**Meeting Minutes**

CDS Family & Behavioral Health Services, Inc.

Meeting: Monthly Meeting

Date: 08/30/2024

Time: 9:00 am

Location: IYP-East

Date of Next Meeting: 09/26/2024

Attendance: Joy, Cherelle, Monica, LaToya, Karen, Angela, Errol, Gabrielle, Dayshana, Lytinia, Melanie, Nichelle, Izel, Katrina

Absent: Krystal, Gary, Heather, Bessie

**I. Business Operations:**

A. Monthly Budget (Revenue and Expenses)

*1. Sub-topic:* **Manage expenses and operate programs efficiently.**

*Discussion:* Phil Kabler, CEO is asking that we minimize copying to help cut down on the budget.

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

*2. Sub-topic:*

*Discussion:* No discussion

*Outcome, Actions, Timeframe:*

B. Marketing and Business Development

*1. Sub-topic:* **New Shelter Updates**

*Discussion:* Open House Scheduled for September 19th. The Ribbon cutting ceremony is scheduled from 11 am- 1 pm. Any staff who are planning to attend notify Phil Kabler, so that they can properly prepare for lunch.

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

C. Regulatory Issues

*1. Sub-topic:*

*Discussion:* No discussion

*Outcome, Actions, Timeframe:*

D. Human Resource Issues (Staffing and Training)

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

*Discussion:* Please ensure that all staff are completing the required trainings specific to your program in a timely manner. Sign –up for the DCF Human Trafficking training (on-line & with Naomi), as well as MAB,CPR, MI and other trainings that have specific time frames for completion.

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

*2.* *Sub-topic:*

*Discussion:* No discussion

*Outcome, Actions, Timeframe:*

***2*.** *Sub-topic:*

*Discussion:* No discussion

*Outcome, Actions, Timeframe*:

E. Annual Budget Planning and Process

*1. Sub-topic:* **Fiscal Issues-PO’s**

*Discussion:* Identify appropriate categories/ funding sources. There are new credit cards that have been issued-South State Bank. IYP-East will be issued a new card soon.

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

# II. Health and Safety:

A. External Inspections

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

*Discussion:* No discussion

*Outcome, Actions, Timeframe:*

**2.** *Sub-topic:*

*Discussion:* No discussion

*Outcome, Actions, Timeframe:*

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

*1. Sub-topic:*

*Discussion:* No discussion

*Outcome, Actions, Timeframe:*

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

*1. Sub-topic:* **UER / CCC Reports**

*Discussion:* Every time that a UER or CCC report is going to be completed the On-Call Supervisor should be called informing them of such. This should be notated on the UER/CCC form that the Supervisor Director was contacted. After the form is completed, it is to be placed in the Residential Supervisor’s box for further review. When corrections are needed, the Residential Supervisor will place it back in the Staff’s box for correction, then it should be returned to the Residential Supervisor, to be reviewed, scanned, and emailed to the COO, Cindy Starling. There should not be duplicated reports emailed to Cindy.

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

# III. Quality Improvement

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

*1. Sub-topic:* **Follow –up with on-line referrals to result in intakes**

*Discussion:* Please ensure that every on line referral is followed up immediately to ensure swift provision of services and maintaining contract deliverables. Keep progress notes on these and attach the on-line referral to the screening. An Email needs to be sent to the following staff Angela Williams, Sabriena Williams, Karen Bethel, Monica Heinecker, Cherelle Session-Heinecker, and Melanie Soldevilla, so that they will know a referral has been completed. Cindy, COO and Alex, QAD will be monitoring progress on this.

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

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

*Discussion:* Liz sends thesereports out weekly so please be sure to check them and follow through with ensuring dates are complete and entered on time. Also, Alex will be monitoring these to further ensure follow-up. There is a 72 hour window. But, it is recommended that it is entered within 48 hours.

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

B. Outcome Management (status, reports, recommendations)

*1. Sub-topic:*

*Discussion:* No discussion

*Outcome, Actions, Timeframe:*

C. Accreditation and Regulatory Requirements

*1. Sub-topic:*

*Discussion:* No discussion

*Outcome, Actions, Timeframe:*

D. Policy and Procedure Updates and/or Review

*1. Sub-topic:* **Updates and/ or Review**

*Discussion:* Alex Culbreth, Quality Assurance Director will be conducting a Mock Audit at Interface Youth Program-East on Thursday 09/05/2024. All staff were reminded to document all events accurately.

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

2. *Sub-topic:* **Policy Updates**

*Discussion:* These policies have been updated:P-1025 Background check, Reference Check, Fingerprinting for personnel, volunteers, or Interns; P-1050 Outreach Plan for Targeting Youth for Program Services; P-Suicide 1144, Mental Health, Substance Abuse, and Suicide Risk Screening (Residential ); P-1247 Suicide Assessment (Residential); P-1030 Training Plan 24-25’ P-1304 Transportation of Youth; P-1019 Needs Assessment; P-1149 Program Log Book; F-PR-1251 Safety Plan( not uploaded to intranet yet, but has been revised) P-1152 Mental Health, Substance Health, and Suicide Risk Screening (Non-Residential ); P-1119 Medical and Mental Alert Process; F-PR-1104 FAE Informed Consent and Participant Agreement; F-PR-1129 IYP-E Informed Consent and Participant Agreement Parent/ Guardian Orientation Packet. Please disregard all of the old policies and only use the updated policies.

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

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:* No discussion

*Outcome, Actions, Timeframe:*

*Discussion:* No discussion

*Outcome, Actions, Timeframe:*

*3. Sub-topic:*

IV. Risk Management

A. Risk Management Plan (exposure to loss)

*1. Sub-topic:*

*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:*

*Discussion:* No 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:* **RN’s Report**

*Discussion:* Mrs. Heather, RN reported that staff needs to pay close attention when filing out information on the MARs. She stated that all information needs to be completed on every line. She also stated that she has noticed medication count errors in the Pyxis. She stated that it may be due to not pressing “accept” on each page. She desires for staff to try this to see if it may prevent less errors.

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

*2. Sub-topic:*

*Discussion:* No discussion

*Outcome, Actions, Timeframe:*

B. Counseling and Programming Issues

*1.* *Sub-topic:* **Counseling Information**

*Discussion:* The IYP residential shelters DO NOT offer mental health therapy. Our residential programs offer prevention counseling services which includes anger management counseling, behavioral intervention counseling, life skills education, which is provided by individual, group, and family counseling sessions. All mental health therapy services are provided by an outside entity and conducted by a licensed mental counselor or licensed social worker. The Residential Counselor can assist in making referrals for mental health therapy, but we do not provide these services at our shelter.

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

2. *Sub-topic:* **Shift Reports**

*Discussion:* All shifts (day, evening, night, and third –person shifts) should complete the shift Reports and place it in the Residential Supervisor’s box for review and placement in the shift Report logbook. There should be at least 3 shifts reports completed each day, and 4 when a third person is on schedule to work.

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

*3.**Sub-topic:* **No Contact facility and Transport in regards to hair**

*Discussion:* Staff is not allowed to do a participant’s hair. Participants are not allowed to do a staff member’s hair. Participants are not allowed to do another participant’s hair. This is a no touch facility. When there are exceptional circumstance, only the supervisor/ director can approve otherwise. No other staff member can make this decision. And, staff should not take the word from a participant that this was approved. Staff is to verify this information and receive approval by the Supervisor / Director at all times.

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

*4. Sub-topic:* **Field Trips**

*Discussion:* All field trips are to be pre-approved by the Supervisor/ Director. No field trips are allowed out- of town unless it has been pre-approved by the COO, Cindy Starling. A third-person must be in the office during a field trip, to answer phone calls, complete intake screenings, intakes, etc. No field trips will be allowed if there is not a third- person coverage in the shelter. No staff is allowed to receive Cash App or any other form of monetary exchange for any reason. If a parent decides to bring their child money for a field trip it is to be placed in the monetary lock-up or the participant can directly receive it from the parent. Staff is to receive no direct money from a parent.

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

*5. Sub-topic:* **Vacation Requests**

*Discussion:* Vacation requests should be written on the Vacation Request form with the first day that you’re requesting off and the last day that you are requesting off, including the times of your request. Then, you total the amount of time that you are requesting. Per the work schedule and IYP-East work rule, “No leave is approved without you finding coverage.” So, on your vacation request form, you are asked to list the name of the staff that has agreed to cover your shift, prior to the Residential Supervisor/ Director signing for approval. Vacation Requests are only approved or disapproved by the Residential Supervisor/ Director.

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

6. *Sub-topic:* **Role-Plays**

*Discussion:* Participants who are on Assessment and Daily Status should complete the role-plays listed on the back on their Facebooks. Only Achievement level participants should complete role-plays that are printed in the dayrooms.

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

*7. Sub-topic:* **Proper Supervision of Youth from Staff**

*Discussion:* Staff are to watch participants if they are permitted to leave out of a room to go to another area. Staff are to stand at the entrance if the door to observe the youth going to and from the permitted location, as you continue to supervise the other youth. Youth should never be allowed to freely walk through the building without supervision.

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

*8. Sub-topic:* **Senior Youth Care Worker’s Report/ Scheduling, Cleaning & Kitchen Updates** *Discussion:* Staff should follow the menu, be sure to check second page for menu changes, Make sure all cleaning are done on each shift, All YCW need to review the MOCK schedule to see if there is any available spots that staff is able to work. If there are 7 or more kids a third person can sign up to work on the schedule. Staff check all dates on the food, all food need to throw away after the third day. Also make sure you are putting dates on the food when open. After it is opened, it should be placed in a Ziploc bag.

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

**VII. Other Business:**

*1. Sub-topic:* **IYP- East Team**

*Discussion:* Thank you for all your hard work that you give to this IYP-East shelter. Your dedication is appreciated “ABILITY is what you’re capable of doing. Motivation determines what you do. ATTITUDE determines how well you do it.”

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

*2*. *Sub-topic:* **New Hires Announcement**

*Discussion:* We welcome YCW Katrina Turner as our newest Youth Care Worker. Katrina will primarily be working the 4-12 shifts on the weekends. Teamwork makes the dream work. All staff members who are designated to complete staff training with the new hires, please schedule yourselves to do so. Also, there is a shadowing training form that needs to be signed when a new hire “shadows” during your shift. This form should only be signed by the designated trainer. We are in the process of hiring for Saturday & Sunday, 8 am-4 pm shift.

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

3. *Sub-topic:* **Employee of the month**

*Discussion:* An acknowledgement was given to Karen Bethel, who was the Employee of the Month for July. Once the vote is counted, the Employee of the Month for August will be announced.

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

*4. Sub-topic****:* Regional Director’s Report**

*Discussion*: Sabriena is reminding staff to maintain cleanliness of the kitchen / shelter. Menu-Please ONLY cook items listed for the day no alternative unless approved. Overtime- Must be approved by Management only. Medication Pass- Please see Heather to get those done and approved. Ensure proper documentation is in files. There is a Mock Audit scheduled by Alex Culbreth, Quality Assurance Director on 9/5th.  The on-call schedule was clarified that Ms. Sabriena is the on-call supervisor, Monday-Friday, call her with any reports/ issues on these days. Ms. Angela is on-call on Saturdays and Sundays. Thank you, staff for NO CALL outs. It is greatly appreciated.

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

Respectfully submitted by: Karen Bethel Date: 8/30/2024

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| Approved: |  |  |
| Angela D. Williams |  | 08/30/2024 |

Angela D. Williams, M.S. Residential Supervisor Date