**Meeting Minutes**

CDS Family & Behavioral Health Services, Inc.

Date: 05/27/2022

Time: 10 am

Location: Bivens

Date of Next Meeting: May 27th at 10am

Attendance: Jessica Bechtold, Evelitza Soto, Leigh Kassem, Ashley Harrynarine, Corey Collins,

Absent: Adam Hassan, Jamie Taylor (excused; MI Training)

**I. Business Operations:**

A. Monthly Budget (Revenue and Expenses)

*1. Sub-topic:* **Program needs**

 *Discussion:*  Jess checked in with the team to assess needs in each program

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

B. Marketing and Business Development

*1. Sub-topic:*  **Outreach and Productivity**

 *Discussion:* Checked in on school outreach, outreach forms, school contacts. Discussed groups in schools. FAC and SNAP will meet on May 6th at 11 for a collaborative outreach meeting in order to increase productivity and wrap around services. Adam to continue contacting with insurance panels. Team met with Greg Pelham on May 25th to discuss Teen Court, needs, the referral process and common high risk behaviors amongst teens.

*Outcome, Actions, Timeframe:* **Complete**

*2. Sub-topic:* **CINS Meeting**

 *Discussion:*  Tracey, Cindy, and Jess scheduled meeting with Ed Wilton in order to discuss CINS services in Alachua County. Scheduled meeting for May 12th at 10am.

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

C. Regulatory Issues

*1. Sub-topic:* **Documentation**

 *Discussion:*  Jess discussed closing questionnaires and ways to increase response and Jess also discussed the need to be cognizant of blanks on forms. Jess reminded the team of the need for signatures on individual plans and the feedback from the most recent audit.

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

*2.**Sub-topic:*  **Schedules and Whiteboard**

Discussion: Jess reminded Staff to submit weekly schedules and to update white board as they leave the building.

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

*3. Sub-topic:*  **Peer Reviews**

 *Discussion:* Peer reviews were completed on 4/29/22 at 11am.

*Outcome, Actions, Timeframe:* **Completed**

*4. Sub-topic:* **NetMis and Nirvana Submissions**

 *Discussion:*  Jess contacted Megan and Jennifer from the network due to some issues with NetMis and the Nirvana requiring a post assessment immediately after the reassessment. Megan and Jennifer are having their developers at the Network look into these challenges.

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

D. Human Resource Issues (Staffing and Training)

*1.**Sub-topic:* **Training**

 *Discussion:* Jess reminded staff to complete annual training list and to inform her of any training needs. Jess and team scheduled Case Staffing Training for 05/10/22 at 10am.

 *Outcome, Actions, Timeframe:* **Pending**

*2. Sub-topic:* **Open positions**

 *Discussion:*  We have one Counselor position and one admin position open. Although a counselor candidate is in background Screen, she has yet to accept the position and won’t know until the week of the 16th.

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

E. Annual Budget Planning and Process

*1. Sub-topic:* **Budget**

 *Discussion:*  No discussion

 *Outcome, Actions, Timeframe:*

# II. Health and Safety: Program/Regional Coordinators

A. Internal Inspections

*1. Sub-topic:*  **Sanitation of Building**

 *Discussion*: Discussed sanitation protocol. Staff have been reminded to sanitize the building at each building visit. Continue to use social distance measures, stagger sessions if not remote, screen for virus, use biggest conference room to ensure distance, wipe down tables, chairs, door knobs, phones, computers, bathrooms and any other applicable items, etc., wash hands regularly and thoroughly, utilize available hand sanitizers, gloves and other safety measures. Jess suggested masks throughout the building.

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

*2. Sub-topic:* **Drill for April 2022 and medical kits**

 *Discussion:* Jess completed drill for April 2022 and completed Medical Kit audit. Jess updated ear solution and antiseptic wipes.

 *Outcome, Actions, Timeframe:* **Completed**

B. Self-Inspections (Reports, analysis, and recommendations)

*1. Sub-topic:*

 *Discussion:*

 *Outcome, Actions, Timeframe:*

C. Incident Reports (Reports, analysis of trends, recommendations)

*1. Sub-topic:*

 *Discussion: No Discussion:* **No discussion**

 *Outcome, Actions, Timeframe:*

# III. Quality Improvement

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

*1.* *Sub-topic:* **Charts**

 *Discussion:*  Jess and Stephanie Douglas to meet at 9am on June 1st to review and update non-residential forms.

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

B. Outcome Management (status, reports, recommendations)

*1. Sub-topic:* **See Risk Management**

 *Discussion:*

 *Outcome, Actions, Timeframe:*

C. Accreditation and Regulatory Requirements

*1. Sub-topic:*

 *Discussion:*

 *Outcome, Actions, Timeframe:*

D. **Policy and Procedure Updates and/or Review for Your Information from CINS/FINS Meeting: Review/Recap from last CINS/FINS**

**Business Operations:**

A. Monthly Budget (Revenue and Expenses)

*1. Sub-topic:* **Director’s Budget**

 *Discussion:*  Please review your Director’s budget.

 *Outcome, Actions, Timeframe:* **Inform Diana if you want to make budget adjustments in your programs.**

*2. Sub-topic:*

 *Discussion:*

 *Outcome, Actions, Timeframe:*

B. Marketing and Business Development

*1.*  *Sub-topic:* **New Shelter**

 *Discussion:* Phil advised CDS has secured a one-year extension to build the new shelter and reported that the board is meeting to determine the square footage of the new shelter.

*Outcome, Actions, Timeframe:* **The new Central Shelter should be complete on/abt November/December 2023.**

C. Regulatory Issues

*1. Sub-topic:* **Basic Center Grant**

 *Discussion:* Cindy, Alex, and Zeke met to discuss the required documents/files that will be uploaded.

 *Outcome, Actions, Timeframe:* **Upload all files/documents by deadline on May 24. The BCG review is scheduled for June 8th and 9th.**

 *2.**Sub-topic:*

 *Discussion:*

 *Outcome, Actions, Timeframe:*

*3. Sub-topic:*

 *Discussion:*

 *Outcome, Actions, Timeframe:*

D. Human Resource Issues (Staffing and Training)

*1. Sub-topic:* **HR Forms Q&A and Communication Notes.**

 *Discussion:* Angie provided a brief training on process for submitting PAF, staff evaluations, and new employee packets. Staff discussed the forms being used for documenting our Communication Notes/Record of Action notes.

 *Outcome, Actions, Timeframe:*  **Staff will follow the recommended procedure for sending document to HR effective immediately. Angie will review all “communication note” forms to ensure consistency among all programs.**

*2.**Sub-topic:***New Employee training username/password set-up.**

 *Discussion:*Angie provides the set-up for Bridge users and Liz provides information for Skillpro.

 *Outcome, Actions, Timeframe:* **Contact Angie for Bridge, Liz for Skillpro set-up.**

E. Annual Budget Planning and Process

*1. Sub-topic:* **Board of Directors**

 *Discussion:* Phil advised that he is planning to request the board of directors to assist in raising money for CDS

 *Outcome, Actions, Timeframe:* **Phil will discuss with the executive board.**

**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:*

 *Outcome, Actions, Timeframe:*

C. Incident Reports (Reports, analysis of trends, recommendations)

*1. Sub-topic:* **CCC reports of contraband**

 *Discussion:* New requirement to provide the video when contraband is found during a search.

 *Outcome, Actions, Timeframe:* **Directors/supervisors will provide the video surveillance footage of searches that result in discovery of contraband items.**

**III. Quality Improvement**

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

*1. Sub-topic:* **Committee to Review File Forms**

 *Discussion*: File forms need to be uniform in each region and eliminate repetition in files.

 *Outcome, Actions, Timeframe:* **Two committees formed. Non-Residential is Jessica and Stephanie Douglas. Residential is Alex, Carlos, Walter, Naomi, and Belinda.**

*2.**Sub-topic:* **QI Review Feedback**

 *Discussion:* All Directors provided input from this year’s QI reviews

 *Outcome, Actions, Timeframe:* **All shelter should replace any blinds that have pull strings, date should be written on meat when starting to thaw, on transportation log if more than one px on van, highlight any px’s name if it becomes a single transport.**

. Outcome Management (status, reports, recommendations)

*1. Sub-topic:*

 *Discussion:*

 *Outcome, Actions, Timeframe:*

C. Accreditation and Regulatory Requirements

*1. Sub-topic:***Training**

 *Discussion:* All three shelters received a score of limited for training requirement during our QI reviews.

 *Outcome, Actions, Timeframe:* **Directors/Supervisors should ensure staff have completed all training requirements by June 30th for this fiscal year 21-22.**

D. Policy and Procedure Updates and/or Review

*1.**Sub-topic:* **NIRVANA**

 *Discussion:* There were no questions about the new assessment tool.

 *Outcome, Actions, Timeframe:* **Tracey updated the policy and posted it on the intranet.**

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:* **2/4/6** **Strategic Plans**

 *Discussion:* Reminder of upcoming 2/4/6 plan due date from Directors/Managers.

 *Outcome, Actions, Timeframe:* **Plans are due on May 20.**

*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:*

 *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:* **CDS Intranet**

 *Discussion:* Our intranet is very outdated and needs transition to SharePoint but is a massive amount of work. Sam knows “Dream Weaver” program.

 *Outcome, Actions, Timeframe:* **Updated policies can be added to the Intranet by Zach but any new form needing a policy number should be given to Sam to complete.**

**VI. Clinical/Program**

A. Medical and Medication Issues

*1. Sub-topic:* **East and Central RN’s**

 *Discussion:* East has a new RN who is still in need of training. Central’s RN is available on a limited basis.

 *Outcome, Actions, Timeframe:* **Alex will consult with Carlos/Paula on recording RN trainings by Ms. Kathy in NW.**

B. Counseling and Programming Issues

*1. Sub-topic:* **Parent/Guardian/Youth Signatures**

 *Discussion:* If you are unable to get a required signature, you must document your attempts and reason why you could not get the needed signature.

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

**VII. Other Business:**

*. Sub-topic:* No Discussion

 *Discussion:*

 *Outcome, Actions, Timeframe:*

*A.*  Participant Complaint and Grievance (specific and quarterly review of trends)

*1. Sub-topic:*

 *Discussion:* **No Discussion**

 *Outcome, Actions, Timeframe:*

B. Planning Documents (reports, status of goals and objectives, reformulation)

*1. Sub-topic:* **Strategic Plan**

 *Discussion:* See above in outreach plan.

*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:*

 *Outcome, Actions, Timeframe:*

*5. Sub-topic:* Community Relations plan

 *Discussion:*  **No Discussion**

 *Outcome, Actions, Timeframe:*

# IV. Risk Management

**Risk Management**

A. Risk Management Plan (exposure to loss)

 *1. Sub-topic:* **Risk Management Report**

 *Discussion:* See above discussion

*Outcome, Actions, Timeframe:*

B. Employee Concerns or Complaints

*1. Sub-topic:* **Productivity**

 *Discussion:* See above

*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 FYI

*1. Sub-topic:* **IT**

*Discussion:*  Jess and Ashley sent request on 4/22/22 and 5/3 for possible hotspot for Ashley and checked in on phone status for Ashley. Jess requested assistance with fax as it does not seem to be receiving all faxes. Awaiting response.

 *Outcome, Actions, Timeframe:*  **Pending**

VI. Clinical/Program FYI

A. Medical and Medication Issues

*1. Sub-topic:*

 *Discussion:*

 *Outcome, Actions, Timeframe:*

B. Counseling and Programming Issues

 *Sub-topic:*

 *Discussion:*

 *Outcome, Actions, Timeframe:*

**VII. Other Business:**

1. *Sub-topic:* **SNAP and Misc.**

*Discussion:*  SNAP Staff offered updates in their respective programs.

*Outcome, Actions, Timeframe:* **Thank you to the team for all of your hard work and support.**

Respectfully submitted by:

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| --- | --- | --- |
| Jessica Bechtold  |  | 5/27/22 |