**`Meeting Minutes**

CDS Family & Behavioral Health Services, Inc.

Meeting: EMT-CINS/FINS

Date: December 21, 2023

Time: 10:00 am

Location: Bivens and via Zoom

Date of Next Meeting: February 21, 2024, 9:30a Bivens Conference

Attendance: Jessica Bechtold, Brandi Bell, Alex Culbreth, Angela Williams, Angie Lay, Brian Smith Jr., Evelitza Soto, Cindy Starling-Hersey, Phil Kabler, Liz Tschumy, Zeke Whitter,

Absent: Sabriena Williams, Leigh Kassem, Stephanie Douglas, Olga Rivera

**I. 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:* **Please continue outreach efforts and ensure all team members are addressing screening in a timely manner. FA continue to double book to address no-show issues.**

*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, answer sheet handouts. We do not have a specific date yet. Anticipating March. Discussed name badges, evacuation building maps, outlet covers, blind cords, office tidiness, and no wrong door policy.

*Outcome, Actions, Timeframe:* **Please begin preparing for our CARF survey and team 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:* **Supervisors/Directors should check team training files. Be sure to always keep training files in the offices.**

*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 or maintenance needs ASAP and document when the item was completed.

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 being completed and 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:* Reviewed draft; there were no objections to the draft as is. 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 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**

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

*Outcome, Actions, Timeframe:* **Plan to provide feedback no later than next EMT meeting.**

**VI. Other Business:**

*1. Sub-topic:* **Program Directors/Supervisors 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. Holiday Luncheon today at Cheesecake Factory 11:30 am.

*Outcome, Actions, Timeframe:* **See you all there. Wishing you and your teams a wonderful Holiday.**

Respectfully submitted by:

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| Cindy Starling-Hersey |  | December 22, 2023 |

Name Date