



Quality Management\Evaluation Sub-Committee Minutes

November 13, 2012

Meeting Called to Order at 6:20 pm

Committee Members in attendance: Paul Hassell and Curtis Weidner

No other Planning Council Members, City Staff, or Community Members present.

- Minutes from June 12, 2012 Committee Meeting approved as written.
- Action Items from discussion of results of 2012 Client Satisfaction Survey and comparison with 2011 Client Satisfaction Survey:

An in-depth examination of the 13-24 year old demographic (i.e. is this neonatal, medical incident, or sexual/drug use exposure.)

Mr. Hassell will work with Staff to acquire a zip code map showing concentrations of clients.

Mr. Hassell will contact Justin Irving regarding MSM demographic data.

Committee requests the AA to provide additional information regarding the grievance policy and what measures are prescribed in the provider contracts to ensure all clients are made aware of their right to file a grievance and not endanger their ability to receive services at any agency including the agency with which they may have filed a grievance. Also, what measures are currently in-place with the HRAU to ensure timely and fair response to grievances that are filed?

Committee requests the AA to respond to the Administrative Mechanism Survey; in particular the items that are reported as "Dissatisfied" and "Very Dissatisfied."

- Committee adjourned at 8:13 pm