

# Standards Committee



Claire Sinay, Vice Chair

Tuesday, May 27, 2008  
9:00 am to 11:00 am  
Public Health  
4041 North Central Avenue, Phoenix  
15<sup>th</sup> Floor, Joshua Room

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## Meeting Minutes

**Committee Members**    *AT: Attended    AB: Absent    EX: Excused    ALT: Alternate Present*

AT	Bradley Allen	AT	Claire Sinay	EX	Dr. Colin Sheffield	AT	Debby Elliott <i>alt: Philip Seeger</i>
EX	Deborah Frusciano <i>alt: Kimberley Bickes</i>	AT	Larry Stähli	EX	Randall Furrow		

### Guests

Karen Stuart

### Administrative Agent Staff

Carlyle Fleming

Support Staff: John Sapero

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### Welcome, introductions and declarations of any conflicts-of-interest

Claire Sinay called the meeting to order and welcomed the attendees. Everyone introduced him/her self and declared any conflicts-of-interest.

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### Determination of quorum

Quorum was established with four of seven members in attendance at 9:15 am.

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### Review of the meeting minutes and action items from prior meetings

The committee silently reviewed summary minutes from the May 13, 2008 meeting. Larry Stähli noted that there was a misspelled word under the Policies and Procedures agenda item.

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### Administrative Agent update

Carlyle Fleming of Quality Management reported the following:

- Fiscal audits for all providers are continuing on schedule

## MEETING MINUTES *continued*

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### Committee Chair update

Claire Sinay discussed that the committee would complete drafting standards of care for Legal Services and begin then Psychosocial Support Services.

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### Standards of Care

#### *Legal Services*

Carlyle Fleming provided the committee with a beginning draft of the Legal Services Standards of Care for review.

Karen Stuart provided an overview of how the service was provided, and what was allowable under the service category.

The committee reviewed the document and began drafting the final version.

Significant areas of discussion:

- Goals: Concern was addressed that the goal of increasing clients' knowledge of services was difficult to measure and would be addressed under revisions to the Universal standards of care. This goal was eliminated.
- How clients were assessed at intake (client evaluation), and how long it took to contact the client: Text changes were made in the Intake and Delivery and Referrals and Linkages sections to clarify expectations and ensure that intakes occurred within established guidelines, based on the referral source (self-referred or from an agency)

**MOTION:** Larry Stähli motioned to forward the Legal Services standards of care to the full Planning Council for approval. Bradley Allen seconded.

**DISCUSSION:** None.

**OUTCOME:** The motion passed.

#### *Psychosocial Support Services*

There was a review of the work completed so far on the document. Carlyle Fleming related that most support groups were supervised by a certified professional but were conducted by a non-certified facilitator.

Larry Stähli discussed that the document detailed clients having an assessment prior to participating in support groups. This often did not occur - most support groups allowed walk-ins to join in at any time. He did not feel that people would be willing to complete an assessment prior to taking part in a support group.

#### *Universal Standards of Care*

The committee reviewed the Universal Standards of Care document. John Sapero discussed that the committee had scheduled the review the document to determine whether the service promotion directive should be incorporated into the document, as well as to review the document due to its age. Claire related that all the existing Standards needed to be reviewed for consistency and updates, and asked the committee to complete this review now.

**MEETING MINUTES** *continued*

Revisions discussed:

- Administrative Agent's department name updated
- References to the Client Satisfaction Survey were changed to Client Survey, which is now completed every 18 months, rather than annually.
- Section 10 was revised to reflect the change from corrective action plan to quality management plan.
- Section 12 was corrected to have "signed receipt" read "signed statement"
- Client record(s)" changed to "client chart(s)" throughout the document

Claire Sinay asked that a redline document be provided to the Planning Council comparing the changes.

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**Discussion of agenda items for the next meeting**

Claire Sinay reviewed the committee timeline with the participants. After Psychosocial Support Services SOC, the next service category addressed by the committee would be Outreach Services. Carlyle Fleming discussed that Psychosocial Case Management was scheduled for June, and would need to be completed.

In addition to the recurring agenda items, the committee determined the following:

**Agenda Items**

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Continue drafting Psychosocial Support Services

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Begin drafting Psychosocial Case Management

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Begin drafting Outreach Services

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Standardize all Standards of Care

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**Action Items to be completed by the next meeting**

Task	Assigned To
None	

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**Current events summaries**

No current event summaries were voiced.

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**Call to the public**

No calls were voiced.

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**Adjourn**

The meeting adjourned at approximately 10:55 am.