

Date of Meeting:	October 9, 2008
Time:	4:00 – 6:00
Location:	Youth Services Center
Type of Meeting:	Status
Attended:	John Prior; Eileene Chappelle; Rebecca Johansson; Leslie Raneri; Barbara Sewell; Orfelinda Coronado (intern); Pam Schaffer

Agenda Item #	Agenda	Action	
		by	Duration

1.	Welcome & Introductions Welcome new person, so we went over operating parameters.	Rebecca	5 min
2.	Minutes of Meeting Reviewed August minutes. OK as published. (No September meeting) Reviewed October minutes. Ok as published.	John	5 min
3.	Review Agenda	John	1 min
4.	Review draft of CQI Plan John issued the first draft. A suggestion was made to find a method for collecting and reporting open-ended (anecdotal) comments. Pam agreed to talk to Janis about collecting, aggregating, trending and giving this team feedback on this. Then this team can identify patterns and seek root causes to systemic issues. Action: John will issue electronic file for comment. Reviewed draft of performance chart. Suggested adding comparison data. John will issue electronic file for comment.	John	
5.	Grievance Policy and Status of any filings or incidents Two clients contacted Pam with concerns and they were dealt with within the program. Participation agreement has been in use. The SP&P will have a grievance procedure—an instruction to staff and evaluation team.	Pam	
6.	Data from Evolv Pam went over two reports that the team deemed useful to its purpose. Case manager services and client services reports. Comments included the need for definitions of some indicators. Asked for a report on referrals to SOH from CRCG so CQIT can monitor timeliness of service.	Pam	
7.	Action Planning Pam will talk to Janis about collecting, aggregating, trending and giving this team feedback on anecdotal comments from families. Pam will bring a report on referrals from CRCG to SOH. CQIT will review issued document and send comments to John.	All	
8.	Next meeting: 04 December; 4:00 – 6:00; YSC		