

Meeting Minutes

CDS Family & Behavioral Health Services, Inc.

Meeting: **Staff Meeting**

Date: **March 23, 2021**

Time: **9:00 AM & 4:30 PM**

Location: **IYP-NW**

Date of Next Meeting: TBA

Attendance: Walter D., Kathy H., Carlton J., Wanda J., Carlos L., Ralph M., Sharon M., Shanele R.,
Matilde S., Terri W., Daphena W., Sabriena W.

Absent: Chondra B., Ashanti W., SherriAnn W.

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: **Trainings – Trainings – Trainings Mrs. Williams – Regional Coordinator***

Discussion: So trainings have been a big thing for us, so make sure that you are getting the trainings that you need to satisfy your 40 hours for the physical year. Walter has a printout sheet that he is placing in everyone's box in reference to what you need, so he has given you a list of your completed trainings as well as the complete training of what you need. So he has recommended that you go through your completed list highlight the ones that you have already completed and the ones that are not highlighted are the ones that you need to complete. We are going to thoroughly be going through the training logs and if you are behind in your training we are going to take you off of your scheduled shift and put you on a training schedule. But those people will be identified and notified next week. So we are aggressively going to have to take care of this training, because our fiscal year is up June 30th and we have to make sure that everybody this go around has all of their training and I know some people have some issues with SkillPro, some issues with Bridges if you are having those issues please report that to a supervisor. So the supervisor can get with the representative of our agency to look into that so we can't use that as an excuse when it comes around for our QI review again, so let's make sure we are aggressively tackling that.

Outcome, Actions, Timeframe:

*2. Sub-topic: **Scheduling (Time off Request) Carlos (Residential Supervisor)***

Discussion: As far as scheduling and time-off request, I think we have been doing pretty good as far as people requesting time in advance 2 weeks ahead of time minimum. So I just really want to just congratulate you, I'm just really grateful whenever I see that people are following policy and trying to make the efforts to get in those requests in time so that way we can schedule around those. I mean it's a very tough time for us, we are very thin at this moment we are starting to get applications in. Mrs. Williams stated Carlos, can I chime in on scheduling. Carlos, yes ma'am! Ok so we also want to bring in, this was discussed at the meetings we have been having with the other coordinators all the shelters

are having issues with scheduling, Central has had to resort to multiple furloughs because they don't have staff to work some of their shifts, so within the next month or so we are going to have to all work together there is going to be some schedule changes for people who have always worked some morning shifts you may have to work some evening shifts you may have to work some morning shifts. I don't see it coming down like this week, but if get in a real crunch we're going to have to move people around. At least until we can get this thing figured out. Me and Carlos can no longer be a part of the schedule rotation that is coming from my boss! So we're gonna have to be creative in how the schedule is being run we will talk to you about it first, we're not just gonna put people on the schedule without talking to them. But it is coming down, it's real crucial and it's a real crunch that we are going to have to put people in spots that you might not normally work but that may have to take place, because we can't continue to do furloughs at all the shelters because then it seems like we are shutting down and if it seems like we are shutting down then it seems like we are not meeting our contracts to get money in. So the way we get money in is by kids being there the way we have kids there if we have staff on deck, so we are gonna have to get real creative. So I wanted to put that out there so you all can understand that it's not that we're just moving people around just to be moving 'em around if we have to, if we have to we are gonna be very creative in how we got to schedule going, but if we have to get to the point for the next couple of weeks to be creative because me and Carlos are no longer permitted to be on the schedule that's from my, our, my supervisor! So we definitely call you in and talk to you and let you know. So I didn't want that to be a surprise or a shocker to anybody, but I had to put that out there. Carlos: Thank you Mrs. Sabriena for filling in the blanks, I appreciate it. It's been one of those hectic mornings to just do so many things at the same time.

Outcome, Actions, Timeframe:

3. *Sub-topic:* **Hiring Campaign Carlos (Residential Supervisor)**

Discussion: Another thing we are getting a little more aggressive on is our hiring campaign and by the way when Mrs. Sabriena mentioned about the incentives for using the scheduled break down questionnaires to make sure the kids are coping well. We are getting really aggressive with the hiring campaign right now and I am really, really grateful for Mrs. Wanda put out flyers in different places had multiple applications turned in as a result of this. So I am in the process of scheduling these folks for interviews, so I am really grateful for that and for those people you have sent my way via email. Mrs. Sabriena I have made ways for them also to receive copies of the application and job description, so thank you.

Outcome, Actions, Timeframe:

4. *Sub-topic:* **Training Files Walter (Administrative Assistant)**

Discussion: Good morning, as they have spoken already about the training there are some people that need quite a bit of training, I did put those forms in your boxes. The training requirement Mrs. Williams went over that already I am not going to go back over that. If you do have any questions for me, you can get a hold of me, if you need to spend time with me let me know and I will make myself available whenever you can be available. The training files are up to date as of today, unless someone has left training for me in my door box. Carlos: Thank you, I actually appreciate this list, of everybody on here and what's missing! You see all the red that's the trainings we are missing! I will be sending everyone personal messages and being very specific with each individual and what they are missing. And if you're having a log in problem as Mrs. Sabriena said let me know. I will walk you through the steps of trying to reset any passwords, if it comes to the point if you lock yourself out, we will make sure we will call the necessary agencies and email them so that they can reset that for us as well. So we don't get behind on this. A lot of the issues that lead for us to be behind are technical in nature, so we are trying for that not to be a failure to make sure we stay on top of things. And myself and Walter will be making ourselves available to make sure we communicate those things that need to be communicated to many of the IT personnel from these different platforms.

Outcome, Actions, Timeframe:

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:*

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:

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:*
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:* **Nurse Input Ms. Kathy, RN**
Discussion: Right now we only have 2 kids on medications, but they do have a lot. We have a 3:00pm med; everyone has been good about giving that one. I also appreciate all those people that give medications on the week end, you have been doing great with that. Other than that, we just need to keep reminding the kids to wear their masks and we need to try and remember to wear ours! Other than that we are doing great with the medicines. No other issues.
Outcome, Actions, Timeframe:

B. Counseling and Programming Issues

1. *Sub-topic:* **Supervision & Bed Scanning Mr. Carlos (Residential Supervisor)**
Discussion: I really did not take the time out this week to see, but I know as of Friday and I sent a message out to everybody that the scanning system is working again, I verified it myself. I'm not sure if we've started back on it but I will be checking on the bed checks in the male room and the female room along with the scheduled weekly surveillance supervision log in order to address if we are scanning or not at 15 minute intervals and make sure that bed checks are being conducted per our Florida Network policy. I do have copies of that policy available so I'm going to make sure they get distributed again to make sure we are all on the same page.
Outcome, Actions, Timeframe:
2. *Sub-topic:* **Staff/Client Interactions/Activities Mr. Carlos (Residential Supervisor)**
Discussion: I have here on the agenda also Staff/Client interactions/Activities I just noticed from time to time that we can get a little bit overwhelmed and then we suffice with sitting the kid in the chair and it's just idle time, I mean I have caught em just sitting in the chair not doing anything and that you

know that child's mind you have to remember that child's mind is going places, it's wired for anxiety, for stress, a whole bunch of things and part of helping them cope with that is keeping them busy, productive, something creative, even if that be just coloring, a word puzzle, reading. But to make sure that mind is occupied because I have heard it said a lot of times an idle mind is the devils playground, I mean those kids are coenduring up ways and means to try to get out of themselves in that moment. So we have to try to maintain them engaged in as much as possible. I am open for suggestions with activities and stuff as a matter of fact I do want to sit with Mrs. Williams I actually made a trip I started doing what I call just one of these missions where I start trying to find out what we can get for the center and I found a fabulous store that you guys probably are already hip with, but I am just getting hip with it. It's called Five Below, I saw so many items there for so cheap prices, I'm thinking we can get the kids doing this, this, that you know! And these were ideas that Mrs. Sabriena had shared with me, that we could start prepping for the Summer Enrichment Program. But we can start making it a standard around here and it's good for us to just engage with kids. I know sometimes we are a little bit tired especially those evening shifts. So I'm not expecting anybody to be outside playing basketball, but you know as much as we can as much as our bodies permit it lets try to engage and keep them active. If anything the amount of time they spend here those are moments that they will remember and they will take with them. Because maybe they don't get this type of interaction at home, maybe they don't get this type of support, or being motivated, or engaged for that matter. And we have the opportunity to do so and the best part of it is we are getting paid for it. We are getting paid to engage in activities otherwise than just supervision with these kids. Mrs. Williams: Carlos can I say something on that one? Carlos: Yes Ma'am! Mrs. Williams: Ok I also want you to keep in mind that we are still using our Trauma Informed prompts when we are working with the kids. What are you doing? What are you supposed to be doing? We have put them up around the shelter, many staff have come to me and said they have used them and they are really working to curb some of the tension or some of the stress, or some of the anxiety that some of the kids are doing. I saw it in action the other day and the kid really did stop what he was doing and he thought about the question. What are you doing? And he talked through the process of what he was doing. Let's get in the habit cause remember we are working with kids that have a trauma, they are coming to us because they are in a crisis and in a crisis = trauma. Even if they came there because they have been running away, there is trauma attached to the running away. So we have to be responsive to the trauma by helping the kid to manage their behavior. So let's start using those questions as much as possible and what I'm going to be doing in the next month or so is observing you use those and I'm going to start giving out incentives for staff that use them. Because it is very important that we use those very, very important especially when we have kids there that are not use to structure and it is very hard for them to get into the realm of our structure so we really have to pay attention to that. And also about the scheduling when the kids go on field trips during the spring break and they come back they have to take a shower from the outside environment. Wash the clothes, take the shower we did it on yesterday, so if the kids are going out anytime this week during spring break especially when they start back to school that is the protocol. Yesterday the morning shift got it started and the evening shift finished it up. So I just wanted to put that out there as well. Carlos: Thank you Mrs. Williams.

Outcome, Actions, Timeframe:

3. *Sub-topic:* **Regional Coordinator/Counselor Input Mrs. Williams (Regional Coordinator)**
Discussion: As far as the Counselor goes we have 2 interns, Shanelle R and Teresa A. I will just tell you what their rolls are right now. Shanelle is going to have 3 cases and she is gonna be working with identified kids that's on the board. Teresa is going to be doing groups twice a week and she also is going to be doing mentor support with one participant, she also is going to be trained in doing intakes I have to set up a schedule between her and Mr. Ralph so she can be trained in that area. So we are very lucky to have 2 interns at this time. I am working on doing the assessments for the kids coming in, Mr. Carlos is working on meeting with the parents and the child doing the family sessions and making sure all that information is being put into the system. We are in the process of hosting a second interview for a

counselor. We have been without a counselor for a while and you guys have done a really good job of keeping us informed on what's going on with the kids. I do want to reiterate about the pass along. I have not seen that happen. I would like you to do the pass along as we suggested, not in front of the kids go to the front of the building and conduct your pass on shift exchanges, just to make sure we are not passing on confidential information in front of the kids. So if we can practice that moving forward I think it is the second or third time staff meeting that we have talked about that. So let's make sure we are doing that. And we are looking forward to a great summer program and looking to see how this spring break is going to roll out. So thanks for everybody's contributions.

Outcome, Actions, Timeframe:

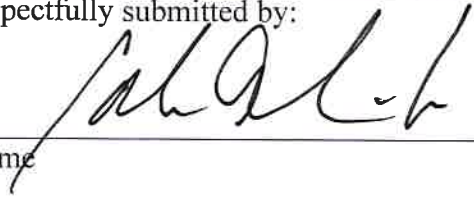
VII. Other Business:

1. *Sub-topic:* **Spring Break Schedule Mrs. Williams (Regional Coordinator)**
Discussion: We have a spring break schedule which is going well. The kids yesterday went to the park, had lunch at the park, so we have a full schedule if you want to see what the kids are doing just look in front of the log book you can see the Spring Break Schedule. And thanks to our morning shift Mrs. Wanda and Mr. Ralph who is going to be implementing most of that schedule for this week.
Outcome, Actions, Timeframe:
2. *Sub-topic:* **SEP Summer Enrichment Program Mrs. Williams (Regional Coordinator)**
Discussion: We are gearing up for our Summer Enrichment Program; I worked on the flyer yesterday. We are going to be targeting I think it's from June 5th to August 6th or June 7th to August 6th. We are going to be targeting kids who were in our Summer Enrichment Program before that we know showed good behavior. Because it run for a good 6 to 8 weeks, so we just want to make sure that we have smooth sailing, if you have any activities that you would like to give us as suggestions for the Summer Enrichment Program please see myself or Mrs. Wanda. But you will see flyers I will put some in your boxes. So if you want to identify some kids in your community that you think would benefit from it, please let us know. Carlos do you want to jump in or do you want me to keep going?
Outcome, Actions, Timeframe:
3. *Sub-topic:* **Mr. Carlos (Residential Supervisor) Continued**
Discussion: Yeah you touched up on the Summer Enrichment Program, the trainings, and we can't emphasize that enough. Trainings trainings, trainings. That's why I highlighted, it's bold and black, and we really need to get on these as much as possible. And make sure that any idle time, cause I know, I know and this is a fact ok that we do have idle time on our hands at times where we can take out time to just put on a video a 20 minute video, a 12 minute video from weather be from whatever program SkillPro, DCF, or whatever we just need to start getting on these as soon as possible also so that we don't get caught up behind. One thing that deserves merits mentioning this is the one area that we get targeted as an agency is in these trainings. If we could give it a grade what grade would you give it Mrs. Sabriena like us being in compliance with training every year we are probably a what a C? A D? I don't know. With the whole agency we are out of compliance with all three of our shelters. So they're really going to be hammer down when they come and see us because that is a weak area so I would say like a D or an F because it is all three shelters. And the whole thing is we are required individually and by agency to have a certain amount of training hours every year met to be able to be eligible as employees to work with these kids. With that said, I just want to continue with the other items on the agenda, so that way we can make this a short meeting and that way we can also allow time at the end cause I know staff might have some concerns that they want to address and this is the platform for us to address any concerns that we might have in our residential program.
Outcome, Actions, Timeframe:
4. *Sub-topic:* **Staff Questions or Concerns Mr. Carlos (Residential Supervisor)**
Discussion: I just wanted to open up the platform for a few minutes if any of our staff had any concerns that they would want to bring to light in this moment. I wanted to make sure that we shared the

time with you as well your voice needs to be heard also. If there are any concerns that we as a team need to hear collectively now this is your moment for that.

Outcome, Actions, Timeframe:

Respectfully submitted by:



Name

4-13-21

Date