**Meeting Minutes**

CDS Family & Behavioral Health Services, Inc.

Meeting: August 2023 Staff Meeting

Date: 08/24/23

Time: 12pm

Location: FAC/Bivens

Date of Next Meeting:

Attendance: Melissa Rider, Olivia Hollier, Erin Andres, Jessica Bechtold, Taylor York,

Absent: Shadrekah Muhammad

**I. Business Operations:**

A. Monthly Budget (Revenue and Expenses)

*1. Sub-topic:* **Orders**

*Discussion:* Please alert supervisor if office supplies are low.

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

B. Marketing and Business Development

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

*Discussion:* Family Action continues to provide outreach in the month of August and reached out to Alachua county school system, resource officers and the Sherriff’s office. .

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

2. *Sub-topic:* **SNAP reminder**

*Discussion:*  Discussed the open boys group in SNAP and asked counselors to continue to refer if they know of youth who fit the age bracket.

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

C. Regulatory Issues

*1. Sub-topic:*  **30, 60, 90 (reiterated)**

*Discussion:* Jess and team discussed 30, 60, 90 day plan review requirements and reminded team of the need to attempt reviews (even if you have not been able to reach them it is important to at the very least attempt) as well as to place it in writing/get a receipt. As the old adage goes, if it is not written, it did not happen.

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

*2. Sub-topic:*  **Peer Review**

*Discussion:*  Peer reviews were held on August 24th at 12pm.

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

*3. Sub-topic:*  **Monthly drill**

*Discussion:* Monthly drill was held on 8/23/2023

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

*4. Sub-topic:*  **Waiting room**

*Discussion:* Discussed the need to have parents and families wait in the lobby waiting room as opposed to the risk of having families roam the building. Counselors additionally addressed challenges with the waiting room becoming too warm during hot days and identified other common areas that may serve to mitigate this challenge while also keeping families centrally located and close to the counselors.

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

D. Human Resource Issues (Staffing and Training)

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

*Discussion:* Continue to maintain awareness of training due dates and begin training for new fiscal year. Discussed newer trainings on the Fl. Network policy and procedure manual and will continue to update as things change.

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

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

*Discussion:* We are currently advertising for one PT counseling position and we have one applicant in background screen and one Master’s level intern in background screen.

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

E. Annual Budget Planning and Process

*1. Sub-topic:*

*Discussion:*  No discussion

*Outcome, Actions, Timeframe:*

**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:*  **Maintenance /Self inspection**

*Discussion*: Discussed self inspections with COO. They were being completed by another employee who is no longer here but were not transitioned to anyone during the transition in maintenance. Cindy noted that she would get back to me about this topic.

*Outcome, Actions, Timeframe:*  **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:* **Court orders and data entry**

*Discussion:*  Please enter and scan court orders into NetMis.

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

*2. Sub-topic:* **Releases and communication**

*Discussion:*  The team discussed important releases to obtain when working with Truancy/SARB/teen court cases.

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

B. Outcome Management (status, reports, recommendations)

*1. Sub-topic:*

*Discussion:*  No 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: **Policy and Procedure Updates and/or Review for Your Information from CINS/FINS Meeting:**

**I. Business Operations:**

A. Monthly Budget (Revenue and Expenses) (Cindy S-H, Olga R)

*1. Sub-topic:* **Program Expenses/Travel Mileage Increase/Monthly Travel Due Date**

*Discussion:*  Thank you for keeping a close watch on expenses and maintaining preventative maintenance.. Please remember to review fiscal items for accuracy prior to submitting. In addition, continue to follow policy and procedure regarding hierarchy. Because of recent transitions (QuickBooks, team members) Olga’s focus will need remain on bigger items. Olga will step in when items have not been addressed; however it is important to first go directly to fiscal employees.

*Outcome, Actions, Timeframe:* **New fiscal year; new opportunity to manage budgets in a fiscally sound manner. Travel expenses must be submitted by the 5th of each month for previous month’s expenses. Please submit payroll no later than 10am on Monday. Early submission is preferred.**

B. Marketing and Business Development (Sarah S, Phil K)

*1. Sub-topic:* **Annual Meeting (Communication theme) /Annual Report on 11/10/23 Noon/ Board Members Update**

*Discussion:* We need Directors/Supervisors to submit one nomination for a staff member per program, one community partner nomination and youth success stories. We will discuss with the team and select a community partner of the year. A list of longevity recipients will be sent out via email. Please reply and confirm the accuracy of the list. CDS just approved two new board members and are nearing our legal maximum. There are currently 19 Board Members. In similar recruiting news, Sarah discussed her recent and upcoming plans in the recruitment of volunteers and requested each program to provide her with an idea of need within the program as well as ideas for outreach events (raffle, themed events and earing incentives). The team was reminded of the annual meeting and Phil provided background on the key note speaker and discussed board contribution and support for Lake City SNAP.

*Outcome, Actions, Timeframe:* **Please provide to Phil/Cindy your selectin for Team Member and Community Partner award nominations, not later than Friday 9/15/23, Noon. Please send youth success stories to Sarah by 9/29/23, Noon.**

C. Regulatory Issues (Cindy S-H)

*1. Sub-topic:*

*Discussion:*  No Discussion

*Outcome, Actions, Timeframe:*

D. Human Resource Issues (Staffing and Training) (Angie L)

*1. Sub-topic:* **HR update** (Angie L)

*Discussion:*  Angie updated team regarding staffing changes in our Fiscal Department.

*Outcome, Actions, Timeframe:* **Please continue to send pending list items to HR. Please remember to complete employee survey as the due date has extended into the weekend. Finally, be mindful of hours. If an employee moves into a FT position and or works 30 hours and above, please inform Angie as we are obligated to offer insurance.**

*2. Sub-topic:* Training (Cindy S-H)

*Discussion:*  No discussion

*Outcome, Actions, Timeframe:*

*3. Sub-topic:* Overtime management/approval (Cindy S-H)

*Discussion:* No Discussion

*Outcome, Actions, Timeframe:* Ongoing.

E. Annual Budget Planning and Process (Olga R)

*1. Sub-topic:* **FY23-24 Directors Budget**

*Discussion:*  Olga reported that she hopes to have the budgets completed very soon.

*Outcome, Actions, Timeframe:* **The Directors Budget will be forwarded as soon as it is available.**

# II. Health and Safety: Program/Regional Directors

A. External Inspections (Cindy S-H)

*1. Sub-topic:*

*Discussion:*  No discussion

*Outcome, Actions, Timeframe:*

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

*1. Sub-topic:* **Annual vehicle inspections**

*Discussion:*  Reminder to complete all company vehicle inspections yearly.

*Outcome, Actions, Timeframe:* **Please forward to Cindy a copy of annual vehicle inspection reports.**

C. Incident Reports (Reports, analysis of trends, recommendations) (Cindy S-H)

*1. Sub-topic:* **Excessive Heat Warnings/A/C repairs/Dehydration**

*Discussion:*  We have had numerous AC maintenance issues during the excessive temperatures during the past few-weeks.

*Outcome, Actions, Timeframe:* **Please notify Phil or Cindy in a timely manner of A/C problems. Please remember to stay hydrated and ensure our participants are offered numerous opportunities to drink plenty of fluids and avoid outside recreation during excessive temperatures.**

# III. Quality Improvement

A. File Audits and Case Record Review (reports and recommendations) (Cindy S-H)

*1. Sub-topic:* **QI Reviews Completed for FY22-23**

*Discussion:*  Great job everyone! Thank you! One common issue that required a Corrective Action Plan was for training. We have organized a training committee that is working to improve our documentation and procedures in getting new staff trained before actual working in the program.

*Outcome, Actions, Timeframe:* **Training Committee meeting today after EMT.**

B. Outcome Management (status, reports, recommendations) (Cindy S-H)

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

*Discussion:* CINS programs are off to a slow start with school year just beginning. Please be vigilant in our Outreach activities and screenings.

*Outcome, Actions, Timeframe:* **Please submit weekly outreach reports to Cindy on each Friday. We will suspend weekly updates as numbers increase and this could vary from program to program.**

C. Accreditation and Regulatory Requirements (Cindy S-H)

*1. Sub-topic:* **DCF licensure application for Prevention services**

*Discussion:*  Prevention program has started gathering required documents to submit for our DCF Prevention licensure.

*Outcome, Actions, Timeframe:* **A date to be determined within next month is planned to complete the packet with assistance from Data Manager Liz.**

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

*1. Sub-topic:* **Florida Network Updates/Other programs**

*Discussion:* Revisions have been made for CINS/FINS programs with exception of medication policy still under review by the Florida Network. In related news, Leigh Kassem updated the team on recent changes in the SNAP program that requires all curriculum to be reviewed and accepted/declined by parent.

*Outcome, Actions, Timeframe:* **Cindy will provide policy updates as they occur. Please remind all staff to use forms from the CDS intranet. There are many new forms related to policy changes.**

E. Participant Complaint and Grievance (Cindy S-H)

*1. Sub-topic:*

*Discussion:*  No discussion

*Outcome, Actions, Timeframe:*

F. Planning Documents (reports, status of goals and objectives, reformulation) (Cindy S-H)

*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** (Angie L, Cindy S-H)

*Discussion:*  Our annual employee survey has been completed 8/15/23.

*Outcome, Actions, Timeframe:* **HR will compile survey results and provide outcomes/feedback by next month**.

*5. Sub-topic:* Community Relations plan

*Discussion:*  No discussion

# *Outcome, Actions, Timeframe:*

# IV. Risk Management

A. Risk Management Plan (exposure to loss) (Cindy S-H)

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

*Discussion:*  No change in our P&P at this time. Alex provided an update of the policy review team meeting he has attended led by the Florida Network.

*Outcome, Actions, Timeframe:* **On-going discussion with the Florida Network and Network agencies.**

B. Employee Concerns or Complaints (Cindy S-H)

*1. Sub-topic:* **Employee concerns/fiscal issues.**

*Discussion:*  There have been numerous staffing changes in our fiscal department but the agency is working very hard to resolve and become current with all fiscal matters. Please be respectful and understand that we must prioritize based on fiscal expertise. Please keep in mind that your emergency may not be at the top of the priority list.

*Outcome, Actions, Timeframe:* **Send concerns to Fiscal Department/Olga and it will be addressed as soon as possible.**

C. Potential regulatory audits and/or investigation of operations (Cindy S-H, Olga R)

*1. Sub-topic:* **Upcoming: Financial Audit and DCF licensure (Prevention)**

*Discussion:*  Olga sent an email with a list of items she will need for the audit.

*Outcome, Actions, Timeframe:* **Please assist Olga by sending the requested items if it applies to your department.**

# V. Information Technology

A. Technology Plan (Liz T)

*1. Sub-topic:* **SharePoint**

*Discussion:*

*Outcome, Actions, Timeframe:*

# VI. Clinical/Program

A. Medical and Medication Issues (Cindy S-H)

*1. Sub-topic:* **Florida Network CAP with DJJ**

*Discussion:*  Please ensure that you are closely monitoring medication procedures to avoid possible medication errors. The Florida Network is closely monitoring across the state.

*Outcome, Actions, Timeframe:* **Cindy will provide a list of suggestions that were provided at QIC for discussion at our September CINS meeting regarding possible interventions to assist with medication procedures and improvements to quality control.**

B. Counseling and Programming Issues (Cindy S-H)

*1. Sub-topic:* **Florida Network Summer QIC**

*Discussion:*  Phil, Cindy, Sabriena, Brian, and Kevin Lee attended QIC in Jupiter Beach.

*Outcome, Actions, Timeframe:* **Cindy will provide highlights and programming topics that were discussed at our September CINS/FINS meeting.**

**VII. Other Business:** (Cindy S-H)

*1. Sub-topic:* **Fall Retreat- Boots on the Ground**

*Discussion:*  It’s Gonna Be Fun Y’all.

*Outcome, Actions, Timeframe:* **Mark your calendar for Wednesday, October 25th attendance required. More info to follow as event get closer**.

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# IV. 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:* **Policy and Procedure**

*Discussion:* Received a comprehensive response from the Network regarding initial clarifying questions about the new Policy and Procedure.

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

**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:*

*Discussion:*  No discussion

*Outcome, Actions, Timeframe:*

**VII. Other Business:**

*1. Sub-topic:* **SARB, Truancy Court and Case Staffing schedules**

*Discussion:*  Case Staffing was held on August 17, 2023 at 10am, Truancy court is pending and SARB will reconvene on Tuesday Sept. 26th, 2023.

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

Respectfully submitted by:

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| --- | --- | --- |
| Jessica Bechtold |  | 8/24/23 |

Name Date