

Meeting Minutes

CDS Family & Behavioral Health Services, Inc.

Meeting: **Staff Meeting**

Date: **September 30, 2020**

Time: **9:00 AM & 4:30 PM**

Location: **IYP-NW**

Date of Next Meeting: **November 20, 2020**

Attendance: Chondra B., Walter D., Carlton J., Wanda J, Carlos L., Christine K., Ralph M., Sharon M., Justin R., Ashanti W., Terri W., Sabriena W.

Absent: Kathy H., Daphena W., SherrieAnn W.

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: **Overtime**

Discussion: Mrs. Williams stated we have had a lot of overtime and I know that is due to our shortage of staff primarily on the weekends, but me and Mr. Carlos are working very hard on trying to get that overtime budget down. We are fluctuating very high and then we will come down a few hundred dollars and then we will skyrocket back up and this is something that Jim and Tracey have been stressing for that last couple of years and now it has become an issue again. So I am putting a plea out to all of our part-time staff if you could please help us out, it's when our full-time staff have to work overtime that this puts us in a bind. So I am putting a plea out today for all of our part-time staff or PRN staff if you could please help us to fill in these gaps. Because the way it's looking right now is that we are lacking part-time coverage on our Friday, Saturday and Sunday Evening shifts is where we are lacking staff. Our ration is 1 to 6. And we could very easily work one person doing the shift, but when we have females it's hard to just work 1 male because of the idea females having to take showers, and things like that and we could easily monitor the kids from the computer just to insure safety and all those other things, but we really need 2 people on a shift. And that's Friday evening, Saturday evening, Sunday evening. I have worked the Friday evening and I know it's leading into weekend and people are trying to get their lives in order and that sort, but if any way you could make your schedule this is for the part-time people if there is any way to make your schedule more flexible to at least help us out with those shifts please see me or Mr. Carlos. We really need your support, especially now. We are in transition of trying to hire another PRN person who may be able to help us out on the weekends, but you know the process is the person has to get screened, they have to get

trained, they have to do their shadowing's and then they get on the floor. So if I can just get my part-time/PRN people to really look at your schedules and to see if there is any way you could help us out at all. Thank you!

Outcome, Actions, Timeframe:

2. *Sub-topic:* **Alternative Staff Schedule Changes**

Discussion: Mrs. Williams stated we are doing the best we can to try to plug people in, to accommodate the schedule. So there are going to be some changes and I know these changes may not be comfortable for some people but just bear with us in the next two weeks or three weeks because we have to decrease this overtime. And that means that some people that typically that would work a 8 to 4 weekends may sometime have to work a 4 to 12 and vice versa. But we are doing everything we can to accommodate schedule but right now overtime is the biggest issues and we are just going to have to alternate schedules. So if you have any ideas or any plans or anything that you can offer to us to see if we can make this easier for the next couple of weeks please see me or Mr. Carlos and offer your suggestions because we are open to suggestions. Mr. Carlos stated that he affirmed what Mrs. Williams had said and also stated that he was really grateful for those that had been able to help. The reason we harp so much on this is we get spanked, we get spanked from the higher ups on this when they look at our numbers and even though we are doing as much as we can you know there is still the pressure and with that a lot of times comes the pressure for us to do whatever it takes to try to make this work because what we are trying to do is trying to keep our entire staff. There is no doubt about it our priority is to keep our entire staff. When they start talking budget cuts and this and that it's like no we want to keep our entire staff and do whatever is necessary, for that to happen it takes an entire team mentality. So wherever you are on this and you're looking at it just come see me if we have a spot open that needs covered. The needs are happening on the weekends, those weekend evening shifts are being really hard to cover, we have had the help from other shelters allowing us to use their available employees but they are also caught up in trying to staff their own shifts so there is only so much that we can get on that end so. We really do rely on a well-balanced team you know to complement each other and filling these little vacancies.

Outcome, Actions, Timeframe:

3. *Sub-topic:* **Training Files – Mr. Walter, Administrative Assistant**

Discussion: I am putting together our newest employees file Mrs. Ashanti. I will be getting together a tally of the trainings that staff needs to work on immediately as a carry over after our QI Review. We have changed the format of the training document as far as color coding the different trainings. Mrs. Williams and I thought it may be easier for the QI staff to see what trainings are what with the new color coding implemented. Walter is working from home and if you have any training you need to get to him or have any questions please leave it in his box, because he checks his box several times throughout the week.

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: No 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: **Cellphone usage/NEW phone System Use**

Discussion: Mrs. Williams wanted to remind everybody that the cellphones are not to be out on the floor. We put up a couple of signs a couple of months ago cellphones are not to be on the floor. If you need to step off the floor and make a cellphone call please do so, check in with your shift partners and step off the floor and use the phone. But cellphones are not to be on the floor, not checking emails, not checking text messages. We have been seeing a lot of the cellphones out and I realize that people have family, they have children, and they have all types of things going on but if you need to use your cellphone please step off the floor. We are just going to use this staff meeting as an opportunity to say that we had a talk about it and if it becomes a problem in the near future we are going to start doing communication notes on cellphones. Because this has been an issue we been talking about for a while. Mr. Carlos stated the new phone system is already in use many of you may already know, if you need to get a hold of someone all you have to do is dial the extension. I have it downloaded on my cell phone for better access. This system also has a call log for backing up any issues we may have if you are seen on your cellphone.

Outcome, Actions, Timeframe:

2. Sub-topic: **CALL OFF Protocols**

Discussion: Mr. Carlos stated that always at the bottom of the schedule there is a reference to what the cut off times are for calling off on each shift. This was a practice that was lost for a little bit of time and I can more than likely take the blame for that because I know it was always a part of Mrs. Williams practice to always make sure that the notice was

on there and when I started taking over the schedule I kind of phased it off because I think I erased it at one point and couldn't bring it back. But we brought it back so that way we are also evaluated during the QI Reviews to make sure that we are communicating what the times for calling are off. It states for a 4pm shift a 4 to 12 shift you should be calling off by 7:30 AM before 8AM preferably of that day. If you're calling off for a Midnight shift make sure you call off by 12noon that gives ample time to make an arrangement. And if you're calling off for the 8AM shift you have until 9pm to make sure you contact a supervisor to let them know you are not going to be there in the morning.

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:* **QI Results**

Discussion: Mrs. Williams stated that we have not gotten our QI Results back we were told that it was going to take a little while longer to get the results. I know we usually get the preliminary results back a day or so after they leave. But we have not gotten those back. So I am saying no news is good news. The only thing they left us with the last day of QI is that we need to work on some clinical files, but it was not clear on what files and what was missing or what needed to be improved. So we will probably get that information when we get our updated results, so as soon as we get the results I will let you guys know. But as far as I know we passed, we just had some areas in our clinical setting that we need to work on. One thing

they did point out in our QI Review was that we needed to work on making sure that things were clear in our log books. Because they did go through our log books, we need to make sure we are signing our log books and that we are putting every entry in the log book that needs to be in there. Making sure we are putting down our interaction activities with our participants and that we are coding them in the right codes. That is why it is very important that whoever is identified as the Shift Leader on that shift that Mr. Carlos has highlighted, that person who is the shift leader makes sure that before your shift is over that you're making certain that the log book is up to date and that everything is signed off. Because when Mr. Carlos gets it and he signs off on the log book as the Supervisor he is going to get back with you if it is not done correctly. So we need to make sure we are doing that. Mr. Carlos stated that he did have to correct certain entries that were made and the entries were scratched out like an error. We are all human and will be going to commit errors, but we have to try and avoid scratching a whole word out or whatever the error is, just put a line through it and on top of it your initials and the date. That is one thing that they specifically asked me for to correct during the documentation review of our log book. I think there were only 2 in the entries of the ones that they asked from us, this took place on the evening shifts during the weekends both errors were found on that shift. I corrected them and I believe that we got a 99% on that.

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:* **Participant – Staff Interactions**

Discussion: Mrs. Williams stated that the staff has made great improvement in this department. You have really stepped up with your interactions with the participants by playing games, outside activities with them, talking with them. I am really excited to see things have shifted in that area where you are really interacting with them, as I always say if there is any activity that you want to do with the kids that require materials or food if you want to do baking activities with them or whatever you want to do with them, you could just leave a note in my box of the materials you may need to do the activities we are up for that. You guys are doing a great job with that, I see a lot of it being done on the evening shift. They seemed to like the card games, so if your cards get a little wore out let us know so we can get more cards. I see your playing the board games with them. Great job, great job with the staff interactions if there is anything new or you have any new ideas let me know.

Outcome, Actions, Timeframe:

2. *Sub-topic:* **Counselor Input – Miss Christine, Residential Counselor**

Discussion: From a counselors point of view I guess about when we are watching movies, we have kids in here that have trauma, sexual abuse, physical abuse, emotional abuse, so I just wanted to make a suggestion that maybe we need to stay away from those

areas when we are selecting movies, remember to be mindful of where they are coming from especially before the bed time. And we have a few participants that are going to be discharged in the coming week.

Outcome, Actions, Timeframe:

VII. Other Business:

1. Sub-topic: Teamwork & Accountability

Discussion: Mr. Carlos and Mrs. Williams both agreed that we covered this topic in the above subjects that we previously spoke about.

Outcome, Actions, Timeframe:

2. Sub-topic: Virtual School – Mr. Carlos and Mrs. Wanda

Discussion: Mr. Carlos stated that we have been challenged this year more so than any other year even though I haven't been here, but this is the first year that practically all school is being done virtually at Interface Northwest and at many other places. It is something new we are getting used to, it's taking more supervision and also it takes tact and intelligence on our part to try to address it with the kids, because they are super smart. I have tried to show staff that when you see multiple windows open on one browser, because they know how to manipulate that mouse real quick to show on the screen or to cover up something that they are not to be looking at and we have been catching those items and they need to be addressed and if it gets to the point and this is a suggestion we are learning from our mistakes that a student is getting really aggressive about it and we just need to cut their internet off don't forcefully try to take the chrome book or shut the laptop off. Go back to the nursing station and there is this little white disc, disconnect their internet from there they lose their broadband and their signal they won't be able get back on what they were looking at and then we will address it. We will call them off to the side; we will bring them into the office or call me or Mrs. Sabriena into it and we will address this one on one with the student that keeps on being defiance. I think those are the challenges that are here to stay so to speak that we need to deal with, because virtual school is going to continue. I don't think anytime soon we are planning to send the kids back to school it is just a big window for stuff to start happening. We already had to close down East for a couple of weeks and put everybody on quarantine, so we are trying to minimize all that. Minimize the contact with the outside sources. Mrs. Wanda stated that she was trying to stay alert and keep watch over the kids and they are doing pretty good right now. With the schools, I called them and they are working with me really well I get Mr. Carlos involved with it. It has been pretty hard getting their passcodes sometimes other than that they are doing really good working with me. The ones that are kind of behind they work hard and in the afternoon we have tutors they are working with them really good. I normally leave them a message let them know who they need to work with especially the ones that are behind in their classes. Other than that everything is going really good they are staying on task, you know some of them go off for a little bit but they really are doing very well. I have to keep an eye on them but their doing good.

Outcome, Actions, Timeframe:

3. Sub-topic: Screenings & Intakes

Discussion: Mrs. Williams stated so we are still doing screenings guys, so anybody that calls in, we need to make sure we are doing a screening with them. I spoke to a lady yesterday, she indicated that she had called over the weekend and someone was supposed to get back with her to do a screening and no one ever called her back. Make sure we are calling parents back to do screenings, I think Mr. ralph called her back and got the screening done. I think Mr. Carlos; haven't you set up an intake? Did you want to speak on that? Well actually right now we are getting an intake done today on a boy and I have a another boy on standby

just waiting to get discharged from Meridian, we will see how that goes they only have a window of 48 hours if not then we are going to move on with the next screening we have in place. To continue our numbers to remain in and around 6 CINS/FINS kids. Right now we have the 4 females, 1 in the process a boy and another one in the background waiting for or to get discharged. You may want to check with Mr. Ralph because I think he has an intake that is a female today. Ok and if that's the case then we will have 5 females and 1 boy. Nope no boys. We don't have any boys left. We will be at 5 females.

Outcome, Actions, Timeframe:

4. *Sub-topic:* **Bedtime & Meditation & Supervision/Bed Checks Evening shift**

Discussion: I have taken the liberty of pulling up the New Interface Weekly Schedule for us which is the one we have been utilizing for this virtual 2020 Educational Season we did some updates to it prior to our QI Review and what I notice is that we need to still get it posted in the Boys and the Girls dorm areas. I think I think we still have an old schedule posted in those areas even though the new schedule is already posted in the Youth Care Workers office. I leave one outside my office as well. And I always try to leave one in the log book, just so we can try to adhere to it as much as possible. This is basically my bible when I am here to try to adhere as much as possible to this schedule. This insures that they are eating at the right times, it ensures that they are getting to bed on time and getting at least 8 to 9 hours of sleep and getting up on time for the next day's activities. Mrs. Williams stated for those of you sitting in the doorway at bedtimes, this was brought up during the QI Review also and in talking to the other Coordinators that they also are going to make sure that when they look in our log books and they look at our cameras that it is documented in the log book. It used to be that you could sit in the doorway and that could be considered supervision, but now it has to be recorded just as if you were scanning. So what me and Justin did on Friday when we worked both of us sat in the doorways and he was doing the log book he just put female staff and male staff sitting in the doorways, whatever langue he used it let the auditors know that we are sitting in the doorways and you just have to chart it every 15 minutes as if though you were scanning. Do you understand what I am saying about that? So it has to be logged into the log book, that's the one thing we weren't doing. They saw where it was printed off where midnight shift was doing it, but they didn't see where it was being recorded where someone was actually sitting in the doorway. Other than video footage it has to be recorded in the log book as well. No problem sitting in the doorway it just has to be recorded. That it had not been recorded previously.

Outcome, Actions, Timeframe:

5. *Sub-topic:* **United Way Campaign – Mrs. Williams**

Discussion: Mrs. Williams stated that every year we participate in the United Way Campaign. The last couple of years I and Walter and a few others have gotten the information and moved forward with the campaign and we want to more than ever now help out with the campaign and our local community because of Covid and other endeavors they are trying to assist with in the area. And so last year we had a little fun slogan we used "Change for change in our community" and we had our favorite college teams or NFL teams and we collected our loose change in those boxes. This year we are going to have a different slogan and I will let Mrs. Sharon tell you about that. The campaign will begin the end of October through the end of November. Mrs. Sharon spoke to us about the new campaign and slogan. It will be "Under Construction, Working together to build a Better Community" I will be making more boxes, decorating them a little different, because those seemed to be a little more secure, as to once we put the money in and with it being wrapped will be more sturdy.

Please let me know, or Mr. Carlos or Mrs. Williams so I can get you a box made. Mid October our display will be up and ready to start.

Outcome, Actions, Timeframe:

6. *Sub-topic:* **On Call Schedule**

Discussion: The reason why it isn't being posted separately is that it is already posted on the Weekly Schedule (Highlighted in **BLUE**) Supervisor for that day is on the schedule, shift leaders for that are on there as well. And the person that is on call for the week is also on their highlighted in blue.

Outcome, Actions, Timeframe:

7. *Sub-topic:* **Staff Shout Outs**

Discussion: A huge shout out to Mrs. Wanda and also Mrs. Sharon!

Outcome, Actions, Timeframe:

Respectfully submitted by



Carlos A Lopez Jr
Residential Supervisor

Name

12-23-20

Date