



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

Christine Romanik & Albana Lame, Co-Chairs

Quality Improvement Committee Agenda

Thursday, April 4, 2019

12:00pm – 2:00pm

Burrough's Community Center

2470 Fairfield Ave

Bridgeport, CT

(203) 334-0293

1. Moment of Silence
2. Welcome and Introductions
3. Co-Chair Announcements
4. Approval of February 7, 2019 and March 7, 2019 Meeting Minutes
5. New/Old Business
 - Review 2018 Monitoring Process
 - Review Client Satisfaction Survey – feedback from regions 2 & 5 on survey.
 - Review Data Request from Arvil – Unduplicated Client Count by Service Category
 - Review Service Standards
6. Recipient's Report
7. Unresolved Parking Lot Items

ITEM	STATUS
Develop a client satisfaction survey	10/4 – Joanne and Inthiany will begin this and present in January 1/3: This will be presented in February 2/7: Updates were made, and staff will present document in March 3/7: Survey was sent to regions 2 & 5 for a test run

8. Announcements
 - The next Quality Improvement Committee meeting will be held on Thursday, May 2, 2019 at 12:00pm
9. Adjournment

All meetings are digitally recorded for the accuracy of the information presented. The actions of these recordings will fall within the policy approved by the Planning Council on June 12, 2015.