

# Example Meeting Minutes

The following is an example excerpt from an action team's meeting minutes.

## Service Provider Action Team Meeting Minutes August 17, 2020

See blue arrows for tips on how to prepare effective meeting notes.

Meeting Participants: Fred Anderson (Creekside School District), Corrine Smith (Head Start), Alexa Dubar (Health Department), Barb Williams (DHS), Tim McDonald (DHS), Corey Lemberg (Southwest Clinic), Jenny Lewis (Nurse Family Partnership), Tony Harrison (ISD), Virginia Wolf (Metro Transit), Andrew Dohr (211), Meredith Ryans (Community Mental Health), Amy Anderson (Housing Coalition), Megan Williams (Collaborative Facilitator)

SYSTEMS CHANGE GOAL: Accessible Services and Supports	
<b>Agenda Item: System Check In</b> <ul style="list-style-type: none"> <li><b>What's gotten in the way this past month of improving access? Why is this happening? What can we do about it?</b></li> </ul>	
Summary of Discussion	Action Items
<p><b>Confusing housing assistance eligibility criteria:</b></p> <ul style="list-style-type: none"> <li>A few team members said many of the families they serve are confused about the new eligibility criteria for housing assistance through DHHS. Families said the information on housing assistance eligibility criteria in DHHS's materials is:               <ul style="list-style-type: none"> <li>full of jargon (e.g., acronyms)</li> <li>inconsistent (the criteria is described differently in handout vs. website)</li> <li>uses words/language that is difficult for them to understand, especially families with Limited English Proficiency.</li> </ul> </li> <li>Team members also said many providers they work with are also confused about the criteria, and are likely giving families the wrong information.</li> </ul> <p><b>Next Steps:</b></p> <ul style="list-style-type: none"> <li>Barb and Tim will bring this feedback to leadership at DHHS and will see how these issues can be addressed.</li> <li>Once this has happened, Megan will take revised eligibility descriptions to family action team for their feedback to make sure it's easy for families to understand.</li> <li>After it's vetted with family team, Andrew will make sure clarified eligibility information is updated in 211's databases.</li> </ul>	<p><b>Barb and Tim:</b> will bring up issue related to confusing information on housing assistance eligibility to leadership at DHHS for problem-solving, will report progress at next meeting.</p> <ul style="list-style-type: none"> <li><b>Megan:</b> will add note to bring draft of revised eligibility description to family action team for feedback, and will include agenda item at future meeting to remind Andrew about updating 211 with this information.</li> </ul>

Use bold headers to identify sections within the notes

Use bold to identify who is responsible for each action item, and describe in detail; include timeline if possible

**Agenda Item: How can we make Head Start and subsidized preschool program locations more accessible?**

Summary of Discussion

**Access barrier identified by family action team:**

The family action team identified the following issue at their last meeting and wanted to see if our action team could help problem solve it:

- Head Start/Early Head Start and subsidized preschool programs are located on the North and West side of the county, which makes it difficult for families living on the East side of the county (many of whom are Latinx) to access these programs – especially those families who don’t have reliable transportation since there are limited bus lines in that part of the county.

**Why is this issue happening:**

- Corrine from Head Start and Tony from the ISD said the programs are located where they are because the current buildings are cost-efficient to maintain, and it’s too expensive to support multiple building locations given current budget constraints. Both mentioned some of these programs are having a hard time filling their slots.
- **Group realized importance of ensuring bus lines service program locations.**

**Strategy ideas for addressing location access barriers:**

- Co-locate programs in neighborhood-based settings on the East side of the county that are easy for families to get to, and make sure bus line services the location. The group brainstormed some ideas for locations, including St. Boniface Catholic Church, East Side Neighborhood Services, and Chavez Community Center (houses a community health clinic).
- The group wasn’t sure which locations in particular families would prefer, and decided we need to create a plan to gather some additional information.
  - **Framing/questions for families:** make it easier for families living on the East Side to get to subsidized preschool programs. One way to do this is to use existing buildings in your local community.
    1. Which of the following locations would you be most likely to use if they housed a Head Start/Early Head Start or subsidized preschool program? Boniface Catholic Church, East Side Neighborhood Services, and/or Chavez Community Center
    2. Are there other locations you would recommend?
  - **Which families to ask:** low-income families on East Side of county with children ages 3-5 who are not currently in preschool
  - **How to gather this info:** have organizations serving families with young children on East Side of county ask a few questions at end of service visits or in the waiting rooms
  - Megan will send out a template members can use to summarize this information

Highlight important ideas, tips, or concepts from notes to make them easy to find

Action Items

- **Jenny, Meredith, Barb, and Corey** will have their staff ask families the 2 questions (see left highlighted notes) during their service interactions this next month and report what they’ve learned at our next meeting.
- **Megan** will send out a template staff can use to ask these questions/summarize their notes by Friday
- **Corrine and Tony** will talk with their leadership about what it would take to co-locate programming in local neighborhood sites and report back to the group at our next meeting.

**Next Steps:**

- Jenny, Meredith, Barb, and Corey said they could have their staff ask families this question during their service interactions and in waiting rooms this next month. They will compile the info staff gather, and share at our next meeting.
- Corrine and Tony said she will talk with their leadership about what it would take to co-locate some of the programming in local neighborhood sites.

**A. Agenda Item: How can we gather rapid feedback on new shared consent form?**

Summary of Discussion

CMH, DHHS, and ISD recently launched a new shared consent form. Staff in these organizations were all to have used the new shared consent form with all clients they see starting last month. The group talked about the best way to gather rapid feedback from families to see if how this new process is working.

**Rapid feedback ideas**

- **Framing/questions for families:** The county just started using a new shared consent form to make it easier for organizations to work together to service local residents.
  1. Has anyone described this shared consent form to you in the last month and given you a chance to sign it?
  2. If yes, how did it go? Did they describe the form in a way that was easy for you to understand? Was the form written in a way that was easy to understand?
  3. Did you end up signing it? If not, why not?
- **Which families to ask:** families who are receiving services from CMH, DHS, Health Department, and/or ISD
- **How to gather this info:** Have nurse family partnership home visitors ask families they serve. Have front desk staff at CMH, DHHS, and ISD ask questions with families after their service visits. See how resident action team can help gather this information from local families

**Next Steps:**

- Jenny from Nurse Family Partnerships will have her home visiting staff start asking the questions with families they serve
- Meredith, Barb, and Tony will have their front desk staff ask questions with clients after service visits and share responses with team
- Megan will ask resident action team how they can help gather input from fellow residents and report back to group.

Action Items

- **Jenny:** have home visiting staff ask the questions (see left **highlighted** notes) with families they serve starting next week. Will report back at next meeting.
- **Meredith, Barb, and Tony** will have their front desk staff ask questions (see left **highlighted** notes) with clients after service visits starting next week. Will report back at next meeting.
- **Megan** will send out a template staff can use to ask questions and summarize notes
- **Megan** will ask resident action team how they can help gather input from fellow residents and report back to group.