**Meeting Minutes**

CDS Family & Behavioral Health Services, Inc.

Meeting: Family Action –Central CINS/FINS

Date: 07/08/2014

Time: 9:30 a.m.

Location: Bivens Family Action Conference Room

Date of Next Meeting: July 22, 2014

Attendance: Barbara, Ashley, Jessica and Isaiah joined us later

Absent: Joy

**I. Business Operations:**

A. Monthly Budget (Revenue and Expenses)

*1. Sub-topic:* **Turn in all** **year end expenditures to Fiscal.**

*Discussion:*  *Staff shortages in Fiscal they are going to process checks on a separate week from all other billable for example mileage, po….*

*Outcome, Actions, Timeframe:*  **Please do not turn in mileage requests for less than $20.00.**

B. Marketing and Business Development

*1. Sub-topic:* **CINS/FINS Contract**

*Discussion:*  *Some of the key issues from our discussion and the conference call with Terry from the Florida Network are as follows:*

*Outcome, Actions, Timeframe:* **Contractual required bed nights have been increased by 120, basically allowing us to earn the same amount as last year. Non licensed Non-residential counselors will not be required to comply with the suicide supervision training with a licensed professional this year. CPR & First Aid training are no longer required in Non-Residential. Non-Residential cases have been reduced by 64 in our contract to mitigate not being able to transfer current caseloads into the new year for the count. A bed for youth out of shelter may be held for 48 hours and still be billed. NETMIS and JJIS entry must occur within 72 hours. 30 and 60 day follow up replaces 180 day follow up. Arrests from shelter will be counted using CCC data. The standard is 97%. We must do the PAT and a Needs Assessment. These cannot be the same document.**

*2. Sub-topic:* **Family Action-Central reviewed both the PAT interview and answer form and compared it to CDS psychosocial assessment.**

*Discussion:*  *Jessica took the lead and walked staff through the comparison and recommendations.*

*Outcome, Actions, Timeframe:*  **Peggy met with Sam. Sam met with Family Action staff and presented the interim documents to Managers on 7/11/14. Documents are now on the Intranet. There is still more work to be done on other forms, policy and procedures referencing psychosocial.**

C. Regulatory Issues

*1. Sub-topic:*

*Discussion:*

*Outcome, Actions, Timeframe:*

D. Human Resource Issues (Staffing and Training)

*1. Sub-topic:* **Update on Open Positions**

*Discussion: East has filled their positions; N.W. has 2 in the works and still looking for an IL counselor. Peggy has two vacancies, interviews planned for the week of 7/14/14.*

*Outcome, Actions, Timeframe:* **Hiring in process.**

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:* **Fire Inspection**

*Discussion* *Due this month.*

*Outcome, Actions, Timeframe:* Please keep hallways clear, Check for emergency lights being out. Let Joy or I know if you see anything. **Roy will follow up?**

*2. Sub-topic:*

*Discussion:*

*Outcome, Actions, Timeframe:*

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

*1. Sub-topic:* **Families have reported being greeted upon entering the building, but waiting for up to 20 min in waiting room.**

*Discussion:*  *Counselors report not being notified of their arrival.*

*Outcome, Actions, Timeframe:* **Problem solves a solution for improved customer services.**

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:* **Q.I. Goals Tracking Training**

*Discussion:*

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

B. Outcome Management (status, reports, recommendations)

*1. Sub-topic:*

*Discussion:*  No 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:* **Contingency Contract Forms**

*Discussion:*  F-PR-1200

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

*2. Sub-topic:* **CINS/FINS Policy and Procedure Manual**

*Discussion:*

*Outcome, Actions, Timeframe:* **Sam will get the updated Manual on the Intranet when it is available. There are errors in the current Florida Network manual**

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) **To Be Followed up in our FA-C Program Retreat in August.**

*1. Sub-topic:* **Strategic Plan the following are issues that should be addressed in this year’s Program Retreats**

*Discussion:*  **Shelter & Non-Residential** **Utilization**

*Outcome, Actions, Timeframe:* **Those present looked at shelter admissions and length of stay data for the last four years. The averages are very consistent as are high and low months. We need to develop strategies to target the low months as well as strategies to increase the length of stay based on the needs of the youth and sound programming to address those needs.**

*Discussion:*  **Communication**

*Outcome, Actions, Timeframe:* **Sam reviewed a communications exercise that could be used in Retreats to encourage discussion related to that topic.**

*Discussion:*  **Hiring and Retention of Qualified Staff**

*Outcome, Actions, Timeframe:* **We need to consider ideas for additional recruitment methods and low cost retention of staff builders. Please seek input from staff.**

*Discussion:*  **Programming: Can it be more effective?**

*Outcome, Actions, Timeframe:* **We need input about are programming. Is it effective? Is it fun? Is participant buy in really there? How could also of this be enhanced?**

*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:*

*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:* **Telephone System and Computers**

*Discussion:* Sam asked for input about issues.

*Outcome, Actions, Timeframe:* **Problems seem centered around Bivens and 6th street Please try to let Laura/Ryan know about problems as quickly as you can once they occur.**

*2. Sub-topic:* **Computer Access to JJIS**

*Discussion:* *Laura Sanders came to FA-C and assisted Counselor/Case Managers in getting access to JJIS. Jessica has documented a helpful tool in how to enter the PAT.*

*Outcome, Actions, Timeframe:* **Let Peggy knows if you are having problems accessing JJIS or entering PAT. Peggy’s username and pass word are not working and I am still waiting for Susan to correct it.**

# 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:

July 18, 2014

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| Peggy Vickers |  |  |

Name Date