**Meeting Minutes**

CDS Family & Behavioral Health Services, Inc.

Date: 09/23/24

Time: 12pm

Location: Bivens

Date of Next Meeting: 10/24/24 @10am

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

Absent:

**I. Business Operations:**

A. Monthly Budget (Revenue and Expenses)

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

*Discussion:*  Jess asked Darla to reallocate $200 from client other to staff retention in order to mirror last FY budget.

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

B. Marketing and Business Development

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

*Discussion*: In September, we attended Howard Bishop’s open house following meetings to discuss future referrals, we provided outreach to Sunshine Education Foundation, Westwood, Mebane, Meadowbrook, Loften, Santafe College nursing students (studying community Health Partners), Santafe High School for potential groups, Parent Academy, Camp Crystal Lake, Discovery Behavioral Health and additional Alachua County personnel. We have been offered an opportunity to provide groups at Eastside High School in the near future and are in the process of contacting referred families. ACPS is organizing a Parent Summit on September 28th at the SF Blount Center and FAC will be in attendance. In related outreach news, Jess and Sam updated FAC flyer with new QR code.

*Outcome, Actions, Timeframe:* **Great job FAC. Please continue to focus on outreach and productivity.**

*2. Sub-topic:* **Ribbon Cutting**

*Discussion:*  IYPC held the Ribbon cutting ceremony for the new shelter on September 19th, 2024.

*Outcome, Actions, Timeframe:*

C. Regulatory Issues

*1. Sub-topic:* **Signatures/reviews**

*Discussion:*  Please remember to get all signatures during intake and try to obtain all signatures in person. If this is not possible and documents must be sent due to family request, obtain signatures while reviewing in te moment.

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

*2. Sub-topic:* **Satisfaction Survey**

*Discussion:*  Please obtain all satisfaction surveys at discharge. This is a required part of the discharge process.

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

D. Human Resource Issues (Staffing and Training)

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

*Discussion:* Jessica reminded the team to complete annual training including newer trainings such as Naloxone training. Complete all training by calendar year for Bridge and December for skillpro.

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

*3. Sub-topic:***Outreach Logs**

*Discussion:*  Please continue to log new outreach up front and in NetMis.

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

E. Annual Budget Planning and Process

*1. Sub-topic:* **Payroll/Stubs**

*Discussion:* If you have not already done so, please download quickbooks intuit for any al all pay check related matters. Please look over stubs to ensure accuracy in deductions. PTO, and SL.

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

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

A. Internal Inspections

*1. Sub-topic:* **Drill September 2024**

*Discussion:* Drill and maintenance log completed for September completed on 9/20/24.

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

*1. Sub-topic:*

*Discussion:*  See above

*Outcome, Actions, Timeframe:*

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:* **Documentation**

*Discussion:*  Please remember to complete and submit in a timely manner.

*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:*  **Wall documentation**

*Discussion:*  Job related postings along with Human Trafficking postings are currently hanging in facility.

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

D. **Policy and Procedure Updates and/or Review for Your Information from CINS/FINS Meeting: No meeting for September, 2024.**

**Business Operations:**

A. Monthly Budget (Revenue and Expenses)

*1. Sub-topic:*

*Discussion:*  No Discussion

*Outcome, Actions, Timeframe:*

B. Marketing and Business Development

*1. Sub-topic:* **Annual Celebration and Meeting at the 1908 Grand in Gainesville.**

*Discussion:* November 14th, 6:00 pm-8:00 pm

*Outcome, Actions, Timeframe:* **Phil and Board member, Debbie, are planning the agenda.**

*2. Sub-topic:* **New Shelter Update/Open House**

*Discussion:* No Discussion

*Outcome, Actions, Timeframe:*

C. Regulatory Issues

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

*Discussion:*  Feedback was provided and submitted to Phil to provide the final response;

*Outcome, Actions, Timeframe:*

D. Human Resource Issues (Staffing and Training)

*1. Sub-topic:*  **Employee handbook**

*Discussion:*  An email was sent out prior to the meeting inquiring of any changes needed concerns noted regarding Employee Handbook and a discussion was facilitated

*Outcome, Actions, Timeframe:*

E. Annual Budget Planning and Process

*1. Sub-topic:*  **Fiscal Issues- PO’s Identifying appropriate categories/funding sources**

*Discussion:* No Discussion

*Outcome, Actions, Timeframe:*

*2 . Sub-topic:* **Fiscal Issues- Petty cash checks**

*Discussion:*  No discussion

*Outcome, Actions, Timeframe:*

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

A. External Inspections

*1. Sub-topic:*  **Health Department and DCF- New IYP-C**

*Discussion:* No discussion

*Outcome, Actions, Timeframe:*

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

*1. Sub-topic:* **Hurricane Season Pre and post test**

*Discussion:* No discussion

*Outcome, Actions, Timeframe:*

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:*

*Discussion:* No discussion

*Outcome, Actions, Timeframe:*

B. Outcome Management (status, reports, recommendations)

*1. Sub-topic:* **Follow-up with online referrals and resulting intakes**

*Discussion*: Please ensure that every online referral is followed up with immediately to ensure swift provision of services and maintaining contract deliverables. In addition, Alex and Cindy will be monitoring these to further ensure follow-up.

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

*2. Sub-topic:* **Follow-up Reports**

*Discussion:* Liz sends these reports out weekly so be sure to check them and follow through with ensuring data is complete and entered on time. Also, Alex will be monitoring these to ensure follow uo.

*Outcome, Actions, Timeframe:*

C. Accreditation and Regulatory Requirements

*1. Sub-topic:* **CARF** Three-Year Accreditation

*Discussion:* Please review and provide feedback

*Outcome, Actions, Timeframe:* **(Carf final report not distributed yet)**

D. Policy and Procedure Updates and/or Review

*1. Sub-topic:* **P-1025** **Background Check, Reference Check, Fingerprinting for Personnel, Volunteers, or Interns**

*Discussion:* Amended 90 day validity period to 180 days for background screenings.

Added “Suitability Assessment” to list of items needed by HR prior to scheduling orientation. Applicants not hired within 180 days of completion of the background screening must submit a new background screening request with payment before being hired.

*Outcome, Actions, Timeframe:* **Please begin using this updated form and eliminate all old copies.**

*2. Sub-topic:* **P-1050 Outreach Plan for Targeting Youth for Program Services**

*Discussion:* Catchment area was changed to 11 counties and numerous typos were corrected.

*Outcome, Actions, Timeframe:* **Please begin using these updated forms and eliminate all old copies.**

*3. Sub-topic:* **P-1144 Mental Health, Substance Abuse, and Suicide Risk Screening (Residential)**

*Discussion:* Changes include staff awareness of Knife for Life, timeline for an assessment of a youth with suicidal ideation by Mental health professional alterations to youth Safety Plan.

*Outcome, Actions, Timeframe:*  **Please use updated form**

*4. Sub-topic:***P-1247** **Suicide Assessment (Residential)**

*Discussion:* Training requirements specified, one to one supervision requirements specified, notification requirements further specified.

*Outcome, Actions, Timeframe:* **Use updated form**

*5. Sub-topic:* **P-1030 Training Policy**

*Discussion:* Changes included adjustments to the training required in the first 90 days, procedures for tracking training and other minor changes. *Outcome, Actions, Timeframe:* **Please begin using this updated form and eliminate all old copies.**

*6. Sub-topic:* **Training Plan 24-25**

*Discussion:* Updated for the new fiscal year, 24-25. Update added clarification of all types of positions, “for all direct care CINS/FINS staff for shelter and community counseling services, including full-time, part-time, and on-call personnel, as well as interns”. Under the “Universal Infection Control” section, for #2, it changed “4” hours to “2” of education on HIV/AIDS/TB within the first 6 months of employment. Under the “Aggression Control” section, the update added, “self-protection through awareness and avoidance”.

Additional changes are noted in the Training Policy mentioned above.

*Outcome, Actions, Timeframe:* **Please begin using this updated form and eliminate all old copies.**

*7. Sub-topic:* **P1304 Transportation of youth**

*Discussion:* F-PR-1131 is dropped from the procedure; approved drivers are defined.

*Outcome, Actions, Timeframe:* **Please begin using this updated form and eliminate all old copies.**

*8. Sub-topic:* **P-1019: Needs assessment**

*Discussion:* Added language for Nirvana review for participants transitioning from one Network funded program to another, to occur within 30 calendar days from initial assessment . Nirvana is further defined as a trauma informed strength based assessment instrument, clinical licensed staff are exempt from MI training.

*Outcome, Actions, Timeframe:* **Please begin using this updated form and eliminate all old copies.**

*9. Sub-topic:* **P-1149 Program Log Book**

*Discussion:* A number of items have been added to track in the logbook. The retention period for the logbook changed from 3 to 7 years.

*Outcome, Actions, Timeframe:* **Please begin using this updated form and eliminate all old copies.**

*10. Sub-topic:* **F-PR-1251 Safety Plan**

*Discussion:* The safety plan had the addition of a section to include “reduction of access to lethal means.”

*Outcome, Actions, Timeframe:* **Please begin using this updated form and eliminate all old copies.**

*11. Sub-topic:* P-1152 **Mental Health, Substance Abuse, and Suicide Risk Screening (Non-residential)**

*Discussion:* The youth safety plan requires additional specificity.

*Outcome, Actions, Timeframe:* **Please begin using this updated form and eliminate all old copies.**

*12. Sub-topic:*  **P-1119 Medical and Mental Health Alert Process**

*Discussion:*  The following statement has been added: Shelters are equipped with a knife for life as a lifesaving tool and all staff are aware of where it can be found in the event it is needed,

*Outcome, Actions, Timeframe:* **Please begin using this updated form and eliminate all old copies.**

*13. Sub-topic****:* F-PR-1102 FANW, F-PR 1103 FAC, F-PR-1104 FAE, F-PR-1103a SNAP Central, F-PR- 1103b SNAP NW informed Consent and participant agreement ) and F-PR- 1129 Orientation packet**

*Discussion:* See updated form on the intranet addressing exchanges of information for the purpose of service facilitation.

*Outcome, Actions, Timeframe:* **Please begin using this updated form and eliminate all old copies.**

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:*

*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:* Cindy acquired updated contact information for the Cooperative Service Agreements and Business Partners

*Outcome, Actions, Timeframe:*  **Awaiting responses and signed agreements**

*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:* **Safety and Maintenance Inspection Semi-Annual Review**

*Discussion:*  Please complete again in January

*Outcome, Actions, Timeframe:*

*2. Sub-topic:*

*Discussion:*

*Outcome, Actions, Timeframe:*

B. Employee Concerns or Complaints

*1. Sub-topic:* **None reported.**

*Discussion:*  No discussion

*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

*1. Sub-topic:*

*Discussion:*

*Outcome, Actions, Timeframe:*

*2.* *Sub-topic:*

*Discussion:*

*Outcome, Action, Timeframe:*

**VI. Clinical/Program**

A. Medical and Medication Issues

*1. Sub-topic:*

*Discussion:*

*Outcome, Actions, Timeframe:*

B. Counseling and Programming Issues

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

*Discussion:*  Please ensure the team is completing the required trainings specific to your pgm.

*Outcome, Actions, Timeframe:*

**VII. Other Business:**

*1. Sub-topic:*

*Discussion:*

*Outcome, Actions, Timeframe:*

**IV. Risk Management**

A. Risk Management Plan (exposure to loss)

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

*Discussion:* See above discussion

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

B. Employee Concerns or Complaints

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

*Discussion:* See above

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

C. Potential regulatory audits and/or investigation of operations

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

*Discussion:* See above

*Outcome, Actions, Timeframe:*

**V. Information Technology**

A. Technology Plan FYI

*1. Sub-topic:*

*Discussion:*  No discussion

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

VI. Clinical/Program FYI

A. Medical and Medication Issues

*1. Sub-topic:*

*Discussion:*  No Discussion

*Outcome, Actions, Timeframe:*

B. Counseling and Programming Issues

*Sub-topic:* **Documentation and entry**

*Discussion:*  Documentation due within 24 hours. Submission recommendations within 48 hours.

*Outcome, Actions, Timeframe:*

**VII. Other Business:**

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

*Discussion:*  There were no Case Staffings or Truancy Courts held in September, 2024.

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

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

Discussion: Please continue to prepare for QI Audit.

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

Respectfully submitted by:

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| Jessica Bechtold |  | 9/23/24 |