**Meeting Minutes**

CDS Family & Behavioral Health Services, Inc.

Meeting: December 18th, 2023 and an Staff meeting update after CINS/FINS on December 21st 2023

Staff Meeting

Date: 12/18/23

Time: 12:00 pm

Location: FAC/Bivens

Date of Next Meeting: 01/22/24 at 12 pm

Attendance: Wendy Mandell, Melissa Rider, Erin Andres, Jessica Bechtold, Gabriella Yepes

Absent: Olivia Hollier (excused)

**I. Business Operations:**

A. Monthly Budget (Revenue and Expenses)

*1. Sub-topic:* **Timesheets / schedules**

*Discussion:* Discussed timesheet and schedule submissions during holiday

*Outcome, Actions, Timeframe:* **Please submit timesheets/ anything fiscal related by 12/22/23.**

*2.**Sub-topic:* **Tax exemption**

*Discussion:*  Jessica updated accessible accounts with updated tax exemption form)

*Outcome, Actions, Timeframe:* Completed

B. Marketing and Business Development

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

*Discussion:* FA team provided outreach to Alachua County public schools and the new supervisor at Bays Florida prior to winter break in order to increase services and decrease need during the holiday season. Jessica and team brainstormed on possible outreach opportunities, identified Johnathan Lewis, and the prevention team as they are also in the school system. Jessica addressed productivity noting that if counselors are unable to meet productivity (ie no shows) it would be advantageous to commit part of the day to outreach efforts.

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

2. *Sub-topic:* **School Groups**

*Discussion:*  Intakes for groups will continue into December 2023.

*Outcome, Actions, Timeframe:* **Wendy to join with Olivia in providing groups**

C. Regulatory Issues

*1. Sub-topic:*  **Supervision**

*Discussion:* Scheduled supervision with each counselor for the month of December and January.

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

*2. Sub-topic:*  **New Forms**

*Discussion:*  Remote services release is in final adaptations. Please keep an eye out on the intranet or via email. As a brief reminder, please do not change anything on forms without review and approval form upper management.

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

*3. Sub-topic:*  **CARF**

*Discussion:*  See Cins/Fins meeting notes

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

*4. Sub-topic:*  **Coverage**

*Discussion:* Discussed coverage for front office during the holiday week and during Jessica vacation time.

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

D. Human Resource Issues (Staffing and Training)

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

*Discussion:* Held training file review on 12/18/23.

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

E. Annual Budget Planning and Process

*1. Sub-topic:*

*Discussion:*  No discussion

*Outcome, Actions, Timeframe:*

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

A. External Inspections

*1. Sub-topic*:

*Discussion:* See in CINS/FINS meeting notes

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

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

*1. Sub-topic*  **Drills**

*Discussion*: Safety Drill to be completed for the month of December

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

2.*Sub-topic:* **Sanitizers/medical kits**

*Discussion:*  Jessica completed med kit reviews for medical kits in prevention and Family action. Jessica replaced all hand sanitizers prior to expiration date.

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

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:* **See Training file review**

*Discussion:*  See above

*Outcome, Actions, Timeframe:*

*2. Sub-topic:* **Productivity**

*Discussion:*  Discussed productivity benchmarks and expectations according to contract and agency need.

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

B. Outcome Management (status, reports, recommendations)

*1. Sub-topic:*

*Discussion:*  No discussion

*Outcome, Actions, Timeframe:*

C. Accreditation and Regulatory Requirements

*1. Sub-topic:* Documentation

*Discussion:*  Please remember to ensure documentation requirements are met including 24 hour deadlines, 72 hour data deadlines and signature requirements according to policy and procedure.

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

D. Policy and Procedure Updates and/or Review: **Policy and Procedure Updates and/or**

**Review for Your Information from CINS/FINS Meeting: 12/21/2023**

**Business Operations:**

A. Programmatic

*1. Sub-topic:* **Deliverables**

*Discussion:* We are currently below where we were at last year and are at the 50 percent mark in the fiscal year. We have 6 months to work on increasing productivity. Shelter overproduced last year; however, this year slower with productivity. Community counseling needs a minimum of 6 intakes per month although they may need additional intakes as non-residential productivity is behind.

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

*2. Sub-topic:*

*Discussion:*

*Outcome, Actions, Timeframe:*

*3. Sub-topic:*

*Discussion:*

*Outcome, Actions, Timeframe:*

B. Monthly Budget (Revenue and Expenses)

*1. Sub-topic:*

*Discussion:* .

*Outcome, Actions, Timeframe:*

*2. Sub-topic:*

*Discussion:*

*Outcome, Actions, Timeframe:*

*3. Sub-topic:* **Charitable Contribution Receipts** (Cindy S-H)

*Discussion:* Updated form attached and on the Intranet. Mandatory for cash and in-kind donations with a value of $250 or more; provide for lower amounts if requested. Accompany with ‘Thank You’ letter. If any programs receive these, please submit to fiscal.

*Outcome, Actions, Timeframe:* **Please ensure compliance with policy for charitable contributions.**

C. Marketing and Business Development

*1. Sub-topic:*

*Discussion:*

*Outcome, Actions, Timeframe:*

*2. Sub-topic:*

*Discussion:*

*Outcome, Actions, Timeframe:*

D. Regulatory Issues

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

*Discussion:* Study guide, blank questions, cheat sheet handouts. We do not have a specific date yet. Anticipating March. *:* Discussed name badges, evacuation building maps, outlet covers, cords, office tidiness, and no wrong door.

*Outcome, Actions, Timeframe:* **Please begin preparing for our CARF survey and interviews.**

*2.* *Subtopic*

*Discussion:*

*Outcome, Actions, Timeframe:*

*3.* *Subtopic:*

Discussion:

*Outcome, Actions, Timeframe:*

E. Human Resource Issues (Staffing and Training)

*1. Sub-topic:* **HR update** (Angie L)

*Discussion:* Discussed no longer needing to submit employee drivers insurance to HR. These items can be kept on site. Discussed the importance of HIPAA and Deaf and Hard of hearing training, for hiring; copies of diplomas are acceptable.

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

*2. Sub-topic:* **Training** (Cindy S-H)

*Discussion:* Please ensure that required DCF and CARF trainings are being completed.

*Outcome, Actions, Timeframe:*

*3. Sub-topic:* **DCF audit** (Cindy S-H)

*Discussion:* Angie reports that the new licensure specialist was very adamant regarding our pending lists. Angie provided manager their list via email.

*Outcome, Actions, Timeframe:* **Please pay close attention to your pending list and submit items in a timely manner.**

# II. Health and Safety: Program/Regional Coordinators

A. External Inspections

*1. Sub-topic:* **Upcoming inspections in program**

*Discussion:*  Ensure compliance with all requirements including fire and building drills. Residential is required to complete internal safety inspections, weekly and non-residential; monthly.

*Outcome, Actions, Timeframe:* Complete any recommendation ASAP.

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

*1. Sub-topic:* **Safety and Maintenance Inspections Semi-Annual and Weekly (Res) monthly (non-res).**

*Discussion:* Handout

*Outcome, Actions, Timeframe:* **CARF requirement-complete Semi-Annual in January**

# III. Quality Improvement

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

*1. Sub-topic:* **Peer Review** (Cindy S-H)

*Discussion:* Discussed reminders for shelter and community counseling program.

*Outcome, Actions, Timeframe:* **2nd quarter peer reviews due 1/15/24**

B. Outcome Management (status, reports, recommendations)

*1. Sub-topic:* **Progress toward performance measure goals**.

*Discussion:*. Ensure 30/60/90 day follow-ups are entered on time.

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

C. Accreditation and Regulatory Requirements

*1. Sub-topic:* **CARF, DCF, and QI planning** (Cindy S-H)

*Discussion:* Addressed in III (A)(1) above.

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

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

*1. Sub-topic:* **Policy Draft- Consent to Participate in Remote/Virtual Services**

*Discussion:* Review draft; provide comments. If services are virtual, document the request by family in notes. This is an attempt to create continuity throughout all programs. As a reminder, only use forms on the intranet.

*Outcome, Actions, Timeframe:* **Please ensure to destroy any old forms and let counselors know to use new form.**

# IV. Risk Management.

A. Potential regulatory audits and/or investigation of operations

*1. Sub-topic:* **See III** (A &C) above.

*Discussion:* As noted above.

*Outcome, Actions, Timeframe:* **As noted above.**

# V. Information Technology

A. Technology Plan

*1. Sub-topic:* **Risk Management Reports** (Liz T out-of-office).

*Discussion:* Discussed the history of risk management reports and asked to identify items that may be useful.

*Outcome, Actions, Timeframe:* **Liz will provide update at next EMT.**

**VI. Other Business:**

*1. Sub-topic:* Program Directors Updates-Open floor

*Discussion:*  Cindy will be out for two weeks however; Phil will be in for operational matters. In related news, CINS/Fins management welcomed and introduced new supervisors; Brandi bell (Lake City) and Angela Williams (Palatka). Finally, please remind teams to set up voicemails in your respective areas.

*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:*

*Outcome, Actions, Timeframe:*

**2.** *Sub-topic:* **Chart Submission**

*Discussion:* Charts are to be submitted within 72 hours of both intake and discharge. Documentation due within 24-48 hours.

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

**V. Information Technology**

A. Technology Plan

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

*Discussion:* Counselors reviewed caseload report sent by data. Awaiting feedback from all counselors. One counselor identified some inaccuracies in the report. Updated Liz and Kevin and are awaiting response/feedback.

*Outcome, Actions, Timeframe:* **Awaiting response**

**VI. Clinical/Program**

A. Medical and Medication Issues

*1. Sub-topic:* **Case Staffing and CINS petition training**

*Discussion:* Held on 12/14/23 with Ed Wilton via zoom.2 cases were closed and two remain open.

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

*2. Sub-topic:* **Motivational Interviewing Training**

*Discussion:* Training held on December 5th and 6th in the large conference room.

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

B. Counseling and Programming Issues

*1. Subtopic:* **Satisfaction Surveys**

*Discussion:*  Please obtain for both parent and child.

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

**VII. Other Business:**

*1. Sub-topic:* **SARB, Truancy Court and Case Staffing schedules**

*Discussion:*  Case Staffing was held on December 14th at 10am.

Truancy court is pending.

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

2. *Subtopic:* **SNAP**

*Discussion:* Discussed referral process and provided the team forms in order to enhance wrap around services and continuity of care.

*Outcome, Actions, Timeframe:* **Pending full assessment of Company shredding needs.**

Respectfully submitted by:

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| --- | --- | --- |
| Jessica Bechtold |  | 12/21/23 |

Name Date