

Date of Meeting:	January 29, 2009
Time:	4:00 – 6:00 PM
Location:	Youth Services Center
Type of Meeting:	Status
Attended:	John Prior; Eileene Chappelle; Rebecca Johansson; Barbara Sewell; Orfelinda Coronado (intern); Pam Schaffer; Warren Gregory; Linda Courtney

Agenda Item #	These minutes were approved as read at end of meeting.	Action	
		by	Duration

1.	Welcome & Introductions Meeting was called to order at 4:14 pm. Adjourned 6:00 pm	Rebecca	5 min
2.	Minutes of Meeting The minutes of December meeting were unavailable and will be reviewed in February.	Rebecca	5 min
3.	Review Agenda	John	5 min
4.	Reviewed CQI Plan DRAFT as of 1/29/09 Discussed satisfaction indicators to determine how to go about figuring out which ones to monitor. Discussed whether some of our indicators are empirical. Some are and others will be folded into the CQI plan as it matures.	John	15 min
5.	Stakeholders Involvement in CQI Process Refer to DRAFT 01/29/09 page two. John passed out an example of a tool to help us develop this. Team members agreed to fill it out and give it to John at the next meeting. If we send it before, he will consolidate the suggestions.	John	15 min

<p>6.</p>	<p><i>CQI Performance Chart</i></p> <p>The team studied the trend of the last three quarters of 2008 per national evaluation data. Program data were not available. Based on the available data the team has noticed declines in some trends and do recommend the program attend to the youth and care giver satisfaction areas.</p> <p>(4) slightly up, but below national average. (8) slightly down but above national. (30) up , but below national (5) up and well below national (7) steady and above national (34) dipped 6-9/08 but overall trend down and above national (10) somewhat steady; well below national (28) declining; below national Youth (9) down Youth (11) slight up tick 6-8/08 but down overall Youth (31) down and below national Youth (35) down and slightly below national Youth (29) down and below national</p> <p>Concern about Youth and care giver satisfaction indicators that are declining. Action: John will ask evaluation team for YSS and YSS-F instruments so we can understand the basis of the indicators. John will also find out what does 13 and 13B of the EDIF ask. Eileene will send draft of plan and ask Rudolfo from TA to attend next meeting by phone so he can consult with us on our plan. Pam distributed data from the program on service, using the Service Entries Report. Team discussed Flex Funds (somewhat artificial right now) Referral to another agency (entity) is getting better probably due to better reporting and new staff. Team discussed reasons for why some data are being collected. There are some for staff performance management and we can hypothesize a future ability to examine in process indicators of efficiency and perhaps cost.</p>	<p>Pam</p>	<p>20 min</p>
<p>7.</p>	<p><i>CQI Record Review Results</i></p> <p>Pam, Jacquie and John reviewed 17 files. We're still not where we want to be. Review looked at completeness (to assess if all forms and documents are there and complete). Timeliness of service was gauged based on the reports. The accuracy, quality and timeliness of the plans were reviewed. Quantitative and qualitative—examined whether the assessment is being done correctly, the plan is sufficient and is there adequate follow up. Results: strong intake participation agreements and progress reports. Need improvement in getting the written documents placed in the files along with print outs from EVOLV.</p> <p>Additional work will be done to strengthen the review process, especially in the area of Flex fund documentation. Must look at outside assessments, too. Reviewers learned there is a gap in electronic and paper filing. Discover problem getting signature forms from wrap teams.</p>	<p>John Pam</p>	<p>15 min</p>
<p>8.</p>	<p><i>Additional Agenda Items</i></p> <p>None</p>	<p>All</p>	<p>15 min</p>
<p>9.</p>	<p><i>Action Planning</i></p> <p>See above where John and Eileene agreed to actions. Entire team will send John suggestions for stakeholder involvement.</p>	<p>All</p>	<p>15 min</p>

10.	<i>Next meeting: February 25, 2009 4:00 – 6:00 YSC room 203 with telephone.</i>	All	10 min
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