**Meeting Minutes**

CDS Family & Behavioral Health Services, Inc.

Meeting: Staff Meeting

Date: March 11, 2022

Time: 8:30 AM

Location: IYP-NW

Date of Next Meeting: April 14, 2022

Attendance: Walter D., Carlton J., Wanda J., Carlos L., Michael Mc., Ralph M., Sharon M., Bessie S., Daphena W., Sabriena W., SherrieAnn W., Roslyn C.

Absent: Kathy H., Belinda K., Kimberly P.

**I. Business Operations:**

A. Monthly Budget (Revenue and Expenses)

*1. Sub-topic:*

*Discussion:*  No discussion

*Outcome, Actions, Timeframe:*

B. Marketing and Business Development

*1. Sub-topic:*

*Discussion:*  No discussion

*Outcome, Actions, Timeframe:*

C. Regulatory Issues

*1. Sub-topic:*

*Discussion:*  No discussion

*Outcome, Actions, Timeframe:*

D. Human Resource Issues (Staffing and Training)

*1. Sub-topic:* **Training Files – Walter D., Administrative Assistant**

*Discussion:*  Walter handed out trainings that are still needing to be completed for this fiscal year. Our Annual Training day will follow this staff meeting. There are certain trainings going on in person and there are also online trainings that need to be completed during this time frame.

*Outcome, Actions, Timeframe:*

*2. Sub-topic:*

*Discussion:*

*Outcome, Actions, Timeframe:*

*3. Sub-topic:*

*Discussion:*

*Outcome, Actions, Timeframe:*

*4. Sub-topic:*

*Discussion:*

*Outcome, Actions, Timeframe:*

E. Annual Budget Planning and Process

*1. Sub-topic:*

*Discussion:*  No discussion

*Outcome, Actions, Timeframe:*

# II. Health and Safety: Program/Regional Coordinators

A. External Inspections

*1. Sub-topic:*

*Discussion:*  No discussion

*Outcome, Actions, Timeframe:*

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:*

*Discussion:*  No discussion

*Outcome, Actions, Timeframe:*

# III. Quality Improvement

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

*1. Sub-topic:*

*Discussion:*

*Outcome, Actions, Timeframe:*

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

*1. Sub-topic:*

*Discussion:*

*Outcome, Actions, Timeframe:*

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

*1. Sub-topic:*

*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

*Discussion:*  No 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:*  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:*

*Discussion:*  No discussion

*Outcome, Actions, Timeframe:*

# 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:* **Shift Exchanges – Carlos L., Residential Supervisor**

*Discussion:*  Please remember that ALL shift exchanges will be made up in the Intake room, away from all the participants. Shift exchange should never be done on the floor, or anywhere around the children at any time.

*Outcome, Actions, Timeframe:*

*2. Sub-topic:* **Spring Break Schedule March 21st – 25th – Carlos L., Residential Supervisor**

*Discussion:*  Mrs. Wanda has come up with a Schedule for this year’s Spring Break and the activities that will be done during that week.

*Outcome, Actions, Timeframe:*

*3. Sub-topic:* **Report Participants Situations in Progress Notes – Carlos L., Residential Supervisor**

*Discussion:*  Anything pertaining to the youth should be documented in that youth’s file. Home visits, doctor’s visits, if the child is IH (in house) or OH (out of house), what happened with that participant during your shift. This is where you put all of the child’s movements throughout your shift. Incidents as well should be documented and explain what happened, where, and what was done and what report was written and who you called to report the incident to.

*Outcome, Actions, Timeframe:*

*4. Sub-topic:* **3CX Phone Training & Etiquette – Carlos L., Residential Supervisor**

*Discussion:*  When answering the phone, say the following Greeting: Good morning, Good Afternoon, Good Evening. CDS Family & Behavioral Health Services, Inc. this is Walter speaking, how may I help you? When ending the call: Have a good day, night, evening, etc. To place a call on park mode, look at the right side of the phone there are 2 green lights lit up. Touch one of those, the light will turn red, that person is now in park mode, let the person know which line to pick up (the red lit up button). To answer a call in park mode touch the light that is red after picking up the hand set and speak. To blind transfer a call: Press the button with 2 telephones on it, then dial the Ext. of the person the call is for. To place a call on hold by pressing the hold button (II). To resume the call press the line that is blinking.

*Outcome, Actions, Timeframe:*

**VII. Other Business:**

*1. Sub-topic:*

*Discussion:*

*Outcome, Actions, Timeframe:*

*2. Sub-topic:*

*Discussion:*

*Outcome, Actions, Timeframe:*

Respectfully submitted by:

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| --- | --- | --- |
| Carlos Lopez |  | 3/11/2022 |

Name Date