**Meeting Minutes**

CDS Family & Behavioral Health Services, Inc.

Date: 01/28/22

Time: 10 am

Location: Remote for Bivens

Date of Next Meeting: February 25th

Attendance: (Remote) Jessica Bechtold, Evelitza Soto, Leigh Kassem, Alannah Barrett, Jency Johnson, Ashley Harrynarine, Patrickk McDonald

Absent: Corey Collins

**I. Business Operations:**

A. Monthly Budget (Revenue and Expenses)

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

 *Discussion:*  No discussion

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

B. Marketing and Business Development

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

 *Discussion:* Discussed school outreach, outreach forms, school contacts and utilizing prevention staff as a tool. Created outreach plan that addressed productivity and challenges to productivity. Created plans to mitigate these challenges. Jess submitted plan to Cindy and Tracey on 1/28/22.

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

C. Regulatory Issues

*1. Sub-topic:* **Suicide Assessment Goals**

 *Discussion:*  Please address high risk behaviors ono individual plan.

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

*2.**Sub-topic:*  **Nirvana and Documentation**

Discussion: discussed preference with regards to methods of documentation now that needs assessments were no longer required. All staff agree that an interpretive summary would suffice. Jess updated chart orders, removed atod, issues, risk factors. Jess reminded staff to use new intake packet and remember to use updated tracking form that includes the Nirvana. Continue to do the needs assessment until otherwise notified.

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

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

 *Discussion:* jess and staff scheduled peer reviews for 2/4/22.

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

D. Human Resource Issues (Staffing and Training)

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

 *Discussion:* Jess sent updated annual training list based on Fl. Network updated.

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

*2.**Sub-topic:* **Hiring**

 *Discussion:* Family Action Community Counseling recently hired for our open counselor/ case manager position. We are advertising for one additional Counselor Case Manager Position.

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

*3.**Sub-topic:*  **Hardships**

Discussion: Continue to update Jess on hardships as a result of COVID (anything that limits services). Current challenges are reflective of numerous no shows despite reminders (see outreach plan for recommendations).

*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 January 2022**

 *Discussion:* Jency Johnson completed drill for January 2022

 *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:*  Please continue to submit charts in a timely manner for signature. Fill in blanks. Review all charts for missing information, discussed techniques and ideas for successful 30,60,90 reviews. Discussed time management skills, adding 30, 60, 90 day reviews to planner and highlighting need, and Jess requested that counselors schedule time for documentation after sessions and intakes. Jess encourages self care and appropriate boundaries when scheduling sessions and intakes. Jess suggested no more than two intakes in a day. Jess reminded staff that documentation is due 24-48 hours after services and provided staff with a calculator that makes scheduling review dates easier. Individual plans must also reflect the risks identified on the Nirvana.

 *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**

**I. Business Operations:**

A. Monthly Budget (Revenue and Expenses)

*1. Sub-topic:*

 *Discussion:*

 *Outcome, Actions, Timeframe:*

B. Marketing and Business Development

*1.*  *Sub-topic:*

 *Discussion:*

*Outcome, Actions, Timeframe:*

C. Regulatory Issues

*1. Sub-topic:* **Nirvana**

 *Discussion:*

*Outcome, Actions, Timeframe:*

*2. Sub-topic:* **Outreach Plan**

 *Discussion:* **Due 1/31/21**

 *Outcome, Actions, Timeframe:*

*3. Sub-topic:*

 *Discussion:*

 *Outcome, Actions, Timeframe:*

D. Human Resource Issues (Staffing and Training)

*1. Sub-topic:*

 *Discussion:*

 *Outcome, Actions, Timeframe:*

*2.**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 Coordinators

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:*

 *Discussion:*

 *Outcome, Actions, Timeframe:*

**III. Quality Improvement**

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

*1. Sub-topic:*

 *Discussion*:

 *Outcome, Actions, Timeframe:*

B. Outcome Management (status, reports, recommendations)

*1. Sub-topic:*

 *Discussion:*

 *Outcome, Actions, Timeframe:*

C. Accreditation and Regulatory Requirements

*1. Sub-topic:*

 *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:*

 *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:* **CINS Performance Packet/FL Network Reports/ Policy procedure update**

*Discussion:*

 *Outcome, Actions, Timeframe:*

B. Employee Concerns or Complaints

*1. Sub-topic:*

 *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:*

 *Outcome, Actions, Timeframe:*

**VI. Clinical/Program**

A. Medical and Medication Issues

*1. Sub-topic:*

 *Discussion:*  No discussion

 *Outcome, Actions, Timeframe:*

B. Counseling and Programming Issues

*1. Sub-topic:*

 *Discussion:*

 *Outcome, Actions, Timeframe:*

**VII. Other Business:**

*1. Sub-topic:* **Administrative Building**

 *Discussion:* Roy to provide a copy of master keys to Cindy Starling

 *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:* 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:*  No discussion

 *Outcome, Actions, Timeframe:*

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 all staff for all of your hard work and support. Happy Holidays!!!!!!!!!!!**

Respectfully submitted by:

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| --- | --- | --- |
| Jessica Bechtold  |  | 1/28/21 |