

# WACOSA Program Committee Agenda

**Attendance: Lynn, Sandie, Jennifer, Jeanne, Nancy, Mollie**

Monday, February 13, 2023 @ 5:00pm – 6:00pm via Zoom Meeting.

Agenda:

General program updates:

North, South, Annex, Whitney, Sauk Centre, 1<sup>st</sup> Avenue, ThriftWorks, DocuShred

- Discuss client returns- have done 4 of intakes for the 2<sup>nd</sup> shift annex.
- Dan Mondloch painting with our South program, both shifts, 10 sessions
- APH/Bartlett donations- Nancy will discuss. **Discussion was had about remodeling 1<sup>st</sup> Ave or buying new property for program. Bartlett's will discuss with their "property guy".**
- Accessibility Plan~ 2022 year end and 2023. **Further discussion in regards to communication access and Somali population.**

KPI Recommendations

- Number of clients served monthly – 522 as of 2/2/23
- Client funding utilization rate – average utilization rate is 92%
- Employment Exploration Services (EES) – 3
- Employment Development Services (EDS) – 10
- Employment Support Services (ESS) – 170

Vulnerable Adult/Abuse Prevention Review

- Happy to report nothing!
- 2022 trends
  - Consumer Complaint trends: No formal complaints filed.
  - Death or Serious Injury trends: None. 1 client death (client choked, Heimlich preformed, client went unconscious, CPR/AED done, 911 called, client later passed away at hospital), 2 serious injuries (both cases were clients that broke bones). **Further discussion about client death. EAP, staff debriefing, etc.**
  - VA trends: None. 1 internal report (client left at Benton Co fair), 6 external reports (home providers not providing services required).
  - Emergency incident trends: 2 incidents were due to seizures and protocols require 911 to be called, the rest were injuries with no patterns noted.
  - Therapeutic error trends: None to report.
  - Medication error trends: Majority of medication errors appear to be due to staff forgetting to administer medication at correct time. Errors are happening at all different sites. Met with all supervisors to ensure staff are getting support needed to administer medications on time. Discussed steps that can be taken, example: timer set on phone, etc. **Further discussion on importance of staff administering medications on time.**

2023 meeting dates: Mondays from 5-6pm, February 13, April 24, August 7, and November 13, 2023 via Zoom unless the committee decides otherwise. **8/7/23 meeting will be an in person meeting (place TBD) and the rest will be zoom meetings.**

*THANK YOU FOR ALL YOU DO FOR WACOSA – YOU ARE APPRECIATED!*