

Harris County Systems of Hope

Continuous Quality Improvement Team

6300 Chimney Rock Road

Houston, TX 77081

Minutes of Meeting

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Date	September 23, 2009	Time	4:30PM-6:15PM
Facilitators	John Prior	Note taker	Charlotte Wilkins
Attendees	John Prior, Pam Schaffer, Linda Courtney, Racquel Runge, Randy Joiner, Kendra Jackson, Julie Bourne, Eileene Chappelle, Barbara Sewell, John Puder, Charlotte Wilkins, and Robin Harrison		
Welcome & Introductions	Paul Swank Jr., consultant to the Evaluation team will not be attending the CQIT meetings, but is only a telephone call away when his expertise is needed. Leslie Raneri is no longer with us and will be missed. She is being replaced by Kendra Jackson.		
Review of July Minutes	No changes noted.		
Agenda Item	Topic and Discussion		
Item #1: CQI Discussion with John Prior	<p>The CQI Plan has been posted on website, but the following concerns were noted:</p> <ol style="list-style-type: none"> 1) Check if Grievance Policy for families is on website 2) Information is provided in the Consent for Services that all families sign when beginning with SOH. Copies of all signed forms given to families when entering program 3) A statement of client rights should be posted in the Youth Services Center in a common area for visibility 4) SOH should continue to explore alternative means to inform and keep families updated on their rights and responsibilities, and ways that they can have their concerns addressed through the SOH grievance policy. 		
Item #2 Status: CQI Team Membership	<ol style="list-style-type: none"> 1) Rebecca Johansson has contacted Dr. Steve Schnee for representation from MHMRA 2) John Prior has spoke with Juvenile Probation for representation and its been put on the table for discussion 3) Randy and Pam will be looking into Care Team representation 		
Item #3 Status Report: Verbal Complaints Log	<ol style="list-style-type: none"> 1) We have recently had parent concerns, but the concerns were rectified through managers and supervisors. 2) Pam developed a form on line and should be available the next time we meet. The log Pam created will help organize complaints and concerns. 3) Nichole Christoph enters data on the flex fund tracking. 4) Beverly Pettway is working on overall agency unit cost, but there is no time line of releasing the first draft 		
Item #4 Caregiver Satisfaction Survey	<ol style="list-style-type: none"> 1) Date and Place for caregivers to participate in survey. (10/23/2009) 2) Parameters have been set for families selected for survey 3) List of names needed for families selected for pilot survey <ol style="list-style-type: none"> a) Involvement for a minimum of 6 months b) Incentives to promote family participation c) Send survey instrument to Larry Brown (CLC) for feedback d) 10 families for pilot, 6 families face to face, 4 families by phone e) Pam will send list of client names to John Prior and Randy <p>Overall Summation of Caregivers Survey:</p> <ol style="list-style-type: none"> I. Location – Youth Service Center II. Date and Time – October 23, 2009 at 6:00pm in RM 202, 203, and 204 III. Select Sample List (Pam Schaffer will send list tomorrow) 		

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	<ul style="list-style-type: none">a) Consentsb) Transportationc) Size and MakeupIV. Preparation for Survey<ul style="list-style-type: none">a) Child activitiesb) Survey executionc) Incentivesd) Telephone accesse) Face to faceV. For the day of the meeting<ul style="list-style-type: none">1) (4) Interviewers and (1) Interpreter2) Provide transportation as needed3) Provide child activities<ul style="list-style-type: none">a) Foodb) Incentives (gift cards)c) MoviesVI. Interviewers (Rebecca, Barbara, Eileen, and Julie)<ul style="list-style-type: none">1) Interpreter2) Staff/child supervision3) Telephone accessVII. Pam will get list of 15 families participating (10 min per participant)VIII. Consents – Randy and Pam will consult with Care teams
<p>Item #6 Next Meeting</p>	<p>Next meeting November 4th, 2009, 4:30pm, Room 204</p>