

**County of York
Human Services Division**

**Meeting Register
Integrated Quality Management Team**

Date of Meeting:	March 17, 2008 -- 2 p.m.
Location of Meeting:	100 W. Market St., Third Floor, JTPO Conference Room
Facilitator:	CarrieAnn Frolio, Quality Manager, Children and Youth
Facilitator:	Jennifer Moubray, Quality Supervisor, Children and Youth
Facilitator:	Barbara Schroeder, Director of Quality Assurance, HealthChoices
Minutes Prepared by:	Connie Livingston, Y/A HCMU

1. Purpose of Meeting (see attached agenda)

- To develop a proposal for an Integrated Quality Management Team (*eventually a Department*) for York County Human Services Division

2. Attendance at Meeting

<u>Name</u>	<u>Agency</u>
Michael Wagner	YCAA
Dr. Judith Bassett	HSD
Karen Euculano	MH-MR
Sharon Griffner	EI
Pat Fink	YCAA
Joel Richie	MH-MR
Ellen Carter	D&A
CarrieAnn Frolio	YCCYS
Barbara Schroeder	HCMU
Connie Livingston	HCMU

3. Meeting Notes, Decisions, Issues

Introductions were made.

Purpose of the committee is to reevaluate the quality initiatives for the Human Services Division and set up guidelines, policies & procedures, expectations for employees, providers, and agencies within the HSD with the possibility of establishing a separate department for quality assurance.

Dr. Bassett presented the **Quality Management Umbrella**. Quality Management concerns all departments, effects all services. This committee is responsible for the facilitation of policy development; a process rather than a function; and will eventually lead to a department within the Human Services Division. The four major areas for integration are: quality, fiscal, contracts, and training.

Discussion was held on the above purpose.

- look at **processes** within each agency
- develop processes which can be a boilerplate for services
- determine why **wait lists** are so long
- look at Federal and State **regulations** regarding mandated versus volunteer services
- identify **barriers** to effective quality services
 - no access for employees to internet for completion of surveys (survey monkey)

- budget time-line/approval process
- empower **employees to assist** with this project
- including **employees** when writing policies
- **work from the bottom to the top**, not the top down
- look for **trends**

Review of Development Plan

- **overlapping** of committees is okay but try not to duplicate what other committees are doing
- review **other committees work plans**; incorporate ideas into ours
- dependent on other committees? perhaps strategic planning
- develop a complaint line
- discuss budget timeline
- create something which does not already exist

Tasks for next meeting: See action items.

Open Discussion.

Before minutes are placed on the intranet website, they must be reviewed by the committee and approved.

4. Action Items			
<i>Action</i>	<i>Assigned To</i>	<i>Due Date</i>	<i>Status</i>
Job descriptions.	Team	4/21/08	
Project Charter Update	CarrieAnne	4/21/08	
Minutes	Connie	4/21/08	
Objectives	All		

5. Next Meeting					
Target Date:	3rd Monday	Time	2 p.m.	Location	Room w/a View (JTPA)

Objectives: