # above.**
2. **You will need a picture ID and a pay stub.**
3. **You will start receiving discounts in 2 billing cycles.**

**4.** *Sub-topic:* **Time Sheets/Mileage/POs**

 *Discussion* When you complete the DJJ mileage form please hit review on menu and select final version and it will not print out the additional information on the right hand side.

 *Outcome, Actions, Timeframe:* **Please submit them to me by COB Friday 4/26/14**

Respectfully submitted by:

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| --- | --- | --- |
| Peggy Vickers |  | 4/21/2014 |

 Name Date