



New Haven / Fairfield Counties EMA
Ryan White Part A Planning Council

Christine Romanik & Albana Lame, Co-Chairs

Quality Improvement Meeting Minutes

Meeting Date: Thursday, September 6, 2018
Start Time: 12:00 pm
End Time: 1:33 pm
Location: Burrough's Community Center
Presiding Chair: Christine Rominak
Recorder: Sara Seaburg

Summary of Committee Business Votes

- Approval of Minutes from June 7, 2018 meeting

Council Member Assignments

- Attend Committee/Council meetings as outlined in the Council Bylaws
- Provide ideas for 2018 PCAT for the Quality Improvement Committee

(1.0) Moment of Silence

Christine called the meeting to order at 12:00 pm. A moment of silence was observed in recognition of all who have been affected by HIV/AIDS.

(1) Welcome and Introduction

All participants introduced themselves.

(2) Co-Chair Announcements

There were none

(3) Approval of June 7, 2018 QI Meeting Minutes

A motion to approve the June 7, 2018 committee minutes was made by Joanne Montgomery and Roberta Stewart seconded it.

For: (4) Montgomery, Stewart, Cisneros, Lame

Against: (0)

Abstain: (3) Delgado, Muniz, Romanik

(4) New Business/Old Business

- **Discuss Responsibilities of the Quality Improvement Committee**

1. The Assessment of the Administrative Mechanism – we discussed the feedback from the survey that was conducted last month:
 - i. Next year we will need to separate into 2 surveys where the Sub Recipients will send the Sub Sub Recipients their own survey.
 - ii. Staff will e-mail out the survey tool to each region lead and sub sub to enable the tracking of participation and we'll remove the person completing section.
 - iii. There was a suggestion that we may want to survey the Recipient, Sub Recipient and Sub Sub Recipient separately in order to get accurate information.
 - iv. Add question: Were there any gaps in service for a client. Did a lag in funding cause a client to have an interruption of services?

Discussion took place surrounding all possible scenarios to do this. There was also a suggestion to create a client satisfaction survey.



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Staff will separate the 2 surveys and present these next month and attendees will review these.

- **Discuss Service Standards**
Attendees discussed how revisiting service standards as the SPA committee further identifies information asked for from the feedback on PSRA would be good timing. This committee will begin looking at them beginning in November.

(5) Part A Office Report

Tom Butcher gave the following report:

1. He has created a job description for a CQM and QI coordinator to be hired
2. He will be getting started on the CQM meeting process for his CQM model

(6) Unresolved Parking Lot Items

ITEM	STATUS
Develop a client satisfaction survey	New

(7) Announcements

- The next Quality Improvement meeting is October 4, 2018 from 12:00pm – 2:00pm (Burrough’s Community Center).



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	Planning Council Member	Jan	Feb	Mar	Apr	May	June	Aug	Sept	Oct	Nov
	Inthiany Ardila	A	A	A	A	X	A	-	A		
	Max Cisneros	A	A	A	X	A	X	-	X		
	Cassandra Cokley	A	A	A	A	X	A	-	A		
	<i>Christopher Cole PC Co-Chair</i>	X	X	X	X	X	X	-	A		
	Wallace Daniels	A	A	A	A	A	A	-	A		
	Sabrina Delgado	A	X	X	X	X	A	-	X		
	Thomas Evans	A	A	A	A	A	A	-	A		
	Heather Garofalo	A	A	A	A	A	A	-	A		
	Lauren Gau	X	A	X	A	A	X	-	A		
	Heidi Jenkins	A	A	A	A	A	A	-	A		
	Albana Lame Co-Chair	X	X	X	X	X	X	-	X		
12. B	Joanne Montgomery	X	X	X	A	X	X	-	X		
	Raphael Muniz	X	X	X	A	A	A	-	X		
	Richard Radocchia	-	-	-	-	A	A	-	A		
	Christine Romanik Co-Chair	X	X	X	X	X	X	-	X		
	Mark Sanchez	A	A	A	A	A	A	-	A		
	<i>Roberta Stewart PC Co-Chair</i>	X	X	A	A	X	X	-	X		
	Charlotte Teel	A	A	A	A	A	A	-	A		
	Ryan White Office	X	X	X	A	X	X	-	X		
	Planning Council Staff	X	X	X	A	X	X	-	X		
	% of Council present:	32%	32%	32%	23%	22%	33%	-	39%		

Guests: Sara Burns, Jean Brown, Christina Rizk, Desiree James-Green, Tequetta Valeriano