

Harris County Systems of Hope Minutes of Meeting Page 1 of 3
Continuous Quality Improvement Team
6300 Chimney Rock Road
Houston, TX 77081

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| Date | January 27, 2010 | Time | 4:35 – 6:08 PM |
| Team Leaders | John Prior & Rebecca Johansson | Note taker | R Johansson |
| Attendees | John Puder; Kendra Jackson; Barbara Sewell; Julie Bourne; Eileene Chappelle; Pam Schaffer; John Prior; Rebecca Johansson; Randy Joiner; Linda Courtney | | |
| Welcome & Introductions | Welcome new family member, Alma Bell. | | |
| Review of December Minutes | Error in item "Review of July minutes"; should be November minutes. Item 2 Youth survey add Rebecca to the names. Error in next meeting date. Should be January 27 th , 2010. Accepted as amended. | | |
| Agenda Item | Topic and Discussion | | |
| Item #1: Caregiver Satisfaction Survey | <p>Update on actions from last meeting:</p> <ol style="list-style-type: none"> 1) Translate the survey form into Spanish? Done. Need to test it. Plan to have two native speakers. One reads question, the other answers and look for any ambiguity. Action: <i>Linda Courtney volunteered. Let John Puder know if there are any edits to be made. We'll use it in Q1 telephone survey. Action: RJ will redistribute the final Caregiver Satisfaction survey plan.</i> 2) Action: <i>Randy will get release from DePelchin and review with appropriate stakeholders.</i> It is proposed that we add one bullet to the current participation authorization that blankets survey and other events. "...you may be invited to participate in SOH and other community activities/events that will be public settings. You will be with other SOH families, family organizations, or individuals who are working with SOH to achieve system change. It will be your decision to attend such events and that decision will not change the services you receive from SOH." Action: <i>Action is with county attorneys. CQIT ill stand by to hear from attorneys whether we need multiple confidentiality statements (one for each event) or whether we can have one to cover all SOH events.</i> 3) Make sure we have the script for the surveyors and their releases are on file with SOH director. Action: <i>Randy will do this with Nicole. Barbara would like a blank copy of the confidentiality agreement in case it's needed during a SOH event. Action: Randy will give this to Barbara.</i> 4) Barbara will look at latest CQI plan with John. No action yet. Action: <i>Barbara will call the meeting.</i> 5) Make proposal to revise survey in 6 months. Eileene Chappelle proposed we leave it alone for one year and then review to see if it needs improvement. | | |
| Item #2 Youth Survey | Youth Survey Development: E. Chappelle, R. Johansson Status of instrument and pilot. Two youths, Angel and Tarin will write the first draft of the survey. Rebecca will follow up with them to get it back to the CQIT. Next YAC meeting is Feb 19 th . Eileene will organize a conference call with the YAC volunteers. Draft the survey in Q1 and pilot in Q2. | | |
| Item #3 | Update on coaching model and curriculum, with the assistance of Dr. | | |

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| <p>Coaching Model & Curriculum</p> | <p>Bertram. Eileene Chappelle reported on progress around roles and responsibilities and efforts to collapse the schedule between request for service to getting a plan.</p> <ol style="list-style-type: none"> 1) Focus on wraparound – in progress 2) Increasing fidelity across the board – in process 3) Developing individualized training – in progress 4) Discovery Assessment – tightened the process 5) Revision to Plan of Care – in progress <p>Developing workflows (swim lanes) to clarify tasks and steps in the work process. Will be interesting to see if the average length of time from intake to services beginning will improve as a result of the improving fidelity work being done.</p> <p>There are some issues now that only 3 Teams remain on the SAMSHA funding that are NOT tied to a another grant. This will affect the overall coverage by SOH of Harris County.</p> <p>We will be checking with SAMSHA but assume that all the youth from the other grants in SOH will be involved in all the SAMSHA data (CQI, Evaluation, etc.)</p> <p>SOH needs to work on the time referrals are in CRCG prior to being assigned to SOH. There are many reasons why referrals get held up yet the families are in the dark and we need to work in timelines and communication so families know what is going on with pending referrals. SOH will look at adding a timeline for CRCG onto the current timeline for SOH.</p> |
| <p>Item #4 Program Performance Chart</p> | <p>Status of SOH Performance Chart: P. Schaffer passed out Jan 1 – Dec 09. Full data is not ready yet on Flex funds and on informal supports. Some data on our chart can't be pulled from a report from EVOLV and would have to be hand counted at this time. Pam will continue to work on this chart as our baseline for marking our fidelity improvement. We need this data , clear and accurate to start measuring against as me move forward with training on high fidelity wrap around.</p> |
| <p>Item #5 Flex Funds</p> | <p>Flex fund report was not available due to the laptop being stolen. Nicole is working on recreating this report and we hope to have it for our next CQI meeting.</p> <p>Randy gave out information on spending in the areas of food, stipends and taxi cabs for FY04 and what has been paid for FY05. The spending is up. Fiscal as Ms. Bourne to take this item to PEG for discussion around how to manage this budget line item and still assure full family involvement.</p> |
| <p>Item #6 New Business</p> | <p>An FYI for the team: feedback from Youth and Caregivers on a different matter—sustainability team ran focus groups. Eileene reported on the feedback from the youth and family focus groups. Overall very positive for SOH. Families feel heard once the Care Teams start working with them, they do not feel alone. They report others Drs, courts, JPD and schools seem to listen better know SOH is involved with their family.</p> <p>Youth report being better so they get involved in more community activities. Sometimes they feel ganged up on in the family team</p> |

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| | <p>meetings. They feel like they have a voice and are being heard. SOH provides support for both caregivers and youth. <i>CQIT thought this could be feedback for program—youth voice/choice in team meetings.</i></p> <p>Compared to before SOH involvement they feel better, family relationships improve.</p> <p>Main topics were SOH needs to be involved in SCHOOLS; COURTS; MEDICAL CARE (PHYSICAL and BEHAVIORAL)</p> |
| <p>Item #7 Next Meeting</p> | <p>Next meeting is February 17, 2010 4:30 – 6:30 YSC Room 108 (To be confirmed).</p> |