**Meeting Minutes**

CDS Family & Behavioral Health Services, Inc.

Meeting: Staff Meeting

Date: September 15, 2022

Time: 9:00AM

Location: IYP-NW

Date of Next Meeting: TBA

Attendance: Walter D., Sabriena W., Wanda J., Sharon M., Carlos L., Roslyn C., Tonda N., Kathy H., Ralph M. Katelyn J., Shalay C., Carlton J., Josie J., SherrieAnn W.

Absent:

**I. Business Operations:**

A. Monthly Budget (Revenue and Expenses)

*1. Sub-topic:* **Pay Increase effective October 1, 2022 – Sabriena W., Regional Director**

*Discussion:*  There will be a pay increase effective October 1st. You will need to stop by my office and fill out a new Notice of Personal Action form for your new rate of pay. With this pay increase comes more responsibility and accountability.

*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:* **OVERTIME!!!!! – Sabriena W., Regional Director**

*Discussion:*  The overtime has got to be down to a bare minimum at the very least. ANY and ALL overtime has got to be preapproved by your supervisor beforehand.

*Outcome, Actions, Timeframe:*

*2. Sub-topic:* **Managing Aggressive Behaviors – Sabriena W., Regional Director**

*Discussion:*  We need to utilize our managing aggressive behaviors trainings and talk down protocol to try and defuse the situation before it goes beyond aggression into an assaultive situation. Document the entire situation, complete the appropriate reports, and notify your supervisor of the incidents.

*Outcome, Actions, Timeframe:*

*3. Sub-topic:*  **Training Files – Walter D., Administrative Assistant**

*Discussion:*  For the most part we are doing well on our trainings. I am still working on our new training system and the input of training documentation. I should be completing that today and handing out trainings remaining to be completed by staff. If you cannot get into any of our training systems please make Mr. Carlos or Mrs. Sabriena know as this will not and cannot be an excuse for your training not being completed. And they will contact the appropriate System Administrator to get you in as quickly as we can.

*Outcome, Actions, Timeframe:*

*4. Sub-topic:*

*Discussion:*

*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:* **Internal Audits conducted by Regional Director & Supervisor – Carlos Lopez, Residential Supervisor**

*Discussion:*  Logbook: Shift Leader Summary incomplete. Bed Check Scan pages missing YCW signatures. Health Screenings need to be done at Intake. These were the issues that were found during this file audit. Make sure your reports are complete, make sure you are signing where your signature is required, and complete all documentation that needs to be completed at Intake at Intake. This includes parent/guardian signatures, dates times as needed, Health screenings are to be completed at Intake, document in the Logbook, and participants file as well. Documentation is very important!

*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:* **Behavior Management Strategies – Carlos Lopez, Residential Supervisor**

*Discussion:*  One on one Supervision when necessary (rotate between 3 staff available). During this one on one supervision it is a great time to turn these into teachable moments and go over the Social Skills process and how to deal with your emotions and actions. Also Use your Managing Aggressive Behavior 5 question steps protocol as Mrs. Sabriena spoke about earlier. Separation of children/household is a great tool to have control of your household. Episodes need to be well documented in Progress Notes and in the specific child’s file as well. Some of the basic skills: Accepting NO for an Answer, Disagreeing Appropriately, Asking for Permission, Making a Request, Showing Respect, Appropriate Voice Tone, Waiting Your Turn, Making an apology, Following Instructions, Following Rules.

*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:* **Participant meals – Mr. Ralph M., Youth Care Worker**

*Discussion:*  Make sure the participants eat before staff does. We need to make sure they have enough to eat and enough is cooked.

*Outcome, Actions, Timeframe:* Mr. Carlos stated that he would check into this issue.

*2. Sub-topic:* **Over Time – Mrs. Sharon M., Youth Care Worker**

*Discussion:*  Am I supposed to stay over when Mrs. Wanda goes on the school run? Also with our New Intakes children have inappropriate clothing and it is causing me to get the brunt of their anger telling them no you cannot wear that! Can staff doing the intake catch it on their end while the parents are here and can take those items back home with them? I cannot get into SkillPro.

*Outcome, Actions, Timeframe:* Mrs. Sabriena stated NO, Mrs. Wanda is to take ALL participants with her on the school run and you can leave once your shift has ended. Yes staff should be looking more closely as what the children are bringing into the shelter to wear. Mr. Carlos stated he will make a greater effort to emphasis what is appropriate and what is not for clothing to the parent when doing screenings and before Intakes. I will contact the Administrator for SkillPro on your behalf to get your account sign-in reset.

*3. Sub-topic:* **Bathrooms – Katelyn J., Youth Care Worker**

*Discussion:*  Are the participants allowed to use the hall bathroom as well as their bathroom on the living quarters? Because it seems to me to be a supervision issue for me.

*Outcome, Actions, Timeframe:* Mrs. Sabriena stated NO they are NOT to use both bathrooms it is a supervision issue and if we have 6 girls and or there is an issue with time, then you will need to get the person that takes longer up before the rest of the girls so that all participants are ready for their day to begin. This goes for the males as well! **ALL** doors should be locked at **ALL** times! **ALL DOORS**! Unlocked doors is a definite issue!!

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 – Mrs. Kathy, RN**

*Discussion:*  We have 3 children on medications. 2 medications have to be counted as mandated by policy and procedures. (RSV) Respiratory Syncytial Virus is going around now and is rampant in Live Oak. Here is what to look for: Runny nose, Decrease appetite, Coughing, Sneezing, Fever, and Wheezing. If you go to get tested for COVID it comes back negative get tested for RSV, they have similar symptoms. Also when at Intake get specific time frames for medications to be given. Not just twice a day, Example: Morning at 7am and Evening at 7pm. Respiratory syncytial virus **enters the body through the eyes, nose or mouth**. It spreads easily through the air on infected respiratory droplets. You or your child can become infected if someone with RSV coughs or sneezes near you. The virus also passes to others through direct contact, such as shaking hands. People infected with RSV are usually contagious for **3 to 8 days**. However, some infants, and people with weakened immune systems, can continue to spread the virus even after they stop showing symptoms, for as long as 4 weeks. Most people recover in a week or two, but **RSV can be serious, especially for infants and older adults**. RSV is the most common cause of bronchiolitis (inflammation of the small airways in the lung) and pneumonia (infection of the lungs) in children younger than 1 year of age in the United States.

*Outcome, Actions, Timeframe:*

B. Counseling and Programming Issues

*1. Sub-topic:* **Staff Supervision – Sabriena W., Regional Director**

*Discussion:*  You are to supervise the participants at ALL times!! They should NEVER be unsupervised at any point. If they are in the bathroom, you closely monitor them as to keep in contact and know what is going on if they are longer than anticipated.

*Outcome, Actions, Timeframe:*

*2. Sub-topic:* **Grievances – Sabriena W., Regional Director**

*Discussion:*  Here lately we have had an out pour of grievances from the participants most of them are unfounded or just the child venting or expressing their anger.

*Outcome, Actions, Timeframe:*

*3. Sub-topic:* **Menu Schedules – Sabriena W., Regional Director**

*Discussion:*  Menus are to be adhered to as much as possible. The food is bought according to what the menu states, if for any reason there is a change it should be discussed with Mrs. Sabriena as we have no House Manager at this time. Otherwise please follow what is posted for that date and time.

*Outcome, Actions, Timeframe:*

*4. Sub-topic:* **Time Management!!!!! – Carlos Lopez, Residential Supervisor**

*Discussion:*  We need to make sure we are watching our time and using our time wisely while we are on shift. There is ALWAYS something to do on your shift. Make sure you are here on time and you leave at the appropriate time as well. Again if you know or think you are going to be late let your supervisor know or at the least your shift partner.

*Outcome, Actions, Timeframe:*

**VII. Other Business:**

*1. Sub-topic:* **Incentive Store Mondays & Wednesdays only – Sabriena W., Regional Director**

*Discussion:*  We had great feedback on this from Mr. Ralph and Mrs. SherrieAnn, suggestion was Mondays and Fridays for the incentive store.

*Outcome, Actions, Timeframe:*

*2. Sub-topic:* **Shout Outs – Sabriena W., Regional Director**

*Discussion:*  Thank you to Walter and Ms. Wanda for helping out with the issues with the van and making sure that our participants and staff were and are safe.

*Outcome, Actions, Timeframe:*

*3. Sub-topic:* **Game Day Gear! – Sabriena W., Regional Director**

*Discussion:*  Our CEO Mr. Phil K., Initiated Fridays as being Game Day where you can wear your favorite team colors and attire when appropriate to do so.

*Outcome, Actions, Timeframe:*

Respectfully submitted by:

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| --- | --- | --- |
| Carlos Lopez |  | 9/15/2022 |

Name Date