**Meeting Minutes**

CDS Family & Behavioral Health Services, Inc.

Meeting: CINS/FINS

Date: September 24, 2013

Time: 9:30 a.m.

Location: Bivens

Date of Next Meeting: Tuesday, October 8, 2013

Attendance: Isaiah, Kim, Barbara, Jess, Peggy and Sam

Absent: Joy and Ashley

Everyone received a copy of the meeting notes.

**I. Business Operations:**

A. Monthly Budget (Revenue and Expenses)

*1. Sub-topic:*

*Discussion:*

*Outcome, Actions, Timeframe:*

B. Marketing and Business Development

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

*Discussion:* Sam updated outreach forms for FA Central.

*Outcome, Actions, Timeframe:* **Please review and provide feedback before we start to implement. Do you want to add the tear off along the bottom? Kim agreed to make these changes for us.**

*2. Sub-topic:* **Electronic communications**

*Discussion:* The coordinators discussed the pros and cons for using e-mail to reach participants/parent/guardians in cases of emergency, to provide information and reminders of appointments. This might be a good quality improvement initiative to enhance attendance and connections with participants.

*Outcome, Actions, Timeframe:* **We agreed that we would do a three month pilot at IYP-Central and see what we learn. Sam will look at the forms we will need to adjust.**

C. Regulatory Issues

*1. Sub-topic:*

*Discussion:*

*Outcome, Actions, Timeframe:*

D. Human Resource Issues (Staffing and Training)

*1.* *Sub-topic****:* LaVonya’s position is being advertised.**

*Discussion:* Sam is covering the position while he advertises and interviews for the position. If you have HR issues please address them to me if it involves supervision or directly to Sam if it involves benefits.

*Outcome, Actions, Timeframe:* **A couple issues LaVonya was working on with FA staff included: getting updated Aetna Health Cards, Insurance Certification for the new life insurance policy, and verifying changes to our vendor was made.**

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:* **James Moore Audit**

*Discussion* Clarified information being requested by the auditors

*Outcome, Actions, Timeframe:* S**elected files were turned into Sam on Friday, September 20, 2013 for the audit. Thank you Joy and Nadia for your help in auditing and flagging the documents in the charts. Thank you staff for making corrections of errors found.**

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

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

*Discussion:*

*Outcome, Actions, Timeframe:* **Joy will be doing our monthly drill sometime between now and the end of the month.**

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

*1. Sub-topic:* **From September 1- today.**

*Discussion:* We have one Child Abuse Report, one telephone system problem regarding transferring calls and messages still being left on the extension, multiple issues involving Joy assisting with telephone problems and use of her cell phone, door in suite 3 left open.

*Outcome, Actions, Timeframe****:* Recommendations:** **DM needs to update employee list on menu, delete 3813 phone number, Joy to be reimbursed for use of cell phone minutes, when moving furniture out of the business to make sure someone checks and locks doors behind the person.**

# III. Quality Improvement

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

*1. Sub-topic:*

*Discussion:*

*Outcome, Actions, Timeframe:*

*2. Sub-topic:*

*Discussion:*

*Outcome, Actions, Timeframe:*

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

*Discussion:* Does anyone have Peer Review forms for me?

*Outcome, Actions, Timeframe:* **They are due today. Thanks every one who already turned these in.** **Please do at least two.**

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:*

*Discussion:* Reviewed policy draft.

*Outcome, Actions, Timeframe:*

2.  *Sub-topic:* **Participant Chart Order Non- Residential**

*Discussion:* Coordinators reviewed draft.

*Outcome, Actions, Timeframe:* **Sam will incorporate input and send out again. We will review during next staff meeting.**

*3. Sub-topic:* **Episodic Emergency Care**

*Discussion:* Coordinators reviewed draft Policy.

*Outcome, Actions, Timeframe:* **Sam will put on the Intranet. We will review during next meeting.**

*4. Sub-topic:*

*Discussion:* Reviewed policy

*Outcome, Actions, Timeframe:*

*5. Sub-topic:* **Services Received By Youth Form**

*Discussion:* Reviewed policy Coordinators reviewed draft..

*Outcome, Actions, Timeframe:* **Sam will correct on the Intranet. We will review during next meeting.**

*6. Sub-topic:* **Services Received by Youth Form**

*Discussion:* Sam will remove pages 9 &10.

*Outcome, Actions, Timeframe:* **Sam will correct on the Intranet. We will be using the new one that will be separate on the intranet. We will review during next meeting.**

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:* **Performance and Risk Management Reports**

*Discussion:* Report was missing our data analysis on number of intakes and projections for the remainder of the fiscal year. You all know we are behind just keep up the good work of increasing intake.

*Outcome, Actions, Timeframe:* **It appears that the outreach efforts are paying off.**

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:*

*Discussion:*  No discussion

*Outcome, Actions, Timeframe:*

# VI. Clinical/Program

A. Medical and Medication Issues

*1. Sub-topic:* **LGBTQ Youth**

*Discussion:* FYI Radha indicated that data we have on serving LGBTQ youth is probably erroneously low and was looking for ways to better identify and serve this population. Several survey ideas were discussed.

*Outcome, Actions, Timeframe:* **IYPC has training coming up 10/10/13 form 4-5:00 pm. Radha will discuss options with the trainer. FA staff are encouraged to participate.**

B. Counseling and Programming Issues

*1. Sub-topic:***Clinical Supervision with Sam**

*Discussion:*

*Outcome, Actions, Timeframe:* **See clinical supervision training form.**

**VII. Other Business:**

*1. Sub-topic:* **United Way**

*Discussion:* It is that time of year again. Our goal is for everyone to participate. Please consider giving either a cash/check donation one time or have a payroll deduction.

*Outcome, Actions, Timeframe:* **Please review the forms and turn them into me by COB Friday.**

1. *Sub-topic:* **Joy will be on Vacation the end of the month. Please get everything you can to her by Weds. So we do not have any late entries.**

*Discussion:*

*Outcome, Actions, Timeframe:* Due to Joy Weds. 9/25/13

*3 Sub-topic:* **Transporting Participants**

*Discussion:*  Identify who is transporting participants.

*Outcome, Actions, Timeframe:* **Review policies related to transportation, and have appropriate equipment in the vehicle when transporting**.

Respectfully submitted by:

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| Peggy Vickers |  | September 24, 2013 |

Name Date