**Meeting Minutes**

CDS Family & Behavioral Health Services, Inc.

Date: 02/26/2024

Time: 12pm

Location: Bivens

Date of Next Meeting: Tuesday 03/25/2024 12pm

Attendance: Wendy Mandell, Elizabeth Paz, Melissa Rider, Gabby Yepes, Olivia Hollier, Jessica Bechtold, Erin Andres

Absent:

**I. Business Operations:**

A. Monthly Budget (Revenue and Expenses)

*1. Sub-topic:* **Fiscal Meeting**

*Discussion:*  Jessica to submit all purchase orders for purchases made during the fiscal transition. Resent Petty cash reimbursement.

*Outcome, Actions, Timeframe:* **Awaiting Petty Cash check**

*2.**Sub-topic:* **Overtime**

*Discussion:* Discussed expectations of the Counselor/Case Manager position including, but not limited to completing work within the 40-hour work week. Jess reminded the team of the need to discuss hours and schedule with supervisor in advance if they think they may go over so that any issues can be mitigated.

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

B. Marketing and Business Development

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

*Discussion:* the team discussed specific outreach events attended/completed. Discussed expectations for continual outreach efforts and the increasing need for intakes. Counselors sent in their monthly list for outreach on Monday and Jess reminded them to enter it into NetMis. Discussed monthly and yearly productivity expectations and needs.

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

C. Regulatory Issues

*1. Sub-topic:* **Charts**

*Discussion:* Based on recent challenges, Jess discussed the need for timely chart submissions, signatures, timely documentation, signatures, reviews, and plans. Counselors confirmed their understanding of expectations and contract requirements. Please remember to enter name into both Primary and Intake slots in NetMis.

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

*2. Sub-topic:* **Training Files**

*Discussion:*  Discussed most recent QI review and training excel outline (template) modeled after audit expectations. The team also discussed the challenges with quarterly dates on the training file and agreed with the deletion of dates. Please use the most updated version sent. In addition, Jess reminded team of training needs after the fiscal year was up.

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

*3. Sub-topic:* **NetMis 3**

*Discussion:*  Please enter all chart information fully into NetMis . Monitor due dates and data requirements (3 days). Discussed issues with 30, 60, 90 challenges in NetMis, particularly with regards to due date prompts. To mitigate this, Elizabeth has been asked to also filter through the list of upcoming 30,60,90’s by discharge date just in case there are still glitches in the system.

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

*4.**Sub-topic:* **Productivity**

*Discussion:*  Discussed non-residential needing to meet 90% of contract requirements and overproducing to make up for deficits. Recommended to over schedule to make up for the no shows. Jess sent out risk management report electronically and asked counselors to identify any inaccuracies if present.

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

*5. Sub-topic:* **Fiscal Audit**

*Discussion:* Jess met with fiscal auditor on Wednesday, 2/7/2024 at 10 am.

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

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

*Discussion:* Completed for Q 3 and submitted to data on February 26th, 2024.

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

D. Human Resource Issues (Staffing and Training)

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

*Discussion:* See Above

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

*2. Sub-topic:* **Schedules/data updates**

*Discussion:* Please remember to hand in schedules at the end of each week and submit any data entry needs (and updates).

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

E. Annual Budget Planning and Process

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

*Discussion:*  See Above

*Outcome, Actions, Timeframe:*

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

A. Internal Inspections

*1. Sub-topic:* **Drill for February 2024**

*Discussion:* Drill for February was completed on February 27th at 1230pm. Maintenance log completed for February 27th as well (Copy in Emergency Binder).

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

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

*1. Sub-topic:* **Building inspection**

*Discussion:* Jess placed thermometers in all refrigerators, placed hooks on walls and arranged hanging cords so that they are out of reach. Floors will be carpeted in SNAP on March 15yh, 16th, and 17th,

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

C. Incident Reports (Reports, analysis of trends, recommendations)

*1. Sub-topic:*  **Abuse Reporting**

*Discussion:* Submitted one abuse report to CDS incident report form online ( new online submission)

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

**III. Quality Improvement**

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

*1. Sub-topic:* **Barriers to services**

*Discussion:*  Jess polled each team member about the barriers to services.

*Outcome, Actions, Timeframe:* **Submitted to Cindy.**

B. Outcome Management (status, reports, recommendations)

*1. Sub-topic:* **See Risk Management**

*Discussion:*

*Outcome, Actions, Timeframe:*

C. Accreditation and Regulatory Requirements

*1. Sub-topic:*  **CARF Audit**

*Discussion:*  April 3,4, 5th.

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

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

I. **Review for Your Information from CINS/FINS Meeting:**

**Business Operations:**

A. Programmatic

*1. Sub-topic:* **Fiscal operations, PO, Timesheets, Tax exemption form**

*Discussion:* Obtain approval for OT (Put in writing)

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

*2. Sub-topic:* **Fiscal**

*Discussion*: Introduction of Oliver Nelson, Candace Johnson, and Tom Porter

*Outcome, Actions, Timeframe:*

B. Monthly Budget (Revenue and Expenses)

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

*Discussion: No discussion*.

*Outcome, Actions, Timeframe:*

C. Marketing and Business Development

*1. Sub-topic:* **Legislative session 2024**

*Discussion:* Phil provided feedback to EMT and CINS management team

D. Regulatory Issues

*1. Sub-topic:* **Fiscal Audit 22-23**

*Discussion:*  Completed

*Outcome, Actions, Timeframe:*

E. Human Resource Issues (Staffing and Training)

*1. Sub-topic:* **HR annual survey results, wall postings**

*Discussion:*  Discussed Employee survey hand out and discussed Labor Law posters, training, CARF, DCF

*Outcome, Actions, Timeframe:*

II. Health and Safety: Program/Regional Coordinators

A. External Inspections

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

*Discussion:* Discussed the need to improve building prior to CARF

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

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

*1. Sub-topic:* **Building inspections**

*Discussion:* Concerns identified on self-inspection report

*Outcome, Actions, Timeframe:*  **Continue building inspections**

*2. Sub-topic:* **UER**

*Discussion:* Discussed recent trends of maintenance repairs and bed scanner issues. UER reports have decreases in Q2 and grievances lower than Q1.

*Outcome, Actions, Timeframe:* **Submit all UER’s to COO.**

C. Incident Reports (Reports, analysis of trends, recommendations)

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

*Discussion:*  Review of significant events or trends

*Outcome, Actions, Timeframe:*

# III. Quality Improvement

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

*1. Sub-topic:* **Financial Audit**

*Discussion:* See above

*Outcome, Actions, Timeframe:* **To complete 2/7/2024 and 2/8/2024**

B. Outcome Management (status, reports, recommendations)

*1. Sub-topic:* **CINS review of program report**

*Discussion:*

*Outcome, Actions, Timeframe:*

C. Accreditation and Regulatory Requirements

*1. Sub-topic:* **DCF Licensure audit March 5th and 11th. IYP-East QI review March 6th and 7th, CARF April 3-5th, 2024.**

*Discussion:* CARF Handout discussed

*Outcome, Actions, Timeframe:*

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

*1. Sub-topic:*  **Policy update, Nirvana completion times**

*Discussion:*

*Outcome, Actions, Timeframe:*

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

*1. Sub-topic:* **Px complaint/ grievance**

*Discussion:*  Please keep a copy of px complaints and send a copy of all grievances to Liz each quarter by the 5th.

*Outcome, Actions, Timeframe:*

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

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

*Discussion:*  Review of 2,4,6 year conceptualization

*Outcome, Actions, Timeframe:*

*2. Sub-topic:* Accessibility Plan

*Discussion:* Please complete improvements as needed

*Outcome, Actions, Timeframe:*

*3. Sub-topic:* Cultural Competence Plan

*Discussion:*  No discussion

*Outcome, Actions, Timeframe:*

*4. Sub-topic:* **Input Plan**

*Discussion:*  Employee survey

*Outcome, Actions, Timeframe:*

*5. Sub-topic:* Community Relations plan

*Discussion:*  Outreach/safe place position open

# *Outcome, Actions, Timeframe:*

# Risk Management

A. Risk Management Plan (exposure to loss)

*1. Sub-topic:* **Flooring ste 5 and 6**

*Discussion:*  Carpet will be installed on March 15th, 16th, and 17th, 2024.

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

B. Employee Concerns or Complaints

*1. Sub-topic:* Fiscal concerns pending

*Discussion:*  Administrative team worked collaboratively to rectify employee fiscal concerns. Corrections ongoing.

*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:* **Medication RN**

*Discussion:*  Training by the Fl Network

*Outcome, Actions, Timeframe:* Reported Med error reduced across the state

B. Counseling and Programming Issues

*1. Sub-topic:*

*Discussion:*  No discussion

*Outcome, Actions, Timeframe:*

**VII. Other Business:**

*1. Sub-topic:* Lake City Van

*Discussion:*  No discussion

*Outcome, Actions, Timeframe:*

IV. Risk Management

**Risk Management**

A. Risk Management Plan (exposure to loss)

*1. Sub-topic:* **Risk Management Report**

*Discussion:* See above discussion

*Outcome, Actions, Timeframe:*

B. Employee Concerns or Complaints

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

*Discussion:* See above

*Outcome, Actions, Timeframe:*

C. Potential regulatory audits and/or investigation of operations

*1.* *Sub-topic:* **Audit 2024**

*Discussion:* Discussed upcoming Carf and fiscal audit.

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

# V. Information Technology

A. Technology Plan FYI

*1. Sub-topic:*

*Discussion:*  **No Discussion**

*Outcome, Actions, Timeframe:*

VI. Clinical/Program FYI

A. Medical and Medication Issues

*1. Sub-topic:*

*Discussion:*

*Outcome, Actions, Timeframe:*

B. Counseling and Programming Issues

*Sub-topic:* **Data Entry Requirements**

*Discussion:*  The team discussed concerns with overwhelm and availability as data entry expectations grow. Jess suggested making a list of concerns to discuss at QI meeting.

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

**VII. Other Business:**

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

*Discussion:*  Pending March date. Will be updated by Rod Warner as time approaches.

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

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

*Discussion:*  Scheduled for June 13th at 10am.

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

Respectfully submitted by:

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| Jessica Bechtold |  | 2/26/24 |