**Meeting Minutes**

CDS Family & Behavioral Health Services, Inc.

Meeting: Family Action-Central CINS/FINS

Date: September 13, 2016

Time: 930-1030

Location: Bivens

Date of Next Meeting: October 11, 2016 at 9:30am.

Attendance: Jessica Bechtold, Mary Simmons, Chelsea Tobias, Valerie Malivuk, Cameron Calaverne, Joy Brown, Carlos Aguirre

Absent: Isaiah Harmon, Corey Collins

**I. Business Operations:**

A. Monthly Budget (Revenue and Expenses)

*1. Sub-topic:* **Allocations of budget**

*Discussion: See* Annual Budget Planning and Process

*Outcome, Actions, Timeframe:*

*2.**Sub-topic:* **Fiscal Challenges and Staff**

*Discussion:* Corey and Jess met with fiscal on 9/12/16 to mitigate fiscal challenges and review procedures for purchases/submissions/ required documentation to fiscal.Reminder to Family Action Central Staff: Please remember to check your timesheets for prior to submitting.

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

*3.**Sub-topic:* **Requests for OT**

*Discussion:* Jess discussed the need to monitor hours and discuss possible OT with supervisor in advance if staff feels they might go over. All OT must be approved by a supervisor.

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

B. Marketing and Business Development

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

*Discussion:* Jess and staff discussed additional options and efforts for face to face outreach. (Visiting schools, NAMI walk, levy county community center, Morristown Baptist Church, Swag Character Counts). Staff was asked to choose one face to face outreach measure in which to partake.

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

C. Regulatory Issues

*1. Sub-topic:* **NetMis**

*Discussion:* On 9/9/16 staff members were notified about the hacking of the Fl. Network home page. Additionally and subsequent to the event, Joy was having difficulties entering information into the NetMis system. Joy, Laura Scott and John Robertson from the network worked diligently on the matter which seems to be resolved at this time.

*Outcome, Actions, Timeframe:*  **A BIG thank you to Joy, Laura and John for your assistance. Please continue to identify and notify Laura of any challenges with data entry now or in the future.**

D. Human Resource Issues (Staffing and Training)

*1. Sub-topic:* **New hires and training**

*Discussion:* Valerie and Cameron are currently well into initial training for the Counselor/ Case Manager position for Gainesville and Williston. Jess and staff discussed increasing Cameron and Valerie’s involvement in current open cases (with permission from the family) as well as upcoming intakes and subsequent case management work. Jess, Mary and Cameron will meet with guidance in Williston on 9/20/16 at 2pm for introductions and to provide information about services.

*Outcome, Actions, Timeframe:* **Cameron and Valerie, Please discuss schedules and upcoming sessions with Dr. Harmon, Mary and Chelsea.**

*2. Sub-topic:* **CPR/ First Aid Update- Follow-up item.**

*Discussion:*  Staff has completed training requirements for CPR/ First Aid.

*Outcome, Actions, Timeframe:* **Corey, please complete CPR/1st Aid training by 9/30/16.**

*3.**Sub-topic:* **Required Trainings**

*Discussion:* Staff received training for both Abuse Reporting and Adolescent Brain Development.

*Outcome, Actions, Timeframe:* **Thank you to staff for promptly responding to all training requests and requirements.**

*4. Sub-topic:* **Registered Internship**

*Discussion:* A huge congratulations to Chelsea Tobias for receiving her Registered Internship from the Department of Health.

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

E. Annual Budget Planning and Process

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

*Discussion:* During last EMT meeting, Laura distributed and discussed the budgets for SNAP and Family Action. Corey and Jess continue to monitor the budget to reflect new budget requirements and changes.

*Outcome, Actions, Timeframe:* **Notify Laura with changes or adjustments needed. Corey and Jess to continue to monitor and document appropriate allocation codes/ titles on PO requests.**

II. Health and Safety: Program/Regional Coordinators

A. Internal Inspections

*1. Sub-topic:* **Complete appropriate drill for the month of September.**

*Discussion*: Joy will be performing the drill this month.

*Outcome, Actions, Timeframe:* **Due this month.**

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

*1. Sub-topic:* **Monthly Maintenance and safety – Fire Inspection**

*Discussion:* Family Action was scheduled for a fire inspection on 8/24/16 at 10am. According to the fire inspector, the emergency light was not illuminated over the door near Gwen’s room, the fire extinguisher expired in the maintenance room and the “direction of travel” on the sign near the boy’s bathroom was pointing in the wrong direction. The due date for these repairs has been scheduled for 9/26/16 the repairs have been completed.

*Outcome, Actions, Timeframe:* **Completed.**  **On 9/15/16, the fire inspector conducted a follow-up inspection and indicated that all violations have been corrected and Family Action received a notice of satisfactory fire safety inspection. Thank you Roy for your prompt response to these issues.**

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:* **Peer Reviews**

*Discussion:* Peer Reviews were completed with the updated peer review draft and was submitted to data subsequent to the staff meeting on September 13th.

*Outcome, Actions, Timeframe:* **Peer Reviews to be completed again by the end of the fourth quarter. Ongoing.**

1. *Subtopic:* **Charts and signatures**

*Discussion:* Jess and Joy brown reminded staff to “flag” areas in need of supervisor signature. Jess suggested flagging the signature page immediately after the intake.

*Outcome, Actions, Timeframe:* **Immediate. With regards to intakes and discharges, please remember to ask Joy to give the chart to me for signature after she completes data entry.**

1. *Subtopic:* **Q.I. SNAP**

*Discussion:* Lauren Maldonado from the Fl Network is currently working with the network on file review procedures, chart orders and Q.I. standards for the SNAP program. Lauren noted that they are in the process of creating an audit check list and are determining the need for QI indicators.

*Outcome, Actions, Timeframe:* **Pending. Lauren indicated potentials for future Mock QI File Reviews.**

B. Outcome Management (status, reports, recommendations)

*1. Sub-topic:* **Low productivity**

*Discussion:* See risk management

*Outcome, Actions, Timeframe:*

C. Accreditation and Regulatory Requirements

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

*Discussion:*

*Outcome, Actions, Timeframe:*

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

*1. Sub-topic:* Included in 8-9-16 Staff minutes

*Discussion:* **No Discussion**

*Outcome, Actions, Timeframe:*

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

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

*Discussion:*

*Outcome, Actions, Timeframe:*

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

*1. Sub-topic:* Strategic Plan

*Discussion:*

*Outcome, Actions, Timeframe:*

*2. Sub-topic:* Accessibility Plan

*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:* **Low productivity**

*Discussion:* On 9/8/16, Jess discussed lower referral rates with Officer Fields of Teen Court. According to officer Fields, both teen court and local school referrals are low but are projected to pick up after progress reports are delivered. In addition, Officer Fields noted that he will forward Jess’ outreach email (information about services, flyers and referral form) in a mass email to his associates. Jess and staff continue to work on outreach efforts.

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

*2. Sub-topic:* **Williston**

*Discussion:* On 9/20/16 at 2pm, Mary, Cameron and Jess will meet with Gale Korn (School Social Worker for Levy County) and guidance from Joyce Bullock and Williston Elementary in order to introduce Cameron Calaverne as the new Counselor/ Case Manager for Williston and Jessica Bechtold as the new Regional Coordinator for Family Action. Staff will provide outreach information, referrals and will remind schools of our services.

*Outcome, Actions, Timeframe:* **To attend on 9/20/16 at 2pm.**

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:* (See Quality improvement)

*Outcome, Actions, Timeframe:*

# V. Information Technology

A. Technology Plan FYI

*1. Sub-topic:* **Drop box**

*Discussion:* Carlos and Jess discussed recent challenges with Dropbox entry. According to Carlos, he has been documenting all training; however the excel worksheet is not properly connecting to CDS drop box. Jess attempted to resolve this challenge; however was unable to. Both Carlos and Jess are requesting assistance from Jordan.

*Outcome, Actions, Timeframe:* **Carlos called Jordan on 9/14/16 and is currently working on a solution to integrate the excel log and the CDS drop box.**

*2. Sub-topic:* **Do not Disturb and Voicemail Challenges**

*Discussion:*  Jordan informed Jess of complications with the phone lines particularly with regards to the Do not Disturb option. According to Jordan, certain phones are defaulting to DND and are being rerouted to Joy Brown. In addition, Family actions has been experiencing challenges with access to voicemails as well as voicemail recordings. Staff was asked to reset and rerecord voicemails and no issues have been reported since. Jordan continues to research DND challenges.

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

VI. Clinical/Program FYI

A. Medical and Medication Issues

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

*Discussion:*

*Outcome, Actions, Timeframe:*

*2.*

B. Counseling and Programming Issues

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

*Discussion:* SNAP supervisor, Corey Collins and Carlos Aguirre are currently participating in the SMILE mentoring program at Rawlings Elementary; a volunteer program for 3rd - 5th graders focused on building “additional support and encouragement for students who will most benefit.

*Outcome, Actions, Timeframe:* **Way to go Corey and Carlos for continuing to go above and beyond to serve the community.****I cannot think of better mentors***!!!*

*2. Sub-topic:* **MI, JJIS and PAT Training**

*Discussion:* Jess contacted Susan Stormant regarding M.I., JJIS and PAT training for new hires. Jess submitted all application requests and is awaiting Susan’s response with upcoming training for each.

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

*3 Sub-topic:* **History of CDS Training**

*Discussion:* Thank you to Sam Clark for providing Family Action Central staff training on the history of CDS and thank you for your continued support! We appreciate you!

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

**VII. Other Business:**

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

*Discussion:* Jess, Naomi and Cassandra met on 9/9/16 to discuss challenges with Truancy court referrals. On 9/15/16, all parties met with School Board Members as well as Deedee Talbot and Attorney Brian Moore at the Kirby Smith Center to discuss concerns with cases that are beyond CDS criteria.

*Outcome, Actions, Timeframe:* **SARB to start up in the near future in order to facilitate appropriate referrals. Ongoing.**

*2. Sub-topic:* **Annual Meeting and Nominations**

*Discussion:* Jess informed staff of annual meeting date, time and location and requested award nominations.

*Outcome, Actions, Timeframe:* **Please submit by 9/19/16.**

*3. Sub-topic:* **Work-a-versary**

*Discussion:* Jess and staff celebrated three current and upcoming work-a-versaries on 9/6/16; (Mary, Dr. Harmon and Joy), enjoyed a potluck lunch and distributed certificates of appreciation.

*Outcome, Actions, Timeframe:* **Thank you for all of your hard work over the years. I am very lucky and grateful to have such a wonderful team!**

Respectfully submitted by:

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| Jessica Bechtold |  | 9/15/16 |