**Meeting Minutes**

CDS Family & Behavioral Health Services, Inc.

Date: 07/25/2022

Time: 2pm

Location: Bivens

Date of Next Meeting: August 25th at 11am

Attendance: Jessica Bechtold, Adam Hassan, Ashley Harrynarine, Arielle Tibon

Absent:

**I. Business Operations:**

A. Monthly Budget (Revenue and Expenses)

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

*Discussion:*  Jess checked in with the team to assess supply, building needs.

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

B. Marketing and Business Development

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

*Discussion:* Jess and team will meet with Jasmine Singleton on 7/26/22 at 230pm for groups. Adam is also working closely with Jonathan Lewis (Levy County) to jumpstart groups in the area. Jess also discussed the importance of increasing productivity in the most effective and efficient way possible (groups).

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

*2. Sub-topic:* **Shelter**

*Discussion:*  Jess and team discussed the importance of wrap around services. Adam and Arielle to schedule zoom call with counselors to discuss their willingness to attend intakes at shelter. Team to call referrals upfront to identify any referrals willing to enter shelter services.

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

*3. Sub-topic:* **Challenges**

*Discussion:*  Jess and team discussed challenges to services and recommendations for problem solving productivity issues (ie notifying families of 24 hr cancellation notification. The team also created a step by step notification system for upcoming intakes and a process for when intakes no show (call up next intake in line to offer intake slot ). In addition, Jess noted that it is important to communicate with or involve the referral source so that they can also connect with the family.

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

C. Regulatory Issues

*1. Sub-topic:* **Data entry and documentation**

*Discussion:*  Jess and the team identified multiple ways in which to submit data when taking on groups. Jess reminded team of the need for signatures on individual plans and to close out by the 90 days or before (get extension approval from supervisor with signature). Please remember to submit all charts within 72 hours for data entry and to complete documentation within 24 hours.

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

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

*Discussion:* Peer reviews completed on 7/18/22.

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

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

D. Human Resource Issues (Staffing and Training)

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

*Discussion:* Training file audits completed 7/25/2022. The team was reminded to complete training within the new fiscal year.

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

*2. Sub-topic:* **Open positions**

*Discussion:* We are currently advertising forone administrative position along with two counseling positions.

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

*3.**Sub-topic:* **Intern**

*Discussion:*  On August 25th, Family Action will be welcoming a new counseling intern through St. Leo University. It is with hope that the new intern may be able to take on additional intakes once trained in order to minimize the productivity gap.

*Outcome, Actions, Timeframe:*  **Jess ia meeting with Olivia and school internship supervisor on 7/28/22 to discuss clinical needs and school requirements.**

E. Annual Budget Planning and Process

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

*Discussion:*  No discussion

*Outcome, Actions, Timeframe:*

# II. Health and Safety: Program/Regional Coordinators

A. Internal Inspections

*1. Sub-topic:*  **Sanitation of Building**

*Discussion*: Discussed sanitation schedule. Continue to use social distance measures, stagger sessions if not remote, wipe down tables, chairs, door knobs, phones, computers, bathrooms and any other applicable items, etc., wash hands regularly and thoroughly, utilize available hand sanitizers, gloves and other safety measures.

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

*2. Sub-topic:* **Drill for July 2022**

*Discussion:* Jess completed drill for July 2022 and completed medical kit audits. Cindy discussed need for updated medical forms noting that she would identify a place to store them.

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

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

*1. Sub-topic:*

*Discussion:*

*Outcome, Actions, Timeframe:*

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

*1. Sub-topic:*

*Discussion: No Discussion:* **No discussion**

*Outcome, Actions, Timeframe:*

# III. Quality Improvement

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

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

*Discussion:*  Jess completed discharge training and discussed implications and needs if charts go over 90 days. During the meeting, Jess and team also discussed chart transitions and created a plan that will allow for an easy transition as Ashley leaves.

*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:*

*Discussion:*

*Outcome, Actions, Timeframe:*

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

**Business Operations:**

A. Monthly Budget (Revenue and Expenses)

*1. Sub-topic:* **Director’s Budget**

*Discussion:*  No discussion

*Outcome, Actions, Timeframe:*

B. Marketing and Business Development

*1.*  *Sub-topic:* **Cooperative Agreements**

*Discussion:* Cindy requested current, updated, and recommended potential cooperative agreements with community partners,

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

C. Regulatory Issues

*1. Sub-topic:* **Monthly reports**

*Discussion:* All unusual event, CCC, abuse and grievance reports to be sent to Cindy via email. Program reports and data reports due by the 5th of the month. Staff meeting minutes to be sent to Sam, Cindy and Phil by the 15th of the following month. .

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

*2.**Sub-topic:*

*Discussion:*

*Outcome, Actions, Timeframe:*

*3. Sub-topic:*

*Discussion:*

*Outcome, Actions, Timeframe:*

D. Human Resource Issues (Staffing and Training)

*1. Sub-topic:* **COVID protocol**

*Discussion:* Angie discussed COVID protocol according to CDC guidelines.

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

*2.**Sub-topic:* **Employee Surveys**

*Discussion:*Employee surveys due July 15th although this date was extended to increase response rate.

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

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:*  No discussion

*Outcome, Actions, Timeframe:*

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

*1. Sub-topic:*

*Discussion:*

*Outcome, Actions, Timeframe:*

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

*1. Sub-topic:*

*Discussion:*

*Outcome, Actions, Timeframe:*

**III. Quality Improvement**

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

*1. Sub-topic:*

*Discussion*:

*Outcome, Actions, Timeframe:*

. Outcome Management (status, reports, recommendations)

*1. Sub-topic:*

*Discussion:*

*Outcome, Actions, Timeframe:*

C. Accreditation and Regulatory Requirements

*1. Sub-topic:*

*Discussion:*

*Outcome, Actions, Timeframe:*

D. Policy and Procedure Updates and/or Review

*1.**Sub-topic:* **Suicide procedures Q and A**

*Discussion:* Cins /Fins team discussedthe new Suicide Assessment process and identified strengths and challenges of the process as well a questions to address at the next office hours meeting.

*Outcome, Actions, Timeframe:* **The team fielded questions to Megan Picinic during the zoom call as Lauren and Che were unable to make it.**

*Outcome, Actions, Timeframe:* Answers pending Lauren and Che’s return.

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:* **Network End of year report**

*Discussion:* Reminder to review end of year report card as a means to gauge productivity and need.

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

*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:*

*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:*

*Discussion:*  No discussion

*Outcome, Actions, Timeframe:*

**VII. Other Business:**

*. Sub-topic:*  **Youth of the month nomination**

*Discussion:* No discussion

*Outcome, Actions, Timeframe:*

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

*1. Sub-topic:*

*Discussion:* No Discussion

*Outcome, Actions, Timeframe:*

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

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

*Discussion:* See above in outreach plan.

*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:*

*Outcome, Actions, Timeframe:*

*5. Sub-topic:* Community Relations plan

*Discussion:*  See above

*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:*

*Discussion:* **No Discussion**

*Outcome, Actions, Timeframe:*

# V. Information Technology

A. Technology Plan FYI

*1. Sub-topic:* **IT**

*Discussion:*  Fax and new printer installation will commence in August, 2022

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

VI. Clinical/Program FYI

A. Medical and Medication Issues

*1. Sub-topic:*

*Discussion:*

*Outcome, Actions, Timeframe:*

B. Counseling and Programming Issues

*Sub-topic:*

*Discussion:*

*Outcome, Actions, Timeframe:*

**VII. Other Business:**

1. *Sub-topic:* **Forms**

*Discussion:*  Jess and Sam have been collaborating to update nonresidential forms on the intranet.

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

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

*Discussion:*  Truancy Court will be held again on August 17th, 2022 at 330pm.

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

Respectfully submitted by:

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| Jessica Bechtold |  | 7/25/22 |