**ICC Service Quality Committee**

November 19, 2024

**Charge:** Track transition metrics and identify opportunities to reduce disparities, monitor federal reporting and disaggregated reporting to improve equity (incl. SPP & APR).

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| Topic | How | Who | Time |
| Welcome & Call to Order | * Call to order at 9:18am * Attendance (establish quorum)   + Quorum established at 9:20am * Review Meeting Minutes from meeting before   + Didn’t have time to review, will approve next time | Mallorie Brown, Colleen O’Brien |  |
| Icebreaker | Introductions: | Non-Members present: Cathy Leslie, Molly Gilbride |  |
| Review Meeting Agenda | Agenda:   1. Review proposed cadence of meetings 2. Review Charge- Track transition metrics and identify opportunities to reduce disparities, monitor federal reporting and disaggregated reporting to improve equity (incl. SSP & APR). 3. Review Indicator 8 Data |  |  |
| Open Items | Service delivery cyclical monitoring:   * 10 records are a very small amount to look at, therefore in order to really measure this you should also look at the documentation for what the reason is that it didn’t happen. That being said, it is important to look for patterns of cancellations. * Staff should potentially be on top of rescheduling within the time frame. Parents can get frustrated though if people are forcing the reschedule when they have a lot going on. * Such different communities and different situations, was there documentation of why it was canceled? * Potentially look at number of records best on size of program to help be more proportional * Would we look potentially at the reason that a family qualified? * Higher percentage of records looked at will make the feedback more reliable * Potentially look at more than one month to determine if it was met in either of the months |  |  |
| Meeting Close | Meeting adjourned at 10:03am |  |  |