**Meeting Minutes**

CDS Family & Behavioral Health Services, Inc.

Date: 5/21/20

Time: 1030-1130

Location: Remote for Bivens

Date of Next Meeting: 06/25/2020 at 1000 am

Attendance: (Remote) Liz Pratt, Jessica Bechtold, Mary Simmons, Jennifer Wilkison, Kiriam Diaz, Evelitza Soto, Corey Collins, Allison Sickels, Bethany Gray, Riley Redington

Absent: Diana jones, Cassandra Denham (Excused), Isaiah Harmon (Excused)

**I. Business Operations:**

A. Monthly Budget (Revenue and Expenses)

*1. Sub-topic:* **Overtime**

*Discussion:*  Reminded staff to obtain supervisor permission for overtime

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

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

*Discussion:*  Jess discussed specifics regarding Admin hours and distributed outreach assignments for staff.

*Outcome, Actions, Timeframe:* **School outreach and forms due no later than June 5th, 2020.**

B. Marketing and Business Development

*1. Sub-topic:*  **Building Plan**

*Discussion:* Discussed tentative building plan, current payment (1/12th) and productivity.

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

C. Regulatory Issues

*1. Sub-topic:*  **Covid-19 Testing**

*Discussion:*  Jess noted that if staff are to receive any testing for Covid-19, they are required to notify HR so that she can call in the CCC report.

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

D. Human Resource Issues (Staffing and Training)

*1. Sub-topic:* **Children’s Trust /for SNAP in Schools**

*Discussion:* Jess introduced Bethany Gray and Riley Redington; new hires for the Snap in Schools Program Facilitator position. Both Bethany are Riley are currently in Admin training with Jess and will transition to operations training week of 5/25/20.

*Outcome, Actions, Timeframe:* **Welcome Bethany and Riley! So happy to have you on board.**

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

*Discussion:* Corey discussed limitations regarding remote training for SNAP.

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

*3. Sub-topic:* **Benefits meeting**

*Discussion:* Discussed remote benefits video, open enrollment, points of contact. Jess forwarded flyer and booklet. .

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

*4.*  *Sub-topic:* **Counselor’s Corner Meeting**

*Discussion:*  Scheduled for 5/26/20 at 130pm.

Outcome, Actions, Timeframe: **Pending**

E. Annual Budget Planning and Process

*1. Sub-topic:* Fiscal

*Discussion:*  For orders addressing issues of COVID19, please Use Department code covid19 on the PO.

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

# II. Health and Safety: Program/Regional Coordinators

A. Internal Inspections

*1. Sub-topic:*  **Sanitation of Building**

*Discussion*: Jess, Roy and Staff will continue to sanitize building including but not limited to times when the building has been occupied. Staffs have been asked to sanitize the building at each building visit. Continue to use social distance measures, stagger sessions if not remote, screen for virus according to CDC standards, use biggest conference room to ensure distance, wipe down tables, chairs, door knobs, phones, computers, bathrooms and any other applicable items, etc., wash hands regularly and thoroughly, utilize available hand sanitizers, gloves and other safety measures.

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

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

*Discussion:* Jess spoke with external community members and notified them that we are not holding any groups in the building at this time due to Covid-19.

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

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

*1. Sub-topic:* **Fire inspection**

*Discussion:*

*Outcome, Actions, Timeframe:*

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

*1. Sub-topic:*

*Discussion: No Discussion:* **No discussion**

*Outcome, Actions, Timeframe:*

# III. Quality Improvement

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

*1.* *Sub-topic:* **Chart/ data submissions**

*Discussion:*  Subsequent to intake or exit please send Jen the following items within the 72 hour window and please contact her to assess her preferred method for this submission. Staff discussed challenges and solutions to getting the documentation to both families and Jen.

*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

*Sub-topic:* **Services during Crisis**

*Discussion:* Jess and staff discussed offering services to families during this crisis and to additionally address goals that directly address challenges with current COVID19 crisis and lockdown. Staff should continue to assist families through this transition, provide counseling/ case management in order to help families access to services, assistance with adjusting to current changes, behavioral issues at home, issues with home schooling and child performance, and any other challenges the families might be facing.

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

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

**I. Business Operations:**

A. Monthly Budget (Revenue and Expenses)

*1. Sub-topic:* **Coordinator’s Budget**

*Discussion:*

*Outcome, Actions, Timeframe*

B. Marketing and Business Development

*1.*  *Sub-topic:* **Building Plans**

*Discussion:*

Outcome, Actions, Timeframe:

C. Regulatory Issues

*1.* *Sub-topic:*

*Discussion:*

D. Human Resource Issues (Staffing and Training)

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

*Discussion:*

*Outcome, Actions, Timeframe:* **Awaiting Response**

E. Annual Budget Planning and Process

*1. Sub-topic:*

*Discussion:*

*Outcome, Actions, Timeframe:*

**II. Health and Safety: Program/Regional Coordinators**

A. External Inspections

*1. Sub-topic:*  **Building Sanitation**

*Discussion:*  Discussed current practices

*Outcome, Actions, Timeframe:*

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

*1. Sub-topic:* **Program Safety Issues Update**

*Discussion:* We discussed recent situations and related safety issues and COVID19. Each program addressed issues that directly impact their program as well as issues that impact the agency as a whole (see red items).

*Outcome, Actions, Timeframe:*

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:* **Staff Meeting Minutes**

*Discussion*:

*Outcome, Actions, Timeframe:*

. 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:* **COVID19**

*Discussion:* See Self-Inspections (Reports, analysis, and recommendations)

Outcome, Actions, Timeframe:

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

*1. Sub-topic:*

*Discussion:*  No discussion

*Outcome, Actions, Timeframe:*

F. Planning Documents (reports, status of goals and objectives, reformulation)

*1. Sub-topic:* **Strategic Plan/Role Plays**

*Discussion:*

*Outcome, Actions, Timeframe:*

*2. Sub-topic:* Accessibility Plan

*Discussion:*  No discussion

*Outcome, Actions, Timeframe:*

*3. Sub-topic:* Cultural Competence Plan

*Discussion:*  No discussion

*Outcome, Actions, Timeframe:*

*4. Sub-topic:* Input Plan

*Discussion:*  No 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:* **COVID19**

*Discussion:* See Self-Inspections (Reports, analysis, and recommendations)

*Outcome, Actions, Timeframe:*

B. Employee Concerns or Complaints

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

*Discussion:*

*Outcome, Actions, Timeframe:* Pending

C. Potential regulatory audits and/or investigation of operations

*1. Sub-topic:*

*Discussion:*  No 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:*  No discussion

*Outcome, Actions, Timeframe:*

B. Counseling and Programming Issues

*1. Sub-topic:*

*Discussion:*  No discussion

*Outcome, Actions, Timeframe:*

**VII. Other Business:**

*1. Sub-topic:*

*Discussion:*

*Outcome, Actions, Timeframe:*

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

*1. Sub-topic:*

*Discussion:* **No Discussion**

*Outcome, Actions, Timeframe:*

F. Planning Documents (reports, status of goals and objectives, reformulation)

*1. Sub-topic:* **Strategic Plan**

*Discussion:* See marketing and business development.

*Outcome, Actions, Timeframe:*

*2. Sub-topic:* Accessibility Plan

*Discussion:*  **No 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

**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:* **Red Alerts**

*Discussion:* Jess and staff discussed concerns and limitations of services due to COVID 19. Jess submitted these items as red alerts on 04/21/20.

1. Some families only have one computer for multiple children which makes counseling scheduling difficult
2. Some counselors have had to schedule weekend sessions due to high demands in online schooling during the week.
3. Corey currently has a laptop that is not working properly. he has been in contact with Zach but he believes he will need a new laptop
4. Bandwidth issues at home
5. Scheduling has been difficult as staff are unable to control family attendance
6. Some participants are running out of phone minutes for those who elect for phone services
7. 3CX system has delays and loses connection frequently
8. Caseloads have been cut in half and referrals have dwindled
9. Staff have reached out to schools and school personnel to inform them of services to generate referrals

SNAP Challenges:

1. Lack of SNAP Referrals coming in.
2. SNAP Staff has been reaching out to counselors and school staff.
3. 2. We received one referral yesterday, but the family is not answering.
4. Referrals that were interested before Covid-19 are now not able/interested in joining the SNAP Program during the summer (May till August).
5. Technology struggles: families not able to join due to not having Computer/Phone Devices to join the SNAP Group Sessions virtually.
6. Snap as a whole (Lake City and Gainesville), will need 8 more families to complete our contract of 56 families. SNAP is concerned about contract requirements and what may happen if we are unable to achieve the 56 families.
7. SNAP Training (Facilitators and more): Based on the conversation with Fl. Network on 04/20 training is still pending. They are unsure at the moment how to proceed with providing SNAP Training.
8. SNAP Gainesville will be losing two SNAP Facilitators come the first week of June.

*Outcome, Actions, Timeframe:*

C. Potential regulatory audits and/or investigation of operations

*1.* *Sub-topic:*

*Discussion:* **No Discussion**

*Outcome, Actions, Timeframe:*

# V. Information Technology

A. Technology Plan FYI

*1. Sub-topic:* **IT**

*Discussion:* Zach continues to assist staff in transitioning from in office to remote.

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

VI. Clinical/Program FYI

A. Medical and Medication Issues

*1. Sub-topic:* **QI Indicators**

*Discussion:* On FL Network Website.

*Outcome, Actions, Timeframe:*

B. Counseling and Programming Issues

*Sub-topic:*

*Discussion:* **No Discussion**

*Outcome, Actions, Timeframe:*

**VII. Other Business:**

1. *Sub-topic:* **SNAP and Misc.**

*Discussion:*  SNAP Clinical has had an exciting and productive month as 11 families graduated on April 28th and 29th through Zoom. The families did a wonderful job completing program requirements and were even able to pick up their children's graduation gift bag. On May 13th the SNAP Boys Summer Group started with two families joining in through Zoom. Although remote services have been helpful, Zoom appears to be more complicated regarding initial rapport and environmental control. The SNAP team has worked hard on recruitment although it has been difficult to achieve full enrollment and participation. We have received several referrals from BRTs and School Counselors however, many families have noted that they are unable to commit at this time due to overwhelm. On May 11th, Fl. Network reported that they are working closely with CDI to eventually provide a virtual SNAP training for outside agencies. In addition, SNAP Lead Training will be held virtually in the month of June. SIS is still dangling Mr. Collins in front of the third grade students for a pie in the face if they can get five students from each class to join a SIS hangout. Unfortunately the event only yielded three students total, but SIS is going to double down and keep it open until school ends. SIS is getting trained in Too Good for Drugs/Too Good for Violence May 19, with big thanks to Gwen Love and Tiffani Markham. The Florida Network has invited Mr. Collins to attend calls with the Network and the Child Development Institute to discuss and pilot a new app CDI is developing. It's an amazing web based program for delivering SIS virtually. SIS will be participating in Rawlings Elementary 5th grade "drive through style" celebration on May 28th. SIS is also helping put together a virtual graduation for our 5th graders with the help of Ms. McKay (Tech) and Ms. Everett (BRT). We are excited to be able to be a part of this momentous occasion to close out the year!!

*Outcome, Actions, Timeframe:* **Thank you to all staff for all of your hard work and support during this transition.**

Respectfully submitted by:

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| Jessica Bechtold |  | May 21st, 2020. |