**Meeting Minutes**

CDS Family & Behavioral Health Services, Inc.

Meeting: EMT/CINS/FINS

Date: February 28, 2024

Time: 9:30 am

Location: Bivens

Date of Next Meeting: March 20, 2024, 9:30 am

Attendance: Jessica Bechtold, Brandi Bell, Alex Culbreth, Phil Kabler, Angie Lay, Evelitza Soto, Cindy Starling-Hersey, Liz Tschumy, Zeke Whitter, Angela Williams, Sabriena Williams

Absent: Jonathan Lewis, LaTisha Geiger, Stephanie Douglas, Leigh Kassem, Brian Smith

**I. Business Operations:**

A. Monthly Budget (Revenue and Expenses) (Phil K)

*1. Sub-topic:* **Introduction of Fiscal team: Oliver Nelson, Candace Johnson, ProActive CPA (Tom Porter, CPA, Lynda Lord)**

*Discussion:* Oliver will be responsible for Accounts Payable and Candace will complete payroll. Training will be provided by Tom Porter, CPA.

*Outcome, Actions, Timeframe:* **Please send timesheets to Candace by Monday 12:00 pm.**

B. Marketing and Business Development (Phil K)

*1. Sub-topic:* **Report on 2024 Legislative Session**

*Discussion:*  The 2024 Session is about to close. FL Network’s $6.2MM recurring funds Legislative Budget Request was funded.

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

C. Regulatory Issues (Cindy S-H)

*1. Sub-topic:* **QI, DCF, CARF**

*Discussion:*  QI –East March 6th and 7th, DCF-Administrative and Central shelter. March 11th Lake City and Palatka shelters. CARF April 3rd, 4th, and 5th.

*Outcome, Actions, Timeframe:* **Please continue to maintain all programs “audit-ready”**

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

*1. Sub-topic:* **HR Annual Employee Survey results**

*Discussion:*  Handout with discussion on wins this fiscal year and areas of improvement.

*Outcome, Actions, Timeframe:* **Comments, ideas on ways to improve, suggestion box, birthday acknowledgements. Wins since survey: everyone has received salary or hourly wage increases, Staff Retreat, Holiday Luncheon off-site**. **Provide feedback March meeting with further ways to improve.**

*2. Sub-topic:* **Labor Law Posters**

*Discussion:*  Please pick up today if you haven’t already posted new poster.

*Outcome, Actions, Timeframe:* **Please post in employee area of program buildings.**

*3. Sub-topic:* **CARF and DCF training**

*Discussion:* Deadline for completion approaching.

*Outcome, Actions, Timeframe:* **Please ensure all staff have completed required training topics.**

E. Annual Budget Planning and Process

*1. Sub-topic:* **Tom Porter CPA**

*Discussion:* Tom will begin preparing CDS budget for FY 24-25 with input from Phil and Cindy

*Outcome, Actions, Timeframe:* **Plan to complete in full by 6/1/24.**

F. New IYP-Gainesville shelter (Phil K)

*1. Sub-topic:* **Topping Out Ceremony** **March 20th**

*Discussion:*  Phil estimates that Ribbon-Cutting will most likely take place in July or August 2024. Discussed large conference room that will be open for community partner meetings.

*Outcome, Actions, Timeframe:* **on-going.**

# II. Health and Safety: Program/Regional Directors

A. External Inspections (Cindy S-H)

*1. Sub-topic:* **Fire and Health Inspections**

*Discussion:*  Are there any pending completion?

*Outcome, Actions, Timeframe:* **Central just completed Fire Inspection. All other programs all complete.**

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

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

*Discussion:*

*Outcome, Actions, Timeframe:*

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

*1. Sub-topic:* **CCC Reports**

*Discussion:*  Excellent training this month by the CCC, and DJJ Prevention office staff. Handout provided as to common follow-up question by Prevention team.

*Outcome, Actions, Timeframe:* **Be sure to keep a copy of CCC reportable incidents with you at all times especially for that odd call in the middle of the night. The definitions can be very helpful.**

# III. Quality Improvement

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

*1. Sub-topic:* **Peer Reviews 2nd Quarter**

*Discussion:*  Handout with overview by Liz.

*Outcome, Actions, Timeframe:* **Please forward all peer reviews to Liz quarterly.**

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

*1. Sub-topic:* **Review of Network/CDS performance packet (30, 60 day f/u)**

*Discussion:* Handout of Risk Management packet.

*Outcome, Actions, Timeframe:* **Review of entire packet by Liz and Cindy with CINS team.**

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

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

*Discussion:* Handout of posting that is required to be placed in a visible area to px, families, and community partners*.*

*Outcome, Actions, Timeframe:* **If you haven’t already, please ensure posting “CARF IS COMING SOON” is displayed in lobby areas.**

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

*1. Sub-topic:* **Policy Update Nirvana Completion Times**

*Discussion:* Increase to 30 day from 15 day for data entry for youth who transition between Network funded programs.

*Outcome, Actions, Timeframe:* **effective 2/2/24**

E. Participant Complaint and Grievance (specific and quarterly review of trends) (Cindy S-H)

*1. Sub topic:* **Quarter 2 Incident Summary by Program**

*Discussion:* Central highest on Computers/cameras, East and Northwest highest on maintenance issues. Central had to make contact with law enforcement 3x but none in East or NW. No Child Abuse reports in Central or NW but one in East and Central Non-Residential.

*Outcome, Actions, Timeframe:* **Please remember to maintain grievances for one year to send to Liz for data analysis. Zach has worked to complete camera issues at the Central shelter. Please stay on top of preventative maintenance issues.**

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

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

*Discussion:*  Phil reported that the Board will review the Strategic Implementation Plan and related documents at its 3/14/24 Meeting. The Plan is based upon the 2/4/6 year input from the full CDS Team.

*Outcome, Actions, Timeframe:*

*2. Sub-topic:* **Accessibility Plan**

*Discussion:* The importance of removing any barriers to our services which includes our buildings and grounds, ADA requirements, language barriers, community access, outreach (are we getting our information to needed communities?), diversity (is our staff representative of the youth we serve? Central Handout to team for items identified.

*Outcome, Actions, Timeframe:* **Please review the above items in your program to ensure we are in compliance with our accessibility plan and to identify areas of improvement. Discuss with your team members and communicate findings at next staff meeting Central FA and Central Shelter presented their identified issues. East and NW to complete by March 4th.**

*3. Sub-topic:* Cultural Competence Plan

*Discussion:*  No discussion

*Outcome, Actions, Timeframe:*

*4. Sub-topic:* **Input Plan \* see D1 Annual Employee Survey Results**

*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) (Cindy S-H)

*1. Sub-topic:* **Flooring Bivens Suite 5 & 6**

*Discussion:*  Flooring being replaced due to tiles coming loose and a trip hazard.

*Outcome, Actions, Timeframe:* **Carpet being installed on March 15, 16, and 17.**

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

*1. Sub-topic:*

*Discussion:*

*Outcome, Actions, Timeframe:*

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

*1. Sub-topic:* **Financial Audit Complete FY 22-23**

*Discussion:*  Clean Audit, no issues identified.

*Outcome, Actions, Timeframe:* **Thank you to the EMT team for maintaining excellent files and documentation. All items complete.**

# V. Information Technology

A. Technology Plan (Liz T)

*1. Sub-topic:* **Basic Center Grant Report**

*Discussion:*  Liz thanked both Zeke and Alex for their assistance in completing the extensive report. Liz indicated that px number are looking good for BCG eligible youth.

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

# VI. Clinical/Program

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

*1. Sub-topic:* **Medication Error Rate**

*Discussion:* Statewide Error Rate Significantly Reduced

*Actions, Timeframe:* **Nice job on identifying prevention measures on state-wide call with DJJ.**

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

*1. Sub-topic:*

*Discussion:*

*Outcome, Actions, Timeframe:*

**VII. Other Business:** (All)

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

*Discussion:*  Northwest received a new van and advised “it is great; so nice”

*Outcome, Actions, Timeframe:* **Ensure staff are monitoring youth closely and keeping it clean and damage free**.

*2. Sub-topic:*

*Discussion:*

*Outcome, Actions, Timeframe:*

Respectfully submitted by:

Cindy Starling-Hersey 3/4/24

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Cindy Starling-Hersey Date