



**Minutes for the May 24, 2011 Evaluation/Quality Management Sub- Committee Meeting.**

**Meeting called to order @ 7:27 pm.**

**Planning Council members in attendance:** Paul Hassell, Winifred Muhammad, and Tom Schnorr.

**Community Members in attendance:** Aubrey Staples, Debbie Lowndes, Norah Maposa, Michael Laster, Angela Castillo.

**April 28, 2011 minutes approved with no corrections.**

- The most recent draft version of the Client Satisfaction Survey was reviewed. Comments, suggestions, concerns, and recommended changes were expressed by committee members and community members present. Several changes were incorporated and a draft version was approved for trial at 3 of the agencies represented. Representatives from David Powell Clinic, Wright House Wellness Center, and AIDS Services of Austin agreed to participate in the "beta testing" by having a few of their clients take the survey and report their impressions or problems with the survey tool. Additionally, Mr. Hassell stated he would contact Administrative Agent staff to have the tool reviewed regarding CLAS Standards.
- **A Motion to proceed with the trials was made by Tom Schnorr, Second by Winifred Muhammad, Voting results: 3-favor; 0-opposed; 0-abstentions. Motion passed.**
- With no objection: Agenda item #5. Status Update: Assessment of Administrative Mechanism Survey" was moved to the Sub-Committee meeting scheduled for June 28, 2011.
- Hearing no objection the meeting was adjourned at 9:04 pm.