

<p style="text-align: center;"><i>Harris County Systems of Hope Continuous Quality Improvement Team 6300 Chimney Rock Road Houston, Texas 77081</i></p>		<h2 style="margin: 0;">Minutes of Meeting</h2>	
Date of Meeting		August 21, 2008	
Called to Order – Adjourned:		4-6:00 PM	
Location:		Youth Service Center – Room 204	
Type of Meeting:		Status	
Attendees:		Pam Schaffer, Barbara Sewell, John Prior, Eileen Chappelle, Rebecca Johansson (by telephone), Leslie Raneri (DePelchin)	
Minutes completed by:		Sherry Hubbard	
Agenda Item #	MINUTES OF MEETING	Action	
		By	Due
1.	<p>Welcome & Introductions Team Roster: John Prior/CPs; Rebecca Johansson/Family; Pam Schaffer/SOH; Eileen Chappelle/Family; Pamela Bonsu/DePelchin; Raquel Runge/DePelchin; Barbara Sewell/Family; Paul Swank/UT; and Steven Schnee/MHMRA</p>		
2.	<p>Minutes of Meeting Minutes were reviewed from previous meeting (July 10, 2008). Minutes approved with no comments or changes. Correction to the roster—Barbara Sewell left off of roster. 2.1 – Agreed that the Evaluation Team of DePelchin is not team member. Only act as an advisor. 2.2 - Altering the logic model Review the logic:</p> <ul style="list-style-type: none"> • Logic Model Refinement • CQI will only add their input to the logic model. • Concern: DePelchin will act as a liaison role. 		
3,	Review Agenda –	John Prior	2-5 minutes
4.	<p>Access to ICN</p> <ul style="list-style-type: none"> • Limited access • Password has changed 		
5.	<p>Review Draft of CQI Plan Barbara Sewell met with David Osher. She was told to download QAI to enable the Milwaukee report. John Prior was able to download various reports. Reports showed Wraparound Milwaukee working with the Juvenile Probation. Other outcome indicators included the youth staff report. SOH would like to capture this information. 5.1 – Discussion –Cost of studies from survey</p> <ul style="list-style-type: none"> • Should pull services first; then look at fiscal • Flex Funding only in EVOLV 	John Prior Pam Schaffer	
6.	<p>Review Team Charter and Operating Rules</p> <p>1. What is the consensus of the team?</p> <ul style="list-style-type: none"> • Struggling reaching consensus 		

	<ul style="list-style-type: none"> • At the retreat, how to manage conflict and decisions • Clearly define work teams • Roles and responsibility to be identified • Brief the Governing Board of new trends • Flex Funding should be reported (suggested by Barbara Sewell) • Should a semi-annual or annual report take place? (This year's report will reflect an annual report) • Are quality indicators available from SOH? Conclusion: The group is currently working on this task. <p>2. Evaluation Team tracking process</p> <ul style="list-style-type: none"> • Monitors the process • Do we want more process indicators or service quality indicators? • Accessibility <p>3.. Need to target the following areas:</p> <ul style="list-style-type: none"> • Present a timeline, • Permit indicators to represent wraparound; wraparound is SOH weakness • The group feels we need assistance from school districts. • Levels of participation from the teams –teams make up should be more accountable. • What are we sustaining? Who will put money into the program? • Quality of service—SOH is not any different from the beginning of the program. 		
	<p>6.1 Mission of Team</p> <p>6.2 Four ideas presented</p> <p>6.3 Have in place informal support</p> <p>6.4 Cost effective measurements</p> <p>6.5 Measure timeliness</p>		
	<p>6.6 Pam and John are working on a plan. After plan completed will be able to scrunch numbers</p> <p>6.7 Review Central Nebraska's Wraparound program was suggested by Barbara Sewell.</p>		
<p>7.</p>	<p>Review Grievance Policy</p> <p>The DPR and CQI reports are very helpful. SOH receive very few grievances as an agency. Grievances are generally resolved at the family and team levels. The antidotal notes should tract the Evaluation Team. There are ways to file a complaint in the evaluation process. The group should identify antidotal notes. May need to incorporate a basic resource list. The antidotal notes bring up situations concerning the family—group should discuss a process.</p> <p>Need to implement a suggestion or comment box for families. This will give a better idea than a grievance.</p>		
<p>8</p>	<p>Client Service Report</p> <p>Pam discussed the client service report.</p> <p>Flex Fund – low total during the duration of the program. SOH can go back and recapture totals.</p>	<p>Pam Schaffer</p>	

	8.1 – Barbara Sewell would like to see the degree of participation from agencies		
9	Next meeting: September 18 – Youth Service Center; Room 203 – 4:00-6:00 PM Meeting adjourned at 5:50 PM		