



Evaluation/Quality Management Sub Committee Meeting March 24, 2011

Call to Order 6:14 PM

Planning Council members in attendance: Paul Hassell and Winifred Muhammad

Staff in attendance: Kimberly Pemberton

Community members in attendance: Deborah Lowndes, Mathilde Hyams-Flores, Angela Castillo, Stephanie Eaton, Michael Laster, and Davana Sorsby

February 22, 2011 Committee Meeting minutes approved with no corrections.

Mr. Hassell gave a brief overview of the committee's goals and opened the floor to input from the various ASO and community members present. A general consensus was reached that all present very similar goals and a commitment to work together on the Client Satisfaction Survey.

Mr. Hassell and Ms Hyams-Flores both presented draft versions of surveys. After further discussion, the members of the ASO QI committee asked to be allowed to prepare a clean draft survey to be presented to the committee for discussion. Also, the ASO representatives asked that the AA be present and participate in preparing the final version. The overall goal of all present was to prepare a workable survey that will collect the necessary information in a consistent format for use over several years.

Other details that were discussed included a basic 4th Grade reading comprehension level, inclusion of economic information, utilizing a Wong-Baker style rating scale, gender sensitivity, and race/ethnicity sensitivity.

The meeting ended with a commitment from the ASO representatives to bring a proposed survey tool back to the committee by the April meeting. With representation from the AA, Planning Council, Staff, and ASOs, a final survey will hopefully be ready to submit to the full Council. One request from the ASO representatives was that if and when any changes are made to the survey, those changes be brought back to the Evaluation/QM Committee for additional input.

Meeting Adjourned: 7:43 pm