**Meeting Minutes**

CDS Family & Behavioral Health Services, Inc.

Meeting: Family Action-Central CINS/FINS

Date: July 12, 2016

Time: 930-1030

Location: Bivens

Date of Next Meeting: 7/26/16 at 9:30.

Attendance: Isaiah Harmon, Jessica Bechtold, Mary Simmons, Lane Devereaux, Chelsea Tobias, Debra Pelosi

Absent: Corey Collins, Joy Brown

**I. Business Operations:**

A. Monthly Budget (Revenue and Expenses)

*1. Sub-topic:* **Mileage, vacation requests, reimbursement**

*Discussion: Chelsea and Debra, time sheets are due on Friday and schedules due end of business day on Fridays. Jess discussed 40 hr per week requirements.*

*Outcome, Actions, Timeframe:* **Submit by 7/15/16**

*2.**Sub-topic:* **Fiscal Challenges and Staff**

*Discussion:* Report any fiscal issues to Jess. Jess will communicate with fiscal directly in order to mitigate any challenges.

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

B. Marketing and Business Development

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

*Discussion:* Jess discussed outreach process for counselors, discussed common places for outreach work as well as past successful outreach (i.e. libraries, schools etc). Jess distributed outreach log to all staff.

*Outcome, Actions, Timeframe:* **Please remain cognizant of outreach needs and opportunities. This is an ongoing process and need.**

C. Regulatory Issues

*1. Sub-topic:* **QI Standards Update**

*Discussion:*  Reviewed and discussed updated Q.I. Standards and gave copy. Jess discussed the need to ensure there are no blanks on documentation and that progress notes and tracking forms are completed within 24 hours of services rendered.

*Outcome, Actions, Timeframe:*  **Immediate and ongoing**

*2. Sub-topic:* **Training plan and chart review plan for SNAP**

*Discussion:*  Jess and Corey met on 7/6/16 to discuss ways in which to review and meet requirements for training files and client charts*.* Jess informed Corey and Michael of intern schedule log requirements.

*Outcome, Actions, Timeframe:* **Corey and Jess to meet on 7/18/16 to begin the review process of training files, drop box logs and client charts. Both parties will create a schedule for recurrent chart and file reviews at the next meeting. Michael, continue to sign in and out of the intern log near Joy’s office.**

D. Human Resource Issues (Staffing and Training)

*1. Sub-topic:***New Family Action Counselor/ Case Managers**

*Discussion:* WelcomeDebra and Chelsea! Debi and Chelsea joined the Family Action team during the weeks of 7/4/16 and 7/11/16. Jess discussed first year training requirements, company policy and procedures and training is ongoing.

*Outcome, Actions, Timeframe:* **Debra and Chelsea continue to work on completing annual training and attend scheduled intake sessions with Mary on 7/13/16 and 7/14/16. Both will perform partial intakes this week. Please collaborate with Dr. Harmon and Mary in order to determine future intake/ session attendance. Mary: As discussed, Both Debra and Chelsea will be sitting in on sessions with you and your current participants. Any new Gainesville intake and subsequent sessions that you (Mary) perform will be co-led by either Deb or Chelsea in order to facilitate future transitions of charts.**

*2. Sub-topic:* **CPR/ First Aid Update**

*Discussion:* Joy Brown updated Jess on CPR / First Aid training. All counselors are up to date with the exception of new hires who have yet to receive their training. All counselors have submitted copies of HIPAA and Deaf and Hard of hearing to Liz. Thank you for the prompt response to this request. Jess sent an email out to Regional Coordinators requesting feedback on 1st year CPR / first Aid training resources.

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

3. *Sub-topic:* **Drop box and training file maintenance**

*Discussion:* Staff discussed ways in which to maintain both drop box and training files in order to ensure both correlate accurately. Debra suggested creating “to be added” folders which may remind staff to add training to the drop box. Mary discussed issues regarding mobility and access to the training files and Jess suggested Mary and Lane keep a “copy” folder during timed when they are out of the office. Dr. Harmon discussed getting into a habit of entering all dates and times into the drop box immediately after training.

*Outcome, Actions, Timeframe:*  **Mary and Lane, Please create a duplicate training file to bring with you out in the field. All other staff begin to log training into the Dropbox upon completion. Effective immediately.**

*4. Sub-topic:* **JJIS, MI, PAT training**

*Discussion:* Jess discussed JJIS, MI and PAT training requirements with Chelsea and Debra.

*Outcome, Actions, Timeframe:*  **Jess contacted Susan Stortman requesting (closer) future training dates for staff in Alachua County. Pending**

E. Annual Budget Planning and Process

*1. Sub-topic:* **See above**

*Discussion:*  No discussion

*Outcome, Actions, Timeframe:*

# II. Health and Safety: Program/Regional Coordinators

A. Internal Inspections

*1. Sub-topic: Complete appropriate drill for the month of July.*

*Discussion*: Joy will be performing the drill this month.

*Outcome, Actions, Timeframe:* **Due this month.**

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

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

*Discussion:*  *According to Joy Brown, Ste. 1 exit door still cannot be opened from the inside*

*Outcome, Actions, Timeframe:* **Jess will follow up with Sam/ Roy this week**

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

*1. Sub-topic:* **No Discussion**

*Discussion:*

*Outcome, Actions, Timeframe:*

# III. Quality Improvement

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

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

*Discussion:* Peer review forms are currently being updated by Cassandra

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

1. *Sub-topic:*  **SNAP chart reviews**

*Discussion:* See above under regulatory issues

*Outcome, Actions, Timeframe:*

B. Outcome Management (status, reports, recommendations)

*1. Sub-topic:* **Low productivity**

*Discussion:* I am projecting that we will incur a loss due to new transitions at Family Action.

*Outcome, Actions, Timeframe:* **A big thank you to all staff for all of your hard work and support during this process. It is with hope that things will begin to balance out and numbers will increase by mid to late August when school is in session and initial training needs are satisfied.**

C. Accreditation and Regulatory Requirements

*1. Sub-topic:* **No Discussion**

*Discussion:*

*Outcome, Actions, Timeframe:*

D. Policy and Procedure Updates and/or Review For Your Information from CINS/FINS Meeting

*1. Sub-topic:* **Significant Proposals for the shelters**

*Discussion: FYI*

*Outcome, Actions, Timeframe:*

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

*1. Sub-topic:* **No Discussion**

*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)

*1. Sub-topic:* **Performance and Risk Management Reports**

*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****:* RHY Visit/ review**

*Discussion:* Dates of audit: 7/12/16 to 7/14/16

*Outcome, Actions, Timeframe:* FYI

# V. Information Technology

A. Technology Plan FYI

*1. Sub-topic:* **Printing cartridges**

*Discussion: Jess discussed saving printer cartridges for Roy and Jordan. Family action now has a new printer near Liz’s office.*

*Outcome, Actions, Timeframe:* **Joy please begin to save cartridges in UA room for both Roy and Jordan. They will pick them up when necessary.**

**Joy: For the new printer, you will have to order new waste toner containers. The machine will tell you when it is full. This was a service provided by RICOH however; they will not provide this service for the newer printer.**

1. *Sub-topic:* **Missing NetMis Data**

*Discussion:* On 7/12/16, Laura notified Jess, Mary and Lane of missing information in NetMis. Jess discussed concerns with Mary and Lane and identified missing information to be corrected.

*Outcome, Actions, Timeframe:* **Missing entries were entered/ corrected on 7/13/16.**

1. *Sub-topic:* **New method of faxing documents**

*Discussion: Due to challenges with past fax machine, Jess notified staff to discontinue use of Joy’s fax and to begin using RICOH fax near the coffee pot up front.*

*Outcome, Actions, Timeframe:* **Effective immediately, please begin using the RICOH fax machine.**

VI. Clinical/Program FYI

A. Medical and Medication Issues

*1. Sub-topic:* **No Discussion**

*Discussion:*

*Outcome, Actions, Timeframe:*

*2.*

B. Counseling and Programming Issues

*1. Sub-topic:* **SNAP Case Manager position is vacant**

*Discussion:* Interviews have been completed

*Outcome, Actions, Timeframe:* **Corey please provide an update on progress on 7/18/16 after you return from training.**

*2. Sub-topic:* **Truancy Court**

*Discussion:* Jess reviewed changes in truancy court protocol for long-term open charts and provided each counselor printed instructions. Jess discussed ways in which to mitigate challenges with non-compliant participants.

*Outcome, Actions, Timeframe:* **Administratively close long term, court order charts at new fiscal year as necessary. If a participant is non-compliant, continue to work with the parent on presenting challenges.**

*3. Sub-topic:* ***Weekly* Schedule**

*Discussion:* The weekly schedule is now accessible and is up on the intranet.

*Outcome, Actions, Timeframe:* **Joy has printed and updated the new schedule at the front.**

*4.**Sub-topic:* ***HIPAA compliance***

*Discussion: Staff please remember, all charts are confidential and need to be stored in cabinets and behind locked doors.*

*Outcome, Actions, Timeframe:* **Corey, please remind interns and other staff of HIPAA compliance particularly with regards to charts and storage.**

**VII. Other Business:**

*1. Sub-topic:* ***SNAP U*pdate**

*Discussion:* Corey is currently attending “train the trainer” and SNAP girls training from July 7th through the 15th and has been invited to attend the JJC Coalition training in August.

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

*2. Sub-topic:*  **JJIS discharge for SNAP cases**

*Discussion:*  Jess discussed JJIS discharge protocol with Corey.

*Outcome, Actions, Timeframe:*  **Corey, Please update me on your progress with discharges during our meeting on 7/18/16.**

*3. Sub-topic:*  **Current events, trauma and the impact on counseling**

*Discussion:*  Dr. Harmon discussed the need for awareness regarding trauma and recent world events and discussed the ways in which these events will have an impact on our clientele.

*Outcome, Actions, Timeframe:*  **Please maintain competency regarding trauma informed care (This is a requirement for training), identify and address current challenges as a result of current world events.**

*4.**Sub-topic:* **Florida Network is celebrating 40 years- Requesting Success stories**

*Discussion:*  Jess discussed the Fl Network’s 40th year anniversary and requested staff to share success stories and positive outcomes.

*Outcome, Actions, Timeframe:*  **If you do have a successful outcome, and would like to share, please submit by 12pm on Friday, July 15, 2016 at the latest.**

**Jessica submitted a successful outcome story to Michelle at the Florida Network on 7/14/16.**

Respectfully submitted by:

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| Jessica Bechtold |  | 7/14/16 |