**Meeting Minutes**

CDS Family & Behavioral Health Services, Inc.

Meeting: Family Action-Central CINS/FINS

Date: April 11, 2017

Time: 930-1030

Location: Bivens

Date of Next Meeting: 5/9/17 at 930

Attendance: Cameron Calaverne, Chelsea Tobias, Mary Simmons, Corey Collins, Carlos Aguirre, Isaiah Harmon, Leesha London, Valerie Malivuk, Jessica Bechtold

Absent: Joy Brown

**I. Business Operations:**

A. Monthly Budget (Revenue and Expenses)

*1. Sub-topic:*

*Discussion:* No discussion

*Outcome, Actions, Timeframe:*

B. Marketing and Business Development

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

*Discussion:* Continue outreach efforts

*Outcome, Actions, Timeframe:* **ongoing**

C. Regulatory Issues

*1. Sub-topic:*

*Discussion:*  No discussion

*Outcome, Actions, Timeframe:*

D. Human Resource Issues (Staffing and Training)

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

*Discussion:*  Jess distributed training requirements within new learning management system, Skillpro. Jess noted that she will update staff when we have accessibility to the system.

*Outcome, Actions, Timeframe:*  **Pending and ongoing**

*2. Sub-topic:***Training/Why try**

*Discussion:*  Jess and Mary discussed online Why Try curriculum/subscription. Jess requested that Mary continue with the online training to maintain competency since she has past training on the topic..

*Outcome, Actions, Timeframe:*  **Mary, please ensure that you are able to log in and complete continued training. Pending.**

*3. Sub-topic:***Evaluations**

*Discussion:*  Jess sent an email on 4/9/17 and discussed upcoming evaluations during staff meeting on 4/10/17. Jess requested SNAP pending list form Liz on 4/10/17 by email.

*Outcome, Actions, Timeframe:*  **Mary and Corey, please complete your self-evaluations by the end of the month and then provide me times to meet to go over your annual evaluations. Corey, we will need to complete a personnel action form before transition. Liz is currently working on updating the pending list. Ongoing.**

*4. Sub-topic:***Personnel Files**

*Discussion:*  Jess followed up on previous discussions regarding missing Personnel Documents for SNAP. Jess requested from Liz information on what might be missing from the SNAP files. Although pending lists are currently underway, Jess asked staff to submit copies of car insurance since old lists indicate upcoming due dates.

*Outcome, Actions, Timeframe:*  **Jess requested information on needed documents for personnel files for SNAP. Jess asked Corey to also follow up with Liz on these needs and requested that documentation be completed by Corey by 4/28/17.**

**Insurance cardcopies due this week.**

*5. Sub-topic:***New Counselor/ Case Manager Position**

*Discussion:*  Family Action has begun advertising for the upcoming vacancy. Although it is with a heavy heart that we say good bye to Valerie, we are excited for you on your new journey and we wish you the very best!

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

E. Annual Budget Planning and Process

*1. Sub-topic:* **SNAP and FA budget**

*Discussion:*  Updated budget provided in previous EMT meeting.

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

# II. Health and Safety: Program/Regional Coordinators

A. Internal Inspections

*1. Sub-topic:*  **Monthly Drill**

*Discussion*: Joy to complete drill for the month of April.

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

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:* **No Discussion**

*Discussion:*

*Outcome, Actions, Timeframe:*

# III. Quality Improvement

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

1. *Sub-topic:*  **Discharges and “voluntarily withdrew” status.**

*Discussion:*  During March EMT, criteria was discussed regarding “family voluntarily withdrew” status. Recommendations were made by management team to clarify when the selection is to be used. (i.e. based on clinical judgement- progress/ improvements etc) and not necessarily based on individual plan. Jess discussed the recommendations with staff during staff meeting.

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

B. Outcome Management (status, reports, recommendations)

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

*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 for Your Information from CINS/FINS Meeting

*1. Sub-topic:* **Youth Care Worker Budget**

*Discussion:*

*Outcome, Actions, Timeframe:* **Thanks to the manager for focusing on overtime. Please remain diligent in this area.**

*Outcome, Actions, Timeframe:*

*2. Sub-topic:* **Summer Camp**

*Discussion:* Discussed camp and other options. The group focused on curriculum and “presentation” of summer schedule rather than a separate “summer camp”. The idea is to enhance schedule to attract youth rather than run 1- week “camps”.

*Outcome, Actions, Timeframe:* **Continue Planning**

*3. Sub-topic:* **Network Awards**

*Discussion:* Distribution award categories.

*Outcome, Actions, Timeframe:* **Nominations are due to the Network by April**

*4. Sub-topic:* **Probation Respite Referrals**

*Discussion:* We discussed the need to inform staff of probation respite referrals as we have stepped up efforts with DJJ to inform them of respite services. We also identified a need to create a process/form with DJJ similar to the DV form and process.

*Outcome, Actions, Timeframe:* **Tracey and Cassandra will create a draft form.**

*5. Sub-topic:* **Managing Aggressive Behavior/ Books**

*Discussion:* Discussed training needs by region. Discussed the ordering of more books for training.

*Outcome, Actions, Timeframe:* **Tracey will order the books for each region**.

*6. Sub-topic:* **Skillpro**

*Discussion:* Tracey distributed the list of training topics to be done in Skillpro.

*Outcome, Actions, Timeframe:* **QI Reviewers will be rating beginning July 2017.**

*7. Sub-topic:* **Behavior Management System/Trauma Sensitive Approach-Managers**

*Discussion*: Cassandra reiterated that her Calm Room was working very well. Tracey reported that NW has identified a space for their room and is has been painted.

*Outcome, Actions, Timeframe:* **Continue to update other sites on progress in this area.**

*8.**Sub-topic:* **Group Care Assessment** **Tool Training**

*Discussion:* Tracey inquired about everyone’s experience in getting the on-line surveys done for re-licensing.

*Outcome, Actions, Timeframe:* **Each region has completed the required survey for re-licensing.**

*9. Sub-topic:* **Peer Review** **Feedback**

*Discussion:*Cindy discussed her peer review and identified areas for our review. Emphasis was placed on documentation for non-licensed counselors conducting suicide assessments.

*Outcome, Actions, Timeframe:* **Each region is to ensure appropriate documentation of counselor training is in the training files.**

*10. Sub-topic:* **Nurse Review Process**

*Discussion:* No discussion

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

*11.**Sub-topic:* **Policy Updates**

*Discussion:* Tracey reviewed the changes made to the training plan/policy and distributed updated Emergency Contact Information.

*Outcome, Actions, Timeframe:* **Please update your Disaster Plans with the emergency contact information.**

*12. Sub-topic:* **QIC/Review of Fla. Keys Incident**

*Discussion:* Tracey reviewed the suicide incident in the Keys shelter with staff present. The Keys shelter apparently did everything right and there were no “red flags”. Staff did use the knife for life to cut the youth down. Feedback was for staffs to actually “practice” using the knife in simulated drills.

*Outcome, Actions, Timeframe:* **Cassandra will explore an alternative knife that Orange County shelter is using.**

*13. Sub-topic:* **CINS Performance Packet**

*Discussion:* We reviewed the CINS Performance packet. There were several discrepancies discovered in the data.

*Outcome, Actions, Timeframe:* **Tracey will review the identified areas of concern with Laura.**

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:*

*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:* **Risk Management report**

*Discussion:* Jess distributed risk management report and had each staff member review data. (See additional review of discrepancies under CINS/FINS meeting minutes). Jess reminded staff to continue outreach efforts to mitigate any issues with low productivity.

*Outcome, Actions, Timeframe:* **Completed. Outreach ongoing.**

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 FYI

*1. Sub-topic:*

*Discussion:*

*Outcome, Actions, Timeframe:*

VI. Clinical/Program FYI

A. Medical and Medication Issues

*1. Sub-topic:* **No Discussion**

*Discussion:*

*Outcome, Actions, Timeframe:*

B. Counseling and Programming Issues

*1. Sub-topic:* **Participants over 12 weeks**

*Discussion* Please close participants over 12 weeks and continue to monitor time frames. If you need an extension (i.e. case staffing, truancy etc. please request one and obtain my signature.

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

*2. Sub-topic:* **Transition of cases**

*Discussion:*  Discussed Valerie’s resignation and transition/closings of her current cases. Jess and Chelsea agreed to continue to work together on current Case Staffing requirements and cases.

*Outcome, Actions, Timeframe:*  **Valerie, we will miss you dearly. Thank you for all of your hard work over the past 8 months. We are so very happy and excited for you.**

**VII. Other Business:**

*1. Sub-topic:* **SNAP Updates**

*Discussion:* SNAP for Boys will be completing cycle 3 this week and have maintained 8 families (over 100%) within this cycle. In addition, Corey and Carlos are simultaneously running cycle 4 which is in its 4th week and is operating at 7 families.

*Outcome, Actions, Timeframe:* **Congratulations and thank you, Carlos and Corey!!!**

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

*Discussion:* To meet on May 17th, 2017. Melanie Kretzman will serve as DJJ representative.

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

*3. Sub-topic:* **Staff Retention**

*Discussion:*  Will be delayed this month due to timing of check distribution.

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

*4. Sub-topic:* **Recycling**

*Discussion:* Please remember to recycle. We have numerous recycling bins for use

*Outcome, Actions, Timeframe:*  **ongoing**

*5. Sub-topic:* **Potluck goodbye**

*Discussion:* Discussed options for a potluck goodbye for Valerie.

*Outcome, Actions, Timeframe:*  **Scheduled for 4/28/17. Please sign up for dishes.**

*6. Sub-topic:*  **Bday and life event celebrations**

*Discussion:* Possible 1x a month pot lunch

*Outcome, Actions, Timeframe:*  **To be determined**

Respectfully submitted by:

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| Jessica Bechtold |  | 4/11/17 |