**Meeting Minutes**

CDS Family & Behavioral Health Services, Inc.

Meeting: CINS/FINS Family Action

Date: December 20, 2012

Time: 12:00 p.m.

Location: Bivens

Date of Next Meeting: January 9, 2012 at 12:00 pm

Attendance: Peggy, Kim, Isaiah, Joy

Absent: Jennifer

**I. Business Operations:**

A. Monthly Budget (Revenue and Expenses)

*1. Sub-topic:* **Holiday Schedules**

*Discussion: The program will be closed from 12/24-1/2/13, although staff may be in and out. Everyone is asked to make sure all exterior doors are closed and locked, coffee maker is off and the alarm is set before leaving. If you are planning on meeting someone, I ask that you give them a telephone number to call when they arrive or wait for them by the door.*

*Outcome, Actions, Timeframe:* The FA Program will be closed 12/24/12-1/2/13. Over the holidays, Radha will be getting the mail on the days she will be here.

*2. Sub-topic:* **Family Action Referrals Central Region**

*Discussion: Peggy, Cassandra and Sam discussed and agreed to direct Teen Court referrals to the shelter to handle.* *FA is still receiving referrals Joy is faxing them to Cassandra and Naomi. Hopefully the word will trickle down to all Teen Court Employees to send them directly to Cassandra.*

*Outcome, Actions, Timeframe:* **Cassandra will coordinate these referrals with Naomi.**

*3. Sub-topic:* **Family Action on-Call for the Central Region**

*Discussion: We will change the Family Action on call number to the shelter*. *Peggy turned in the on-call phone to Sam on 12/20/12, along with Karen’s phone and Cathy’s charger. Although on-call staff had never received a call in the last year, they were delighted to transfer this responsibility.*

*Outcome, Actions, Timeframe:*The Family Action Informed Consent form was handed out with the new Access after Hours # and the added language that a copy of the publication *A Guide to CINS/FINS Services for Parents*. Staff will begin using new forms as of 1/2/13, and will no longer have to document handing out the brochure in the intake progress note.

***Sam:* Please change the forms hours of operation on page 1, F-PR-1103 form, since we are still tinkering with our time, can we put something generic?**

B. Marketing and Business Development

*1. Sub-topic:* **DJJ Probation Referrals**

*Discussion: Cassandra and Jim have both talked with DJJ Probation Supervisor regarding referrals to IYP-C and FA. I have been invited to a DJJ staff meeting and will plan to attend to provide clarification on individuals who were formally referred to DFC.*

*Outcome, Actions, Timeframe:*Meeting to be scheduled with Jill. Expectations would remain the same for FA staff. 1. Eligible for CINS/FINS services. 2. Have multiple risk factors. 3. Substance use can not be the only reason for the referral. In the past DFC served anyone at risk for substance use to dependency and adjudicated delinquent.

*2.**Sub-topic:* **New CDS Website**

*Discussion: Radha is working with a website designer that is updating our website. It sounds like it is going to be a very informative site for information about our services and resources.*

*Outcome, Actions, Timeframe:* Radha hopes to reveal the new web site at the annual meeting.

**3.** *Sub-topic:* **Annual Meeting**

*Discussion: Peggy asked staff to please try and attend the Annual Meeting. If there are individuals you would like to invite please let Radha know as soon as possible. Since lunch will be served a head count would be important.*

*Outcome, Actions, Timeframe:* Mark your calendars Annual Meeting will be January 25, 2013 at noon-1:00 pm at the Thomas Center arrive early for a good parking spot.

C. Regulatory Issues

*1. Sub-topic:*

*Discussion:*

*Outcome, Actions, Timeframe:*

D. Human Resource Issues (Staffing and Training)

*1. Sub-topic****:* Suicide Screenings resulting in a need for a Suicide Assessment.**

*Discussion: We were unable to cover this topic when Kim needed to meet a participant.*

*Outcome, Actions, Timeframe:*Sam is available by telephone 352-318-9401 to provide the LMH review of the Suicide Assessment at any time. Please begin this process as needed.

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:* **December Drill**

*Discussion: No issues or concerns regarding the violence in the workplace drill. We discussed recent tragedy at the Sandy Point School.*

*Outcome, Actions, Timeframe:* Joy will conduct next month’s safety drill.

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

*1. Sub-topic:* **Suite 4 Clean Up**

*Discussion:*  *My apologies for still having stuff in the hall and for any inconvenience. Joy and I are working on clearing out and cleaning up space. Currently all empty offices phones are transferred to ext: 3822. My new ext: 3833. My cell phone is 284-3252 and my husband is 284-3255. Admittedly I’m not tied to my phone so call the 3255#.*

*Outcome, Actions, Timeframe:* FA this is a good time to clean up computer files, offices, etc. We are adding a Peggy Signature box next to FA referrals please place (paper not files) screenings or anything programmatic in the box needing my signature. Sam will no longer be signing files. We may redo the location of the boxes for files needing action. Each counselor will be getting a box so when I need to return a file to you for action, I will place it in your box. You convinced me to not change your filing systems. Please forgive the dust we are stirring up.

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

*1. Sub-topic:*

*Discussion: None*

*Outcome, Actions, Timeframe:*

# III. Quality Improvement

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

*1. Sub-topic:* **New CINS/FINS Chart Review forms were handed out.**

*Discussion:* *Peggy designed it using Florida Network documents from Peer Review. This form will be used for peer, supervisor, and quality assurance review. If time permits please try to do a few peer reviews using the new form. The form does not include CARF standards, they will be added later.*

*Outcome, Actions, Timeframe:* Peer and self reviews will be completed as time permits.

*2. Sub-topic:*

*Discussion:*  No discussion

*Outcome, Actions, Timeframe:*

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:* **State Attorney Referrals**

*Discussion: When Joy/Peggy receive a referral from the SA staff, Joy will generate a letter to the parents of the youth requesting they contact CDS to complete a screening for eligibility*

*Outcome, Actions, Timeframe:* 12/20/12 Peggy will develop a letter to be sent out to parents. Completed and on 12/21/12 a letter was sent to a parent after a referral was received.

*2. Sub-topic:* **Notice of Family Action Program Completion**

*Discussion: The above named form F-PR-1313 has been added to the intranet; please begin using it as needed. We are deleting the SA notice please use this one in its place. SA forms are not on the intranet yet.*

*Outcome, Actions, Timeframe:* As needed.

*3. Sub-topic:* **Referrals**

*Discussion: Criteria: Screen individuals who have been referred within 7 calendar days. Best practice and preferred method by staff is to screen and complete the intake on the same day which is possible with the school/regular referral sources. It is harder to do this with the written referrals Family Action receives, especially if they do not inform the parent of the referral.*

*Outcome, Actions, Timeframe:* Beginning 12/20/12 Joy will begin screening referrals that come in through the fax machine, e-mail, etc. She will document efforts to reach them by telephone during varied times and will send a letter if unable to reach. Kim and Isaiah will send Peggy sample letters when they are unable to reach parent. Peggy will create a letter for Joy. We are also creating a letter for the referral source if the participant is not eligible.

*4. Sub-topic:* **Family Action Referral Log**

*Discussion: procedures for filling out the log. Joy will document the flow of the case from point of referral, to screening, intake using the documents completed by counselor/case manager. This document will give a quick view of our ability to provide services in accordance to DJJ standards.*

*Outcome, Actions, Timeframe:* Joy will complete Family Action Referral Log and maintain the log at the front desk in the file cabinet next to her desk.

*5. Sub-topic:* **Screenings**

*Discussion: Joy and interns to assist with screenings.*

*Outcome, Actions, Timeframe:* Place screenings in Peggy’s box for review and signature.

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:* **Accessibility Plan**

*Discussion: Looking for balance between operations of the Family Action Program and the needs of other CDS employees at Bivens. Everyone in the building is asked to please ask people dropping off items to call before coming. I can’t guarantee someone will be upfront, there maybe people in the building but you can not hear anyone knock. Feedback from other staff is helpful.*

*Outcome, Actions, Timeframe:* Jim approved a door bell for Suite 4 door.

*2. Sub-topic:* **Accessibility Plan**

*Discussion: State Attorney Project Payback.*

*Outcome, Actions, Timeframe:* Joy can you please write up the steps to accepting Project Payback donations. Radha and I have agreed to learn how to do it. Question for Randy can we train a volunteer to do this task? What is our financial liability since there is cash involved?

*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 & Risk Management Packet and Case Load Size**

*Discussion:* *Those present reviewed the packet.* *It is important to check case load report do make sure that the data submitted results in the changes on your case load report. We would have caught the two intakes (see page 26) and the one discharge missing in Netmis. On page 19 Kim’s 5 youth are younger kids who do not have the risk factors. Isaiah will check for additional risk factors on open charts. It is their understanding that you can not change risk factors after a file is closed? Clarification on this issue is needed from Ryan*

*Outcome, Actions, Timeframe:* On page 11 the Expected Units for Family Action Counselors/Case Managers is 66 per the Florida Network. Therefore add six to your total # and one for each month of Assessment required, beginning in January. If you have additional feedback let me know.

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:* **New phone extension**

*Discussion:*  Updated phone extension with cell phone numbers, check in your box for one dated after today.

*Outcome, Actions, Timeframe:* Peggy will update the phone extension list and place in your box.

# VI. Clinical/Program

A. Medical and Medication Issues

*1. Sub-topic:***Medication Fields in NETMIS**

*Discussion:* There are two new fields. One asks if a youth is not admitted due to a medical condition and the other asks if the youth is on prescription medications.

*Outcome, Actions, Timeframe:* **Please make sure data entry staff starts tracking this information effective October 1, 2012.**

B. Counseling and Programming Issues

*1. Sub-topic:*

*Discussion:*

*Outcome, Actions, Timeframe:*

**VII. Other Business:**

*1. Sub-topic:*

*Discussion:*  No discussion

*Outcome, Actions, Timeframe:*

Respectfully submitted by:

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| --- | --- | --- |
| Peggy Vickers |  | December 12,2012 |

Name Date