



EVALUATIONS / QUALITY MANAGEMENT COMMITTEE MEETING A G E N D A

January 25, 2011 ~ 6:00 p.m.

Meeting Location: 1520 Rutherford Lane Building 1, Ground Floor, Austin, TX 78754

CALL TO ORDER (Paul Hassell) 6:17 PM

Introductions

Planning Council Member Attending: Paul Hassell, Winifred Muhammad, Tom Schnorr

Also in Attendance: Mathilde Hyams-Flores

1) Citizen Communication (*Community Announcements*)

Mathilde Hyams-Flores expressed her concerns that any upcoming client satisfaction survey be brief (under 2 pages) and easily understood by the majority of clients. The most recent survey grew from approximately 2 pages to over 16 pages loaded with the often confusing Grant specific jargon.

Ms Hyams-Flores summarized by asking which PC Committee would be tasked with the Client Satisfaction Survey and hoped that provider input would be considered when creating the survey to ensure the survey instrument was effective.

2) Review & Approve Previous Meeting Minutes (*if applicable*)
No previous minutes.

3) Robert's Rules Overview – Lu Russell, Parliamentarian

Lu Russell gave an overview of "Robert's Rules of Order" and how they contribute to an efficient and smoothly operating committee meeting. Committee members asked some basic procedural questions and those were answered by Ms Russell.

Committee members also asked about the possibility to conduct meetings via conference call, internet, email, or other electronic methods. Mr. Hassell stated that there were no provisions for meetings via alternate methods. These are not regulated by "Roberts Rules" but City of Austin and Texas Office of the Attorney General. Mr. Hassell advised that all Planning Council members must complete the Open Meetings and Public Information training annually.

4) CHAIR BRIEFING - 2011 Planning Timeline and Activities

Mr. Hassell stated the committee's first main task would be to compile the survey instrument to be used in the upcoming Assessment of the Administrative Agent.



EVALUATIONS / QUALITY MANAGEMENT COMMITTEE MEETING A G E N D A

January 25, 2011 ~ 6:00 p.m.

Meeting Location: 1520 Rutherford Lane Building 1, **Ground Floor**, Austin, TX 78754

- 5) Overview roles and responsibilities of Evaluation Committee
Mr. Hassell reviewed the roles and responsibilities of the Evaluation Committee within the Planning Council committee structure. A brief discussion ensued wherein the roles of various committees would contribute to the work of other committees.
- 6) Review prior Grant Application responses and Assessment tools utilized
Several handouts were included and briefly reviewed. These included previous review of the Austin and Los Angeles AA as well as the recap of the reviews included in the past 4 RW Grant Applications. Members were asked to review on their own and come back to the next meeting with questions and ideas.
- 7) Develop Current Administrative Assessment tool
By consent, Chair remanded item to next committee agenda.
- 8) Next Meeting Agenda
Next committee meeting will be February 22, 2011. Mr. Hassell asked that items to be included on an upcoming agenda be forwarded to him by the Tuesday preceding.
- 9) Adjourn 7:43 PM