**Meeting Minutes**

CDS Family & Behavioral Health Services, Inc.

Meeting: **Staff Meeting**

Date: **February 23, 2023**

Time: **8:00 AM**

Location: **IYP-NW**

Date of Next Meeting: **March 16, 2023**

Attendance: Shalay C., Roslyn C., Kathy H., Josie J., Carlton J., Katelyn J., Wanda J., Ralph M., Sharon M., Tonda N., Bessie S.,Bethany S., Daphena W., Sabriena W., Sherrie Ann W.

Absent: Walter D., Carlos L.

**I. 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:*

*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:* **Managing Aggressive Behavior Training**

*Discussion:*  Following this meeting we are having MAB training this is required every 2 years for our training requirements.

*Outcome, Actions, Timeframe:*

E. Annual Budget Planning and Process

*1. Sub-topic:*

*Discussion:*  No discussion

*Outcome, Actions, Timeframe:*

# II. Health and Safety: Program/Regional Directors

A. External Inspections

*1. 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:*

*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:*  No discussion

*Outcome, Actions, Timeframe:*

D. Policy and Procedure Updates and/or Review

*1. Sub-topic:*

*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:* Strategic Plan

*Discussion:*  No 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:*  No 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)

*1. Sub-topic:*

*Discussion:*  No discussion

*Outcome, Actions, Timeframe:*

B. Employee Concerns or Complaints

*1. Sub-topic:* **Staff concerns or complaints**

*Discussion:*  None at this time.

*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:* **Scanning/Issues**

*Discussion:*  Please make sure you are doing your scans on each shift that are required. Reminder: For any scanning issues please make sure you complete a UER- Unusual Event Report for each time there are any issues with scanning. (Kudos to Mr. Carlton and Mrs. Sharon).

*Outcome, Actions, Timeframe:*

# VI. Clinical/Program

A. Medical and Medication Issues

*1. Sub-topic:* **Residential Nurse Observations – Mrs. Kathy**

*Discussion:*

*Outcome, Actions, Timeframe:*

B. Counseling and Programming Issues

*1. Sub-topic:* **Residential Counselor Observations – Miss Tonda**

*Discussion:*

*Outcome, Actions, Timeframe:*

**VII. Other Business:**

*1. Sub-topic:* **Answering the Telephone**

*Discussion:*  Phone greeting: “CDS Interface this is \_\_\_\_\_\_\_\_\_\_\_ speaking, how may I help you?” Identifying yourself and your business at the beginning of the calls helps them to know that they have called at the right place and talking to the right person. It also makes them feel more comfortable to share the reason for their call.

Offering a positive [**tone of voice**](https://royalsocietypublishing.org/doi/10.1098/rspb.2018.1634) makes the receiver feel welcomed and comfortable. It helps them become more open to sharing details about the reason for their call and what kind of assistance they are looking for from the person. Remember to be calm and polite.

Picking up the call within three rings helps them know that their business is important for you. It also indicates that you value their time and are eager to extend any kind of support that they are seeking. Make your customers feel valued.

The tone of voice plays an important role while following proper phone etiquette. Try to keep a positive and cheerful tone to match your brand value and image. Make sure that your tone remains consistent throughout the duration of the call.

*Outcome, Actions, Timeframe:*

*2. Sub-topic:* **Kitchen Cleanliness and Organization**

*Discussion:*  Keep the kitchen and items (pots, pans, utensils) organized and clean after each use. This needs to be done after each time the kitchen is used for Snack time, and cooking/meals.

*Outcome, Actions, Timeframe:*

Respectfully submitted by:

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| Sabriena Williams |  | February 23, 2023 |

Name Date