



Evaluations/Quality Management Sub-Committee

Tuesday, June 28, 2011

Call to Order at 7:16 p.m.

Planning Council members in attendance: Paul Hassell, Winifred Muhammad, and Christopher Hamilton

Community Members in Attendance: Hal Simon and Angela Castillo.

Citizen Communication & Community Announcements: None

Approval of previous Committee Meeting minutes (May 24, 2011): Minutes approved as written.

Review and Discussion proposed Client Satisfaction Survey tool:

Paul Hassell presented the most current revision of the proposed Survey along with the feedback from the 3 providers who participated in trials with a limited number of clients. Approximately 15 clients participated in the trials and their comments were incorporated into the Client Satisfaction Survey wherever possible. Following extensive discussion, a consensus was reached and the tool was approved to move forward to the full Planning Council for discussion and approval. The next steps including translation and eventual release to providers were discussed.

Review returned Administrative Mechanism surveys:

Item tabled for discussion at next committee meeting.

Hearing no objection the meeting was adjourned: 8:12 pm