**Meeting Minutes**

CDS Family & Behavioral Health Services, Inc.

Date: 03/25/24

Time: 12pm

Location: Bivens

Date of Next Meeting: 4/29/24

Attendance: Wendy Mandell, Elizabeth Paz, Melissa Rider, Gabby Yepes, Olivia Hollier, Jessica Bechtold, Erin Andres

Absent:

**I. Business Operations:**

A. Monthly Budget (Revenue and Expenses)

*1. Sub-topic:* **Fiscal**

*Discussion:*  Jessica continues to order building supplies for Bivens and ordered supplies for CARF (you are here stickers, paint for doors, copy paper an frames for building maps)

*Outcome, Actions, Timeframe:* **Awaiting Petty Cash check**

*2.**Sub-topic:* **Overtime Reminder**

*Discussion:* Discussed expectations of the Counselor/Case Manager position including, but not limited to completing work within the 40-hour work week. Jess reminded the team of the need to discuss hours and schedule with supervisor in advance if they think they may go over so that any issues can be mitigated.

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

B. Marketing and Business Development

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

*Discussion:* Jess and the team discussed specific outreach events attended/completed/upcoming. Sherriff’s office volunteers, Littlewood, N. Florida Coillition, Queen of Peace summer camp, Rad kids,, Spring Arts festival, Gnv Christian Academy.Discussed expectations for continual outreach efforts and the increasing need for intakes. Counselors sent in their monthly list for outreach on Monday and Jess reminded them to enter it into NetMis. Discussed monthly and yearly productivity expectations and needs.

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

C. Regulatory Issues

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

*Discussion:* Jess submitted updated building maps for stes 1-7. Ordered you are here stickers.

*Outcome, Actions, Timeframe:* **Stickers in transit.**

*2. Sub-topic:* **Training Files**

*Discussion:*  Discussed most recent QI review and training excel outline (template) modeled after audit expectations. The team also discussed the challenges with quarterly dates on the training file and agreed with the deletion of dates. Please use the most updated version sent. Skillpro due in December. Removes dates at top of training log

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

*3. Sub-topic:* **Building preparation**

*Discussion:* Elizabethand Jess painted building doors in stes 1-7 for the upcoming CARF audit, cleaned storage room across from Jess’ office, the temporary Maintenance room behind admin, and cleaned the outside maintenance room (to ensure items were not placed near the wires, hot water heater or circuit breaker). Cleaned up storage near back kitchen in ste 1 and had plumbers repair back toilet in ste 1. Reordered water for building from McCullough. Jess and Elibath (admin) reviewed and updated medical Kits, wall plugs, and restocked FAC bathrooms.

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

*4.**Sub-topic:* **Carf**

*Discussion:* Sent Cindy a list of CARF prep items (list of possible CARF focuses and stages of change) and reviewed list with the Family Action Team

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

D. Human Resource Issues (Staffing and Training)

*1.**Sub-topic:* **Schedules/data updates**

*Discussion:* Please remember to hand in schedules at the end of each week and submit any data entry needs (and updates).

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

*2. Sub-topic:* **Team celebrations**

*Discussion:* The FAC team celebrated two birthdays in the month of March, enjoyed birthday cake, team, and morale building discussions and team joining activities

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

*3. Sub-topic:* **Badges Business cards**

*Discussion:* Jess made name badges and business cards for the team and reviewed expectations with wearing and providing identification.

*4. Sub-topic:* **Updated documentation**

*Discussion:*  Jess collected emergency cards, updated Car insurance cards for FAC and updated due dates. Posted new job postings in lobby.

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

E. Annual Budget Planning and Process

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

*Discussion:*  See Above

*Outcome, Actions, Timeframe:*

**II. Health and Safety:** Program/Regional Coordinators

A. Internal Inspections

*1. Sub-topic:* **Drill for March 2024**

*Discussion:* Drill for March was completed on March 28th, 2024. Maintenance log completed for March and updated to include new carpeting in SNAP. (Copy in Emergency Binder).

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

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

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

*Discussion:* See Health and safety and regulatory

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

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:* **Abuse reporting**

*Discussion:*  Discussed eligibility and DCF investigations.

*Outcome, Actions, Timeframe:*

B. Outcome Management (status, reports, recommendations)

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

*Discussion:*

*Outcome, Actions, Timeframe:*

C. Accreditation and Regulatory Requirements

*1. Sub-topic:*  **CARF Audit**

*Discussion:*  April 3,4, 5th.. Reviewed items of focus (see-updated list sent) with team. Contacted Lilian Weeks for community partner audit interview.

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

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

I. **Review for Your Information from CINS/FINS Meeting:**

**Business Operations:**

A. Programmatic

*1. Sub-topic:* **Fiscal operations, PO, Timesheets, Tax exemption form**

*Discussion:* Obtain approval for OT (Put in writing)

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

*2. Sub-topic:*

B. Monthly Budget (Revenue and Expenses)

*1. Sub-topic:*

*Discussion:* No discussion.

*Outcome, Actions, Timeframe:*

C. Marketing and Business Development

*1. Sub-topic:*

*Discussion:*

*Outcome, Actions, Timeframe:*

D. Regulatory Issues

*1. Sub-topic:* **CARF Survey**

*Discussion:*  Handed out schedule and reminder tip sheet

*Outcome, Actions, Timeframe:* Please attend entrance

E. Human Resource Issues (Staffing and Training)

*1. Sub-topic*

*Discussion:*

*Outcome, Actions, Timeframe:*

II. Health and Safety: Program/Regional Coordinators

A. External Inspections

*1. Sub-topic:* **DCF Licensure**

*Discussion:* We have not received our renewed License

*Outcome, Actions, Timeframe:* **Cindy sent reminder. Will forward when received.**

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:* **Peer Reviews**

*Discussion:* Due for Q3

*Outcome, Actions, Timeframe:* **To complete 2/7/2024 and 2/8/2024**

B. Outcome Management (status, reports, recommendations)

*1. Sub-topic:* **Reviewed NetMis data handout , Productivity, performance measures**

*Discussion:*

*Outcome, Actions, Timeframe:*

C. Accreditation and Regulatory Requirements

*1. Sub-topic:* **CARF April 3-5th, 2024.**

*Discussion:* CARF Handout discussed

*Outcome, Actions, Timeframe:*

D. Policy and Procedure/Forms Updates and/or Review (Cindy S-H)

*1. Sub-topic:*  **Policy update, Nirvana completion times**

*Discussion:* See 1C

*Outcome, Actions, Timeframe:*

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

*1. Sub-topic:* **Policy Form updates**

*Discussion:* Forms updated and emailed to teams.

*Outcome, Actions, Timeframe:* Print all forms directly from intranet and do not create new forms.

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:*

# 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:*

*Discussion:*  No discussion

*Outcome, Actions, Timeframe:*

B. Counseling and Programming Issues

*1. Sub-topic:*  **Summer Enrichment Program Ideas**

*Discussion:* Please complete your plans and present flyers to Cindy; no later than 4/24/24.

*Outcome, Actions, Timeframe:*

**VII. Other Business:**

*1. Sub-topic:* Central sad news and Zeke out of office (contact Brian)

*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:* **Audit 2024**

*Discussion:* Discussed upcoming Carf and fiscal audit.

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

# V. Information Technology

A. Technology Plan FYI

*1. Sub-topic:*

*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:* **Data Entry Requirements**

*Discussion:*  The team discussed concerns with overwhelm and availability as data entry expectations grow. Jess suggested making a list of concerns to discuss at QI meeting.

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

**VII. Other Business:**

1. *Sub-topic:* **Truancy Court**

*Discussion:*  Truancy court is not currently scheduled and there are no pending dates as of yet.

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

1. *Sub-topic:* **Case Staffing**

*Discussion:*  Scheduled for June 13th at 10am.

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

Respectfully submitted by:

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| Jessica Bechtold |  | 3/29/24 |