**Meeting Minutes**

CDS Family & Behavioral Health Services, Inc.

Date 11/21/24

Time: 11

Location: Bivens

Date of Next Meeting: 12/16/24 at 12pm

Attendance: Olivia Hollier, Jessica Bechtold, Gabby Yepes, Elizabeth Paz

Absent: Erin Andres, Melissa Rider (excused)

**I. Business Operations:**

A. Monthly Budget (Revenue and Expenses)

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

 *Discussion:*  Awaiting budget

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

B. Marketing and Business Development

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

 *Discussion*: Discussed Novembers’ outreach efforts (See Pgm Report)

 *Outcome, Actions, Timeframe:*

C. Regulatory Issues

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

 *Discussion:* Reminded team to have training in for review

 *Outcome, Actions, Timeframe:*

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

 *Discussion:*  Peer Reviews, Q2 completed Nov 4th, 2024

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

*3. Sub-topic:* **Policy and procedure/ CPR First Aid**

 *Discussion:* Discussed CPR/1ST aid challenges after October policy update on QI call. Discussed need for affordable options.

 *Outcome, Actions, Timeframe:* Pending decision

 D. Human Resource Issues (Staffing and Training)

*1.**Sub-topic:* **New Hire**

 *Discussion:*  Sarah completed her orientation on 11/21/24 and we are currently in discussion regarding first in person start date.

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

*3. Sub-topic:***Outreach Logs**

 *Discussion:*  Continue to enter into NetMis, log on form and send monthly outreach to Cindy.

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

E. Annual Budget Planning and Process

*1. Sub-topic:*

 *Discussion:*

 *Outcome, Actions, Timeframe: Ongoing*

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

A. Internal Inspections

*1. Sub-topic:* **Drill / Med kits 2024**

 *Discussion:* Drill completed on 11/22/2024. Jess completed maintenance log on 11/21/24.

 *Outcome, Actions, Timeframe:*  Complete

 *2. Sub-topic:* **Fire inspection**

 *Discussion:* Gator Fire completed repairs on Fire signs and lights on 11/21/24. Jessica placed a fire inspection request on 11/21/24 and followed up with the fire marshal via email. Awaiting response.

 *Outcome, Actions, Timeframe:* Pending

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

*1. Sub-topic:*

 *Discussion:*  See above

 *Outcome, Actions, Timeframe:*

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 and remember to complete and submit in a timely manner. Ensure all review dates are met in a timely manner , please refrain from using white out and error out appropriately on documents (one line, through, initial, date).

 *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:* **Audit prep**

 *Discussion:*  Reminded the team that we are now in the time frame of most audits.

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

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:* All CDS employees must receive approval *before* any team member works overtime hours. Any timesheet with overtime must have a notation at the bottom as to when and who approved the number of hours. An example of unavoidable overtime was discussed.

 *Outcome, Actions, Timeframe:* **All overtime must be approved by the COO or CEO. A time sheet that indicates overtime should also have the date, who approved, and # of hours approved.**

B. Marketing and Business Development

*1. Sub-topic* **Annual Meeting, Employee Recognition Celebration**

 *Discussion:*

 *Outcome, Actions, Timeframe:* **Staff Achievement Awards and Longevity awards will be announced.**

*2. Sub-topic*

 *Discussion:*

 *Outcome, Actions, Timeframe:*

*3. Sub-topic*

 *Discussion:*

 *Outcome, Actions, Timeframes:*

C. Regulatory Issues

*1. Sub-topic:*

 *Discussion:*  No discussion

 *Outcome, Actions, Timeframe:*

D. Human Resource Issues (Staffing and Training)

*1. Sub-topic:*

 *Discussion:*

 *Outcome, Actions, Timeframe:*

E. Annual Budget Planning and Process

*1. Sub-topic:*

 *Discussion:*

 *Outcome, Actions, Timeframe:*

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

A. External Inspections

*1. Sub-topic:*

 *Discussion:*

 *Outcome, Actions, Timeframe:* Please ensure your offices are all in compliance with standard fire safety

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:* **Unusual Event Reports-Trends- 1st Quarter Review**

 *Discussion:* The team discussed recent trends of maintenance repairs, and continued bed scanner issues. On a very positive note our runaway UER/reports continue to be very low. Also px grievances are minimal with only 2 participant grievances during our first quarter.

 *Outcome, Actions, Timeframe:* **Submit all UER to COO in a timely manner. Please check your UER binders to ensure signatures are complete.**

**III. Quality Improvement**

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

*1. Sub-topic:* **Peer Reviews-1st Quarter Report**

 *Discussion:*  Thank you for submitting your required quarterly peer reviews.

 *Outcome, Actions, Timeframe:* **Please remember to complete and submit to Liz Q2 peer reviews by 1/15/23.**

*2. Sub-topic:* **QA Director Initial Findings and Reminders**

 *Discussion:* Handout provided. Please ensure all listed items are in compliance with the Florida Networks P&P and QI Standards.

 *Outcome, Actions, Timeframe:* **Alex will be providing his complete report to Directors and scheduling follow-up meetings**.

B. Outcome Management (status, reports, recommendations)

*1. Sub-topic* **YTD Productivity Review**

 *Discussion:* Our YTD Performance Benchmark is 74.8 with bed utilization for July-437, August-355, September-659, and October 664. We need to increase bed utilization as well as Community Counseling intakes. Our SNAP program is also struggling this FY with maintaining enough participants to complete SNAP Clinical program. However SNAP in Schools is doing very well.

 *Outcome, Actions, Timeframe:* **Please ensure we are attending all Outreach opportunities and focus on scheduling intakes as soon as the parent/guardian calls for services or as soon as we receive a referral. Shelter Supervisors/Directors should call the parents/guardians of all intake no-shows and all unplanned discharges.**

C. Accreditation and Regulatory Requirements

*1. Sub-topic:*

 *Discussion:*  No discussion

 *Outcome, Actions, Timeframe:*

D. Policy and Procedure Updates and/or Review

*1. Sub-topic:*

 *Discussion:*  No discussion

 *Outcome, Actions, Timeframe:*

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

*1. Sub-topic:* **Grievance Review-Quarterly Report (see C.1. UER reports)**

 *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/Volunteer and Youth Participation Plan

 *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:*

**IV. Risk Management**

A. Risk Management Plan (exposure to loss)

*1. Sub-topic:*

 *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:*

 *Outcome, Actions, Timeframe*:

**V. Information Technology**

A. Technology Plan

*1. Sub-topic:*

 *Discussion:*

 *Outcome, Actions, Timeframe:*

**VI. Clinical/Program**

A. Medical and Medication Issues

*1. Sub-topic:* **Medication Errors**

 *Discussion:* CDS’ three shelter had zero medication errors in August, September, but two in October.

 *Outcome, Actions, Timeframe:* **Please continue to be very diligent in this critical area and thank you for your efforts to ensure all staff are complying with policy and procedures.**

B. Counseling and Programming Issues

*1. Sub-topic:* **Directors’ Schedule**

 *Discussion:*  Regional Director, Sabriena, will be on leave beginning January.

 *Outcome, Actions, Timeframe:* **Thank you Brian for agreeing to assist at IYP-NW during Sabriena’s absence. Alex and Zeke will also be available for consulting as needed.**

**VII. Other Business:**

*1. Sub-topic:* **Thanksgiving Holiday Vacation Leave**

 *Discussion:*  Please submit any leave requests if you haven’t already.

 *Outcome, Actions, Timeframe:* **Hoping everyone has a safe and Happy Thanksgiving.**

**IV. Risk Management**

A. Risk Management Plan (exposure to loss)

 *1. Sub-topic:* **Fl Network report from Amy Orman**

 *Discussion:* Distributed to team

*Outcome, Actions, Timeframe:* **Reviewed**

*2. Sub-topic:* **Employment Law Training with Bill Krizner**

 *Discussion:* **Held on 11/19/24**

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

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:*

**V. Information Technology**

A. Technology Plan FYI

*1. Sub-topic:*

 *Discussion:*

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

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:* **Documentation and entry**

 *Discussion:*  Documentation due within 24 hours. Submission recommendations within 48 hours.

 *Outcome, Actions, Timeframe:*

**VII. Other Business:**

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

*Discussion:*  No Truancy Court for the month of November.

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

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

Discussion: Jess emailed committee notifying that there are no Case Staffing’s for the month of November. Truancy court cancelled for November 20th and December 18th at 230pm.

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

Respectfully submitted by:

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| Jessica Bechtold  |  |  11/22/24  |