**Meeting Minutes**

CDS Family & Behavioral Health Services, Inc.

Meeting: CINS/FINS

Date: November 20, 2024

Time: 11:00 am

Location: Bivens Conference room

Date of Next Meeting: December 19, 2024

Attendance: Alex, Angela W. (via Zoom), Brandi, Cindy, Leigh (via Zoom), Lyanne, Jessica (via Zoom), Phil, Sabriena,

Absent: Brian, Evelitza, Zeke.

**I. Business Operations:**

A. Monthly Budget (Revenue and Expenses)

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

*Discussion:* All CDS employees must receive approval *before* any team member works overtime hours. Any timesheet with overtime must have a notation at the bottom as to when and who approved the number of hours. An example of unavoidable overtime was discussed.

*Outcome, Actions, Timeframe:* **All overtime must be approved by the COO or CEO. A time sheet that indicates overtime should also have the date, who approved, and # of hours approved.**

B. Marketing and Business Development

*1. Sub-topic*

*Discussion:*

*Outcome, Actions, Timeframe:*

*2. Sub-topic*

*Discussion:*

*Outcome, Actions, Timeframe:*

*3. Sub-topic*

*Discussion:*

*Outcome, Actions, Timeframes:*

C. Regulatory Issues

*1. Sub-topic:*

*Discussion:*  No discussion

*Outcome, Actions, Timeframe:*

D. Human Resource Issues (Staffing and Training)

*1. Sub-topic:*

*Discussion:*

*Outcome, Actions, Timeframe:*

E. Annual Budget Planning and Process

*1. Sub-topic:*

*Discussion:*

*Outcome, Actions, Timeframe:*

# II. Health and Safety: Program/Regional Directors

A. External Inspections

*1. Sub-topic:*

*Discussion:*

*Outcome, Actions, Timeframe:* Please ensure your offices are all in compliance with standard fire safety

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:* **Unusual Event Reports-Trends- 1st Quarter Review**

*Discussion:* The team discussed recent trends of maintenance repairs, and continued bed scanner issues. On a very positive note our runaway UER/reports continue to be very low. Also px grievances are minimal with only three participant grievances during our first quarter.

*Outcome, Actions, Timeframe:* **Submit all UER to COO in a timely manner. Please check your UER binders to ensure signatures are complete.**

# III. Quality Improvement

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

*1. Sub-topic:* **Peer Reviews-1st Quarter Report**

*Discussion:*  Thank you for submitting your required quarterly peer reviews. There were no significant issues with compliance for our 1st quarter peer reviews. All files were reported to be in order with required signatures and within established timeframes for completion.

*Outcome, Actions, Timeframe:* **Please remember to complete and submit to Liz Q2 peer reviews by 1/15/23.**

*2. Sub-topic:* **QA Director Initial Findings and Reminders**

*Discussion:* Handout provided to Residential Directors/Supervisors. Please ensure all listed items are in compliance with the Florida Networks, CDS P&P and QI Standards. Residential management team will meet to review items that are considered best practices.

*Outcome, Actions, Timeframe:* **Alex will be providing his complete report to Residential Directors and scheduling follow-up meetings** **to assist with QA compliance.**

B. Outcome Management (status, reports, recommendations)

*1. Sub-topic* **YTD Productivity Review**

*Discussion:* Our YTD Performance Benchmark is 77.2 with bed utilization for July-573, August-467, September-433, and October 438 which is below the state average YTD of 84.5% Our Community Counseling YTD Performance Benchmark is 105% currently above the state average of 86.5%. We need to focus on referral and increase bed utilization. Our SNAP programs are doing well at this time with both SNAP Clinical and SIS.

*Outcome, Actions, Timeframe:* **Please continue attending all Outreach opportunities in each of our County locations. We are offering many tours of the new shelter. Please focus on scheduling intakes as soon as the parent/guardian calls for services or as soon as we receive a referral. Shelter Supervisors/Directors should call the parents/guardians of all intake no-shows and all unplanned discharges.**

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:* **Grievance Review-Quarterly Report**

*Discussion:* During Q1, we have had three participant grievances. All were minor issues and resolved at the local level.

*Outcome, Actions, Timeframe:* **Please check the grievance box on a daily basis and document in the logbook in accordance to QI standard.**

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/Volunteer and Youth Participation Plan

*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:*.

*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:*

*Outcome, Actions, Timeframe*:

# V. Information Technology

A. Technology Plan

*1. Sub-topic:*

*Discussion:*

*Outcome, Actions, Timeframe:*

# VI. Clinical/Program

A. Medical and Medication Issues

*1. Sub-topic:* **Medication Errors**

*Discussion:* Only one medication (East) error during QI. Great job in continuing to manage assisting with medication distribution.

*Outcome, Actions, Timeframe:* **Please continue to be very diligent in this critical area and thank you for your efforts to ensure all staff are complying with policy and procedures.**

B. Counseling and Programming Issues

*1. Sub-topic:* **Directors’ Schedule**

*Discussion:* Reviewed peer review schedules and other types of leave for directors/supervisors.

*Outcome, Actions, Timeframe:* **Please ensure you have discussed with your team who to contact in your absence.**

**VII. Other Business:**

*1. Sub-topic:* **Thanksgiving Holiday Vacation Leave**

*Discussion:* Please submit any leave requests if you haven’t already.

*Outcome, Actions, Timeframe:* **Hoping everyone has a safe and Happy Thanksgiving.**

Respectfully submitted by:

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| --- | --- | --- |
| Cindy Starling |  | 11/21/24 |

Name Date