**Meeting Minutes**

CDS Family & Behavioral Health Services, Inc.

Date: 06/24/2024

Time: 12pm

Location: Bivens

Date of Next Meeting: 7/22/2024

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

Absent: Gabby Yepes

**I. Business Operations:**

A. Monthly Budget (Revenue and Expenses)

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

*Discussion:* Please monitor hours and notify supervisor prior to going into overtime so that we may collaboratively adjust your schedule.

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

B. Marketing and Business Development

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

*Discussion*: Discussed outreach efforts and identified completed outreach along with pending (PACE, Levy County prevention for groups, EDEP, and Byron Lewis from GPD to provide additional support in the form of groups. Jessica met with Jeff Parker, Cindy Starling and Phillip Kabler in order to discuss and implement MOU/partnership.

Upcoming outreach measures include the National Youth Summit in California (Olivia), outreach at playgrounds and parks, and a meeting with Circuit 8 Judges (Jess, Olivia and Phil). Family Action will meet with EmployU on July 22nd in order to enhance services and referrals.

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

C. Regulatory Issues

*1. Sub-topic:* **Distributed Risk Management report**

*Discussion:* Distributed risk management reports and asked team to verify accuracy of report. The team also discussed upcoming expectations for the end of the year.

*Outcome, Actions, Timeframe:*

*2. Sub-topic:* **Created Productivity Plan**

*Discussion:*  Discussed strengths and limitations of program efforts and productivity. One of the limitations mentioned derives from the “15” day rule for reentries. Counselors note that oftentimes this severely limits them and that it serves no purpose if they already know the family has additional goals and desires to re-enter. They mention that it is very helpful for the family as they have additional goals to accomplish beyond the 12 weeks.

*Outcome, Actions, Timeframe:* **Verify reopen timeframe with the Network.**

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

*Discussion:*  FAC Strategic Plan completed June 10th, 2024.

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

D. Human Resource Issues (Staffing and Training)

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

*Discussion:* Jessica reminded the team of newer fiscal year training requirements (minus new hires who are logging training via orientation year). Jess asked the team to be mindful of the updated formatting of the log, timeframes such as calendar year for Bridge and December for skillpro.

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

*2. Sub-topic:* **Emergency Cards**

*Discussion:* Updated Emergency cards on 6/24/24

*Outcome, Actions, Timeframe:* **Awaiting Emergency cards**

*3. Sub-topic:***Groups**

*Discussion:*  Please continue to log new referrals upfront in the referral log

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

E. Annual Budget Planning and Process

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

*Discussion:*  Projected distribution is July 2024

*Outcome, Actions, Timeframe:*

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

A. Internal Inspections

*1. Sub-topic:* **Drill June 2024**

*Discussion:* Drill for June was completed on 6/21/24. Jess completed maintenance log for June, 2024

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

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

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

*Discussion:* Jess was notified of nonfunctioning building alarm.

*Outcome, Actions, Timeframe:* **Notified Cindy Starling. Pending**

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:* **Documentation**

*Discussion:*  Please remember to enter and file outcome surveys for each discharge and enter individual plans and Case Staffings as they occur.

*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:**

**Business Operations:**

A. Monthly Budget (Revenue and Expenses)

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

*Discussion:*  There will be an increased emphasis by the BOD on overtime costs for all programs and administration.

*Outcome, Actions, Timeframe:* **Please reduce overtime where possible. All overtime should be reported in advance to Phil/Cindy for approval when possible.**

B. Marketing and Business Development

*1. Sub-topic:* **Annual Celebration and Meeting at the 1908 Grand in Gainesville.**

*Discussion:* November 14th, 6:00 pm-8:00 pm

*Outcome, Actions, Timeframe:* **Phil and Board member, Debbie, are planning the agenda.**

C. Regulatory Issues

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

*Discussion:* We have not yet received our final report/accreditation.

*Outcome, Actions, Timeframe:* **We will notify all when received.**

D. Human Resource Issues (Staffing and Training)

*1. Sub-topic:* **Application form HR-1007 updated 3/24**

*Discussion:* Ensure everyone is using the updated application with the EEOC attached page.

*Outcome, Actions, Timeframe:* **Please remind your team and check to ensure old forms are not being utilized.**

2. *Sub-topic:* **Emergency Contact/Information**

*Discussion:* Please update all forms with your team and ensure you have the Emergency Contact box available to take with you in case of an emergency exit from building.

*Outcomes, Actions, Timeframe:* **Please forward forms to HR upon completion.**

E. Annual Budget Planning and Process

*1. Sub-topic:* **Directors’ Budget/ Cost Savings- Copier paper and preventive maintenance**

*Discussion:* Tom is currently working on a Directors Budget and we hope to have one to all Directors by July staff meeting.

*Outcome, Actions, Timeframe:* **Please ensure preventative maintenance is occurring and please reduce coping when possible and try to reduce color coping when possible. Inform your team at staff meetings.**

**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:* **Vehicle maintenance and emergency procedures**

*Discussion:*

*Outcome, Actions, Timeframe:* **Please ensure all required vehicle maintenance is occurring and that a safety manual is readily available in all vans.**

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

*1. Sub-topic:* **Reviewed within the Risk Management report.**

*Discussion:* Trends during Q1-Computer issues IYP-C, Q2- Maintenance issues IYP-E, Q3-CCC in IYP-C and East. Q-4 Maintenance East

*Outcome, Actions, Timeframe:* **East had significant A/C, and plumbing issues FY 23-24. Please ensure that you are documenting all of the Child Abuse Reports within the incident report form. Very good reduction in medical errors this FY. Will look closer at all incident reports in July/August at Year End Risk Management report.**

**III. Quality Improvement**

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

*1. Sub-topic:* **QI Results for the Fiscal Year 23-24**

*Discussion:* Reviewed results from NW review

*Outcome, Actions, Timeframe:* **Nice job everyone and Thank you!!!**

B. Outcome Management (status, reports, recommendations)

*1. Sub-topic:* **Productivity Report and Performance Measures**

*Discussion: Data Systems Manager reviewed monthly report*

*Outcome, Actions, Timeframe:* **Programs who did not meet our contract requirements will need to submit a comprehensive productivity plan for FY 24-25 by July 16th.**

C. Accreditation and Regulatory Requirements

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

*Discussion:* No final report yet.

*Outcome, Actions, Timeframe:*

D. Policy and Procedure Updates and/or Review

*1. Sub-topic:* **Updated documents/Reminder**

*Discussion:*

*Outcome, Actions, Timeframe:* **Please ensure all staff are using most recent forms from Intranet.**

*2. Sub-topic:*

*Discussion:*

*Outcome, Actions, Timeframe:*

*3. Sub-topic:*

*Discussion:*

*Outcome, Actions, Timeframe:*

*4. Sub-topic:*

*Discussion:*

*Outcome, Actions, Timeframe:*

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

*1. Sub-topic:* **Youth Grievances**

*Discussion:* No discussion

*Outcome, Actions, Timeframe:*

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

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

*Discussion:* If you have not submitted your plan, please do so ASAP

*Outcome, Actions, Timeframe:* **Past Due**

*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:* Cindy requested updated contact information for the Cooperative Service Agreements and Business Partners

*Outcome, Actions, Timeframe:* **Updates due 6/28/24**

*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:* **Safety and Maintenance Inspection Semi-Annual Review**

*Discussion:*  No discussion

*Outcome, Actions, Timeframe:* **Cindy reminded Shelter Managers that this review should be conducted in July.**

*2. Sub-topic:*

*Discussion:*

*Outcome, Actions, Timeframe:*

B. Employee Concerns or Complaints

*1. Sub-topic:* **None reported.**

*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:* **Technology Plan annual update**

*Discussion:* Zach and Sam will review and provide to Liz for her approval

*Outcome, Actions, Timeframe:* **Due** **July 16th, 2024. (Liz reported that the technology plan has been completed recently and is on CDS intranet.)**

*2.* *Sub-topic:* **CDS Website- Referral/Distribution List**

*Discussion:* Liz provided overview of changes to CDS website. Alex requested that the referral system be limited to specific program to eliminate too many emails. Liz requested CDS pictures from programs to improve the website.

*Outcome, Action, Timeframe:* **Please send photos to Liz for consideration to add to website. Thank you Liz for making the site more user friendly by establishing greater accessibility by improving colors and fonts. Also providing greater CDS visibility when searching by key words.**

**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:* **Suicide Assessment in NW**

*Discussion:* Last year Jessica agreed to review all of SNAP assessments (Central and Lake City). NW Residential Counselor, Tonda, has been trained and will need to complete shelter assessments with approval by Stephanie Douglas or Alex Culbreth. Jessica will be a backup if neither available.

*Outcome, Actions, Timeframe:* **Please implement immediately.**

**VII. Other Business:**

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

*Discussion:* Getting very close to final inspections. Anticipate certificate of occupancy in early July with furniture move in during middle July. Plan to transfer any shelter youth to East and NW if possible. Open House planned for August.

*Outcome, Actions, Timeframe:* **Cindy will provide specific updates when available.**

**IV. Risk Management**

A. Risk Management Plan (exposure to loss)

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

*Discussion:* See above discussion

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

B. Employee Concerns or Complaints

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

*Discussion:* See above

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

C. Potential regulatory audits and/or investigation of operations

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

*Discussion:* See above

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

**V. Information Technology**

A. Technology Plan FYI

*1. Sub-topic:* **Psychology Today logo**

*Discussion:*  Jess sent Liz Psychology Today Logo code in order for it to be placed on the company website.

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

VI. Clinical/Program FYI

A. Medical and Medication Issues

*1. Sub-topic:*

*Discussion:*  No Discussion

*Outcome, Actions, Timeframe:*

B. Counseling and Programming Issues

*Sub-topic:*

*Discussion:*  See above

*Outcome, Actions, Timeframe:*

**VII. Other Business:**

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

*Discussion:*  Truancy court will be held again on held July 17th, 2024.

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

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

*Discussion:*  Case staffing was held on June 13th at 10am. One case was reviewed and closed.

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

Respectfully submitted by:

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| Jessica Bechtold |  | 6/25/24 |