

ALBERTINA KERR CENTERS
Program & Accreditation Committee Minutes
March 3, 2021
8 to 9 a.m.
Via Teams

Members Present

Teri Barichello, Kim Curry, Melissa May, Lisa Powell, Heidi Steeves, Dennis Warneke, David Wilson

Members Excused

Susan Hobbel

Staff Present

Jeff Carr, Owen Gibson, Chuck Haas, Craig Rusch, Dr. Alfredo Soto, Matthew Warner

Convene (David Wilson, Chair)

David convened the meeting at 8:00 a.m.

Approve Minutes of the December 2nd, 2020 Meeting

ACTION: Teri Barichello moved that the minutes be approved. Heidi Steeves seconded. The motion passed via unanimous vote.

Program Updates (Owen Gibson, Derrick Perry)

Staffing in group homes continues to be a challenge. HR and program management continue to work on this issue from several angles. Youth group home census is slightly down due to ODDS restrictions on admissions. Kerr continues to work with the State and officials have noted Kerr's progress and proactive response to concerns noted in October 2020. Employment Services is a smaller program at this time due to the pandemic. Some employers with Kerr placements are seeing increased business, which is a positive sign for future opportunities. Subacute census is steady. Outpatient mental health has decreased, which is largely a staffing issue, and the program's leadership is working on this. One abuse allegation was founded in the 2nd quarter. Restraints and seclusions have decreased in both subacute and group homes. Staff and residents have adjusted to school closures and remote learning, and being together for longer periods of time. Staff is figuring out how to de-escalate and defuse stress and tension. One suicide attempt was reported that required medical attention. The youth was stabilized and returned home. One death was reported. A resident with historical choking issues suffered cardiac arrest and did not recover. Target Symptom Ratings at subacute continue to be good. Subacute surveys continue to indicate high levels of satisfaction of services. A new group home survey will roll out next week.

Proposed Updates to Reporting Metrics for Program & Accreditation Committee Meetings

(David Wilson, Owen Gibson)

David and Owen have been discussing ways to bring more Committee engagement into the P&A Committee meetings and moving away from the current heavy reporting format. Owen presented a proposed list of metrics to be included in future reporting at P&A Committee meetings. All metrics that are proposed to be eliminated from the P&A reports will still be tracked and maintained, just removed from the report. Some metrics will be combined. At any time that a question or request for deeper review

arises, all metrics will still be available for review and discussion. Future meeting agendas will focus on richer conversations about programs and will provide deeper understanding of the programs.

HR Update (Matthew Warner)

Matthew reviewed the 2nd quarter HR dashboard provided in the meeting packet. DSP staff retention continues to be a main focus item. Screening and selections processes are designed to identify good individual/job matches and those that are likely not a good match. COVID related restrictions have hindered the ability to give real life experiences in homes and subacute so people can see the real work at hand. HR recruiting efforts are looking toward graduation season and possible incentives to hire new graduates. New management training also focuses on teaching management skills in the areas of providing safe and positive working environments. Manager selection tools are being developed as well, to identify those ready for a management position and the responsibilities that go with it. Better onboarding into the role and better support systems to help new managers learn how to manage others. Schedules have been standardized in homes to make recruiting for specific DSP schedules easier. Recruiting and hiring front line health care employees is an industry wide problem.

Adjourn (David Wilson)

David adjourned the meeting at 8:50 a.m.

Recorded by Holly Edgar, Corporate Secretary