**Meeting Minutes**

CDS Family & Behavioral Health Services, Inc.

Meeting: Monthly Meeting

Date: 09/26/2024

Time: 9:00 am

Location: IYP-East

Date of Next Meeting: 10/24/2024

Attendance: Joy, Cherelle, Monica, LaToya, Karen, Angela, Gary, Gabrielle, Katrina, Melanie, Sabriena

Absent: Errol, Izel, Krystal, Lytinia, Ch’lanta, Heather, Dayshana

**I.  Business Operations:**

A. Monthly Budget (Revenue and Expenses)

*1.* *Sub-topic:* **New Shelter Updates/Open House**

*Discussion:* The ribbon cutting ceremony at IYP-Central in Gainesville was on 9/19th. Their facility is officially open. It is a beautiful facility on 12 acres of land. The facility houses 2-3 young people per bedroom. And, it also has a one-person bedroom, when needed, and two shower rooms in each of the male and female shower areas. The shelter has a state-of- the art kitchen, etc.

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

B. Marketing and Business Development

*1.* *Sub-topic: ￼*

*Discussion:* No discussion

*Outcome, Actions, Timeframe: ￼*

C. Regulatory Issues

*1.* *Sub-topic: ￼*

*Discussion:* No discussion

*Outcome, Actions, Timeframe: ￼*

D. Human Resource Issues (Staffing and Training)

*1.* *Sub-topic:* **Mandatory October Trainings**

*Discussion:*  These DCF trainings need to be completed in October: Basics of Substance Use Disorders, Drugs of Abuse and Child Welfare -1.0; Caring for Children Module 4: The impact of childhood Trauma and How to Manage Children’s Behaviors- 1.0 and defining respectful Partnerships, Comfort Calls and Transition Plans to Strengthens Relationship. Also, if you have completed all your mandatory training for September or prior, please do so as soon as possible, and before this month ends.

*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: ￼*

*Discussion:* No discussion

*Outcome, Actions, Timeframe: ￼*

**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: ￼*

*Discussion:* No discussion

*Outcome, Actions, Timeframe: ￼*

**III. Quality Improvement**

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

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

*Discussion: Reminder*: Please ensure that every on-line referral is followed up immediately to ensure swift provision of services and maintaining contact deliverables. Keep progress notes on these and attach the on-line referral to the screening. Cindy, COO and Alex QAD will be monitoring progress on this,

*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:* **Policy Review**

*Discussion:* Residential Supervisor reviewed Policy P-1304 Transportation of Youth. The staff was provided with a copy of the Policy.

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

2.      *Sub-topic:*

*Discussion:* No discussion

*Outcome, Actions, Timeframe:*

*Discussion:* No discussion

        *Outcome, Actions, Timeframe:*

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:* **Training Requirements**

*Discussion:* Reminder: 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 (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:* **RN’s Report**

*Discussion:* Mrs. Heather, RN is reminding the staff that need medication pass training, to watch the Nurse’s schedule and come in whatever shifts that you can.

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

B. Counseling and Programming Issues

*1.*      *Sub-topic:* **Feelings Logs & Grievance Reports**

*Discussion:* Whenever you notice a youth feeling mad, sad, or glad about something you can encourage them to write their feelings on the “feelings log”. There have been times when youth are upset, and they complete a grievance report when it could have been resolved by them expressing their feelings on the “feelings log. However, remember that all youth do have the right to write a grievance report and submit it in the grievance box, at any time.

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

*2.**Sub-topic:*  **Contact Protocols**

*Discussion:* All shelter issues are to be addressed by the On-call Supervisor/ Director or directly with the supervisor/ Director who is working in the shelter. Staff should not be calling and / or texting Alex for shelter matters. Alex is the Quality Assurance Director, who has other responsibilities outside of our shelter issues. When there is a Suicide Assessment needed, LaToya Robinson, Residential Counselor will contact Alex for those purposes.

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

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

*Discussion:* All field trips are to be pre-planned in advance and pre-approved by the Supervisor/ Director. When field trips are preplanned, there should always be a third person that remains in the shelter to answer phone calls, complete screenings, intakes or dispositions, when necessary. Once approved by the supervisor/ Director, Staff are to call each participant’s parent and/or legal guardian to notify them of the field trip and the notification should be documented in the participant (s) file. There should be enough time that if a parent does not answer that the staff can call them back or the parent can return the call for notification. It is important that prior to the trip each participant’s Facebook is updated, and it clearly identifies if a participant has their privileges or not. If a participant has suspension of privileges or did not earn their privileges for the day, they will not be allowed to attend the field trip and will have to remain at the shelter. There should always be a third person remaining at the shelter to handle shelter matters.  Sabriena, Regional Director stated that she will share a field trip form that is being used at the NW shelter that should be filled out prior to each field trip.

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

*4. Sub-topic:* **Progress Notes**

*Discussion:* Whenever a new medication enters the shelter, the appropriate progress note should be written with the actual date and time that the medication was received. The documentation should include the notation that the staff counted the medication, including the count, type, and strength of the mediation. Also, the medication needs to be verified by the pharmacist and documented in the file. The medication progress note should be written in both the participants’ files and in the logbook. These examples of what should be written are included in the training folder created by Monica Heinecker, Senior Youth Care Worker. Whenever you are writing notes about medication and/ or Suicide, the exact times should be written. The times that you document for sight-and sound or one-to one also match in the progress notes, logbook, and observation log. You should NOT document the time that you wrote the note. You document the EXACT time that the medication was received and the EXACT time that the youth was placed on constant-sight –and-sound and one-to-one supervision.

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

*5. Sub-topic:* **Regional Director Reports**

*Discussion:*

*a.* Protocols for calling out: Two weeks’ notice for a leave request.  When you call off, you should find your replacement for your shift.  You should not call the Supervisor/Director to fill your non-emergency vacant shift.  The Supervisor/Director fills shifts for emergencies only.

b. Staff participant interaction (NO yelling from staff).  Staff should not be raising their voice in an aggressive manner when speaking with the youth.  Some youths come from traumatic home environments; therefore, our shelter should not share that experience with the youth.

c. Staff ratio (not leaving team members for hours on the floor with young people).  During awake hours the staffing ratio is 1:6. During sleep hours, it’s 1:12.   No staff should leave young people with one member of staff when it’s out of ratio at no time.  It was also discussed that when the Supervisor/Director gives an instruction to keep the house split, that means that the boys and girls are separated during activities, eating times, and during medications.  Examples were given of how this can be correctly implemented.  The separation should continue until the Supervisor/Director gives directions to not do so.  Youth Care Workers do not have the right to return the young people to group status without authorization from Supervisor/Director after a direction of separation has been given.

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

*6. Sub-topic:* Senior Youth Care Worker Report

*Discussion:*

1. **Scheduling:** Every youth care worker should view the mock schedule and fill in empty spots when you are available to work.  Then, you should sign that you reviewed the mock schedule
2. **Cleaning & Kitchen Updates:** Complete the cleaning product form when cleaning products are used
3. **Overuse of sugar:** You should only use three (3) scoops of sugar when making Kool-aid and nothing more.  Monica purchases several bags of sugar that are over-used in a short amount of time.  If this continues to happen, the purchase of drinking products will change to accommodate the budget.  Between drinks, youth are to drink a glass of water, and the second serving of drink should only be a half cup.
4. **Overuse of Laundry Detergent:** Due to the overuse of laundry detergent, the detergent is now placed in cups.  You are to use one cup per wash of laundry.  You should gather clothes to wash together and avoid separate washes of single clothes.
5. New Icemaker and cleaning protocols

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

7.  *Sub-topic:* **Upcoming Shelter Events**

*Discussion:* For Halloween /Fall Celebration we are having a door decoration contest. Our Halloween/fall theme this year is: 101 Dalmatians. So please get your creative skills brewing and participate in decorating our shelter doors. The participants are allowed to participate in decorating doors along with the staff. Cindy, COO and Phil, CEO will be judging our doors on October 31st. Also in October: On the 4th we are wearing pink in support of Breast Cancer month, 16th – wearing yellow, 15th – wearing orange, 17th wearing purple in support of stopping domestic violence, 28th – wearing red for red ribbon week, and the 31st -101 Dalmatians costumes. ￼

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

**VII. Other Business:**

 *1. Sub-topic:* **Hiring Status**

*Discussion:* We are able to hire a PRN/Part-time status Youth Care Worker, someone who is available to fill open shifts when needed, fill vacancies each month, and work a third-person shift, 6-9 pm when we have 7+ participants, in house. If you know of a reliable worker, please inform them of this current vacancy.

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

 *2. Sub-topic:* **IYP- Team**

*Discussion:* Your hard work is not going unnoticed. Thank you for being our brave heroes that are keeping our community and families safe. Sending you all encouragement for strength in these unprecedented times.

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

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

*Discussion:* Congratulationsto YCW Nichelle Hall for being voted for Employee of the month in August. YCW Joy Ellis was voted as Employee of the month in September.  Congratulations, Joy.

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

Respectfully submitted by: Karen Bethel                                            Date:  9/27/2024

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|  Approved:   |   |   |
| Angela D. Williams  |   | 09/30/2024  |

 Residential Supervisor at IYP-East Date