

**Compliance/Quality Improvement  
Committee Meeting Minutes  
Thursday, August 20, 2020  
Central Florida Cares Health System, Inc.  
Via Zoom**



**ATTENDANCE**

**Central Florida Cares Health System Board of Directors**

Tara Hormell, Children's Home Society  
Luis Delgado, Surf Monkey Media/Consumer Advocate  
Jules Brace, Orange County Sheriff Office  
Ian Golden, Chair, Brevard County Housing & Human Services

**Central Florida Cares Health System, Inc. Staff**

Maria Bledsoe, Chief Executive Officer  
Geovanna Gonzalez, Director of Compliance  
Miralys Martinez, Risk Management Specialist  
Trinity Schwab, Chief Operations Officer  
Daniel Nye, Chief Financial Officer  
Karla Pease, Executive Assistant and Recording Secretary

**Guests**

None

**Meeting Called to Order**

The Central Florida Cares Health System, Inc. (CFCHS) Compliance/Quality Improvement Committee meeting was held on Thursday, August 20, 2020 at 1:00 p.m. at 707 Mendham Blvd., Suite 201, Orlando, FL 32825, via Zoom. Ian Golden, Chair, called to order at 1:02 p.m.

**Minutes**

*A motion to approve the minutes from February 20, 2020 was made by Tara Hormell, Jules Brace seconded, motion passed. There were 4 ayes and 0 nays.*

**Quality Improvement**

- a) Employment Satisfaction Survey

The Director of Compliance asked the CEO to share a PowerPoint presentation showing the results of the Employee Satisfaction Survey Feedback Follow Up and Leadership Action Items with the members. There were nine surveys received. The following topics were discussed the members:

- Benefits Package
- Telephone and front door
- Salaries and positions
- Remote work
- Transparency and communication
- Equal application

Suggestions/Comments by members:

It was suggested by the Chair that another option for a benefit to employees is PTO based on longevity and accrue more leave time the longer an employee is with the agency (1-5 years this amount, 5-10 years this amount, etc.). This rewards and encourages longevity for some employees. Another idea is to reward employees who don't have unplanned absences (call outs). The Chair mentioned he did not know what the financial impact would be. The CEO will look into this comparing the fiscal impact to the budget.

Luis Delgado asked if CFCHS does any follow-up calls to clients who ask for services. The CEO said we can look into this as quality management of the network, like how responsive are they to consumers.

Jules Brace asked what basepoints were used to determine salaries and if people who are certified and licensed were compared with other licensed personnel.

The Chair asked if there were any drop off in productivity since working remotely. The CEO said she had heard of no complaints and all employees have reported out at dashboard meetings. The COO said in her department they are being more productive working remotely due to less interruptions at the office.

The Chair asked when the current office space lease expires and the penalty for a break in the lease in order to downsize our current space. The CEO will explore options and report back at the next Compliance Quality Improvement Committee.

The Chair said he would be present when this PowerPoint is presented to staff. He suggested that if changes are to be made according to the suggestions, then make those changes before that information is to be presented to staff.

*Luis Delgado made a motion to accept the staff recommendations put together on the follow-up Employee Satisfaction Survey with the potential of adding the committee recommendations assuming the fiscal impact is allowable, Tara Hormell seconded; motion passed. There were 4 ayes and 0 nays.*

b) Client Satisfaction Survey

The CSS is fully electronic this year. The numbers are much lower on the report since providers could not collect data until they opened up telehealth services and implement the electronic version of the survey.

c) Utilization Management

- Wait list - 62 individuals entered the waiting list from one provider. There were questions back in February about the accuracy of 100% of individuals received care and 0% were on the wait list. This is still pending, as FASAMS will change how data is reported; however, the data CFCHS received back in February was 0% awaiting services. Since COVID-19, there was no opportunity to go back to providers for explanations as to why they submitted a zero or N/A.

- Bed capacity – same providers reaching 90% or higher were reported. DCF and CFCHS have been closely monitoring service capacity within the network since COVID-19.

d) Performance Measures

All performance measures were met during the last fiscal year.

**Compliance**

- One complaint is still being worked through and the CFCHS Ad-Hoc Committee is working this through filed by the past CFO.
- The second complaint received about a FACT provider and has been reported to the Chair. The allegations were determined to be unsubstantiated.

CFCHS has on its website an option to submit complaints and grievances which are tracked manually. There is another option for Fraud, Waste, Abuse to be reported through the third-party vendor, Navex, costing \$2800 year for the compliance line. CFCHS would like to maximize the use of compliance hotline and have Navex track all complaints. The Director of Compliance mentioned changes happening in the Compliance Department with additional personnel being hired and monitoring duties being shifted.

The Director of Compliance commented there were zero Fraud, Waste, Abuse reports, zero privacy inappropriate disclosures, monitoring in the last quarter is taxing for staff so it is suggested to only monitor during the remaining quarters, zero public record requests, and zero whistleblower reports,

CARF accreditation will take place again in 2021.

**Other/Public Input – None**

**Next Meeting**

The next meeting will be December 17, 2020 at 1:00 pm.

Tara Hormell made a motion to adjourn, Jules Brace seconded. Motion passed. The meeting adjourned at 2:18 p.m.



Ian Golden  
Compliance/QI Committee Chair



Karla Pease  
Recording Secretary

**Compliance/Quality Improvement  
Committee Agenda  
Thursday, August 20, 2020  
Central Florida Cares Health System, Inc.  
Zoom Meeting**



<b>I. Welcome/Introductions</b>	Ian Golden	5 minutes
<b>II. Approve Minutes</b>	Ian Golden	10 minutes
<b>III. Quality Improvement</b>		
a) Employee Satisfaction Survey	Maria Bledsoe	15 minutes
b) Client Satisfaction Survey Report	Miralys Martinez	10 minutes
c) Utilization Management	Geovanna Gonzalez	5 minutes
• Waiting List		
• Bed Capacity		
d) Performance Measures	Geovanna Gonzalez	10 minutes
e) Risk Management	Geovanna Gonzalez	10 minutes
• Incident Reports Data		
<b>IV. Compliance</b>	Geovanna Gonzalez	20 minutes
a) CFCHS Compliance Line Reports		
b) FWA/Complaints & Grievances/Investigations		
c) HIPAA Privacy/Security		
d) Training		
e) Network Monitoring-Schedule, Findings, Issues		
f) Public Records Requests		
g) Whistleblower Reports		
h) CARF		
<b>V. Other/Public Input</b>	Group	3 minutes/person
<b>VI. Adjourn - Next Meeting</b>	Group	1 minute

**Compliance/Quality Improvement  
Committee Meeting Minutes  
Thursday, February 20, 2020  
Central Florida Cares Health System, Inc.  
Training Room**



**ATTENDANCE**

**Central Florida Cares Health System Board of Directors**

Tara Hormell, Children's Home Society  
Luis Delgado, Surf Monkey Media/Consumer Advocate  
Jules Brace, Orange County Sheriff Office  
Thomas Todd, Connection Church/Consumer Advocate

**Central Florida Cares Health System, Inc. Staff**

Maria Bledsoe, Chief Executive Officer  
Geovanna Gonzalez, Risk Manager  
Miralys Martinez, Quality Specialist  
Trinity Schwab, Chief Operations Officer  
Karla Pease, Executive Assistant and Recording Secretary

**Guests**

Debbie Owens, Board President, Seminole Prevention Coalition  
Mark Broms, Finance Committee Chair, Brevard Homeless Coalition

**Meeting Called to Order**

The Central Florida Cares Health System, Inc. (CFCHS) Compliance/Quality Improvement Committee meeting was held on Thursday, February 20, 2020 at 1:00 p.m. at 707 Mendham Blvd., Suite 201, Orlando, FL 32825. Tara Hormell, acting as Chair, called to order at 1:01 p.m.

**Consent Agenda Items**

*A motion to approve the consent agenda was made by Thomas Todd, Luis Delgado seconded, motion passed.*

**Quality Improvement**

a) Employment Satisfaction Survey

The Employment Satisfaction Survey was discussed in detail. Overall satisfaction was 84%. A few improvements have already been made as a result of the survey findings. The CEO commented on the possibility of implementing a half day off Friday once a month for staff. Another idea shared was having teambuilding opportunities with other organizations individually and agency wide. It was suggested by a member to ask the employees what they considered to be a good teambuilding exercise.

A member asked how CFCHS can retain employees based on the same ME budget since 2012. The CEO explained this is brought up in DCF meetings every quarter and FAME once a year. So far, CFCHS has been able to give yearly increases. The CEO indicated

the survey will be reviewed at a staff meeting and a salary comparison will be shown with other MEs as well as organizations in our region.

It was suggested by a member to make an effort to increase how employees feel valued since 6 out of 21 employees do not feel valued.

*A motion to approve the Employment Satisfaction Survey and the proposed interventions to improve employee satisfaction as presented was made by Luis Delgado, Thomas Todd seconded, motion passed.*

b) Client Satisfaction Survey

The Quality Specialist stated the CSS will be fully electronic July 1. Surveys are collected both in paper and electronic for Quarter 3 and 4. In Quarter 2, there were 830 surveys, 732 were processed as valid, and 78 were due to a client or provider error. 350 surveys were received in adult mental health, 223 for adult substance use, 171 for children's mental health, and 86 for children's substance use. There were more males than females in services. Provider scores should be at 85% or above. Network wide, all providers were above 85%. In Quarter 3, CFCHS received 365 paper surveys and 137 electronically.

c) Utilization Management

The Risk Manager explained CFCHS keeps track of the number of clients served and what number has been placed on a wait list. Also shown were the number of providers who are at 90% bed capacity. A member questioned 100% of the priority population received interim services and also questioned who is reporting the data and who is obtaining the numbers. The CIO is following up with provider's data.

d) Performance Measures

Numbers are captured through the FivePoints data system and all performance measures are being met.

e) Risk Management

There were no questions regarding risk management reports submitted to the committee.

**Compliance**

There were no whistleblower reports. Discussion took place about a Public Record Request from Florida Disability Rights. When the Compliance reports were sent via email, there were no complaints or grievances; however, there was a new complaint received by some members of the Board on February 19, 2020. The Board President will notify the Board members at the meeting at 3:00 pm, and will set up an Ad-Hoc Committee to review the allegations. Notifications to DCF will take place via incident report under "other" category.

**Other/Public Input** – None

**Next Meeting**

The next meeting will be April 16, 2020 at 1:00 pm. The meeting adjourned at 2:27 p.m.

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Ian Golden  
Compliance/QI Committee Chair

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Karla Pease  
Recording Secretary

DRAFT

# CENTRAL FLORIDA CARES HEALTH SYSTEM

FY 1920 ESS Feedback Follow Up

Leadership Action Items

August 20, 2020



# BACKGROUND



Due to the results of the FY 1920 ESS results, On February 2020, the Compliance Committee asked that CFCHS leadership finds from employees:

“What can CFCHS do to make you feel valued”

Another Survey Monkey link was sent to staff (21 at the time), and 9 answers were obtained.

For transparency purposes, the feedback received was sent to the Compliance Committee as received, and not as a summary, in a separate PDF document.

# FEEDBACK CATEGORIES:



Benefits Package

Customer Service -  
Telephone/Door

Salaries/Positions

Remote Work

Transparency/  
Communication

Equal Application

# BENEFITS PACKAGE



## PTO

- Sick/PTO will remain together.
- PTO should be actual time taken. Policy updated
- PTO flex policy – Remain retired. Situations will be discussed with the CEO.
- Need to look at hours per day/week worked. Addressed by actual PTO taken. No more 4hr increment to eliminate the confusion and lack of consistency across the agency.
- Added Half Day Friday once a month.

## Medical Insurance:

- This year, CFCHS added more options to choose from because we meet the staffing requirements for more options.
- Prices vary based on insurance market (out of CFCHS control).
- Still provide free life and disability insurance.

# CUSTOMER SERVICE

## TELEPHONE/DOOR



### Calls

- CEO to be copied when forwarding/assigning phone messages.
- Call logs reviewed and there is an average of 4 calls per day.
- Developing a standard form for the email follow up
- Supervisors expected to follow up when there is no response to caller.
- SOC will be the backup to Karla
  - Which Dept backup for SOC? How do we train those individuals?
- Determined that a phone tree with categories is not necessary.
- Remind staff to forward voice messages to e-mails.

### Door

- Karla will be moving upfront.
- Have individuals sit up front for their meetings or assign someone.
- For committee/board meetings rotate through Dept who assists up front for the first 15 minutes of the meeting.
- Designate someone for "returning back from lunch" during meetings, when Karla is not available.

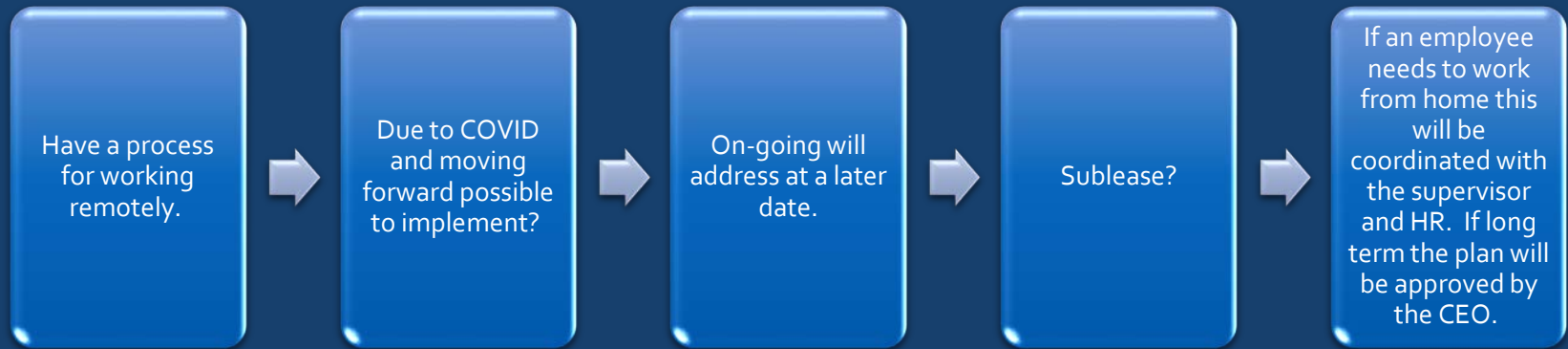
# SALARIES /POSITIONS



Assessing compensation by looking closely at skills, experience, degree required for the position not necessarily the employee's skill set, experience, or degree.

Some positions, such as the Grant Writer, were advertised over 2 years. Tried a contractor, but did not work. Currently CEO and Admin Assistant are writing the grants and foundations applications.

# REMOTE WORK



# FAVORITISM



CFCHS strives to treat everyone the same as much as possible, however, some positions require different skills:

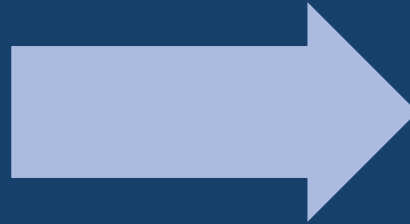
- Work in the field,
- Be on call,
- Cover community events,
- Work on time sensitive projects, etc.

Each of these positions/tasks require us to handle them differently.

# TRANSPARENCY/ COMMUNICATION

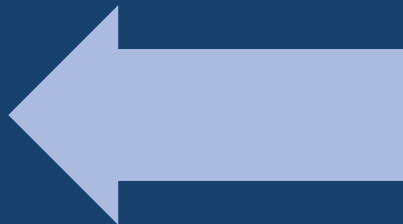


During staff meetings  
communicate info as much as  
possible.



CEO and RM left ESS meeting  
to attend the first DCF COVID-  
19 conference call.

- Couple minutes before the meeting was over.
- It was important that the CEO and Risk Manager be on the state call. From time-to-time the state is priority.
- The meeting and discussion (which the CEO said was good discussion) was turned over to the COO to continue.





# MESSAGE TO STAFF



“Your suggestions and feedback are very important and appreciated.

Through the Employee Satisfaction Survey we have received and implemented many creative ideas for improvement. I would like to encourage all of you to continue providing feedback, participating in policy making, creating process efficiencies and bringing to leadership’s attention issues and areas of concern.

It is important to keep in mind that not all feedback can be implemented, and decisions need to support the agency’s sustainability, mission, vision, and must have the best impact for most. In doing this, leadership also needs to take into consideration DCF’s priorities and requests. This could mean giving projects a totally different direction, re-prioritizing, abandoning initiatives that were urgent at some point, dropping everything we are doing to attend meetings, re-allocating budget, etc.

Shifting gears to meet funder’s request does not mean we are not listening to you or that your input is not valuable, it just means we need to be flexible and adapt to last minute requests and rapid changes.

Your input and expertise contributes to make CFCHS a great agency. I look forward to continue hearing from you and taking into consideration, as much as possible, your points of view.”

# THANK YOU



- Pending:
  - When to address with staff
  - Board member present for questions and support?