

Harris County Systems of Hope Agenda

Continuous Quality Improvement Team

6300 Chimney Rock Road

Houston, TX 77081

Date	June 23, 2010	Time	4:30 – 6:00 PM
Team Leaders	John Prior & Rebecca Johansson		
Attendees Team Members			
Welcome & Introductions			
Review of May Minutes			
Agenda Item	Topic and Discussion		
Item #1: Caregiver Satisfaction Survey Eileene Chappelle	<p>Action: What recommendations, if any, to the program based on change in indicators from the Youth Survey (recap decision from May's meeting).</p> <p>Actions: Barbara will report on the effort to reconvene the survey subteam to plan how to get a bi-lingual or mono-lingual surveyor identified, trained and ready to conduct a survey before end of summer.</p> <p>Action: Correlation between caregiver satisfaction and outcomes. Work with Evaluation Team to code and correlate.</p> <p>Action: Plan next caregiver survey.</p>		
Item #2 Upgrades to CQI Plan	Action: Updates as a result of outcomes of the sustainability retreat.		
Item #3 Youth Satisfaction Survey	Action: The Youth Satisfaction Survey. Revisions/upgrades.		
Item #4 Program Performance Chart	Action: We will discuss new measures when we work on the CQI plan.		
Item #5 Flex Funds Reporting	Status: Any updates?		
Item #6	<p>Social Marketing</p> <p>Feedback on the CQI survey we participated in.</p> <p>Poster session or Workshop for Tampa 2011 on youth satisfaction survey?</p>		
Item #7 Improvements	Summary of Recommendations to the program:		
Item #8 Next Meeting	Next meeting: YSC Room E108; July 21, 2010; 4:30 – 6:00pm		