



MOSAIC
Client Advisory Committee
Meeting: January 25, 2010

Minutes

Present: Paulami Das, Patricia Barwell, Zara Canda, John Dube

Regrets: Wendy Ciao, Suman Prabhu, Azad Abul

1. Discussion on recruitment of Committee Members occurred prior to Agenda approval.

It was decided that the following strategies will be engaged to increase the membership on the Committee to 10 to 12 members:

- Current members will keep their thoughts mindful of recruiting
- Advertise as per the process in Community Volunteer Program
- John will speak with Settlement Workers
- John will contact program managers/coordinators to submit names

In addition, John will meet with each potential committee member, prior to invitation to a meeting to discuss expectations from them as well as from the committee. He will also share the Terms of Reference as well as previous meeting minutes to help explain the expected role and responsibilities of a committee member.

2. Agenda approved as circulated.

3. Minutes approved of October 20, 2009 as circulated.

4. Selection of a Chairperson

After some discussion, it was decided that Zara will be the chairperson for the committee with John providing administrative support. John will provide to all members an abbreviated version of the Robert's Rules of Order.

5. Terms of Reference

After some discussion with several changes to the draft copy, the Terms of Reference has been approved, see attached.

6. Client Use of the Website

Discussion occurred at the October 20, 2009 meeting around the issue of how relevant a Client section is on the MOSAIC website. Several issues were discussed and it was asked of John to investigate and present information that addresses the questions for the next meeting.

A. John's exploration of finding out who accesses the website.

- currently there does not exist a way to determine "who" uses the website. Current researchers in the field are discussing the issue and are beginning to set up projects to explore gathering this information. It appears that current trends indirectly indicate an increase in website access by immigrant clients and out of country individuals exploring settlement options in Canada
- a report can be generated that reveals what information is looked at, but not who is accessing the information.
- a monthly report on the activities of the website is to be submitted to the Senior Management Team. Does the Committee want to receive the report?

B. Discussion concerning the Website Client Satisfaction Survey occurred with several points reviewed:

- the research implications of having a likert scale with four choices (as it is currently set up: Strongly Agree – Agree – Disagree – Strongly Disagree) instead of 5 or 7 choices which would include a neutral or don't know response.
- can there be just a three response: Agree – No Opinion – Disagree. It was noted that often times, Strongly Agree and Agree are combined when providing summary information to a group of people, hence why of four/five responses available.
- having four/five responses to survey questions allows for more options as well as this can provide a great scope of intensity around responding.
- Can the survey be translated into the languages like the Client Rights and Responsibilities and the Client Complaints documents.
- Add a final section for "Comments" attached to question #4 "I was satisfied with the services provided by MOSAIC."

C. Usefulness of the Website and in particular the Client Section (as the Committee has oversight responsibilities)

- good practice standards encourage the use of a variety of strategies to inform and engage clients. The use of the website in today's society is viewed as a significant strategy.

- ensure the website is friendly and accessible; can the Client Section be translated into the languages like the Client Rights and Responsibilities and the Client Complaints documents.
- Committee members are to review the website client section and provide additional feedback

7. Meeting Schedule

It was decided that meetings will be held every fourth Monday of the Month.

February 22, 2010

March 22, 2010

April 26, 2010

May 31, 2010 - Monday 24, 2010 is a statutory holiday

June 28, 2010

July 26, 2010

August 23, 2010

September 27, 2010

October 25, 2010

November 22, 2010

December

7. Meeting Adjourned – 6:55pm

Next Meeting

February 22, 2010 at 5:30 to 7pm

1720 Grant Street

Community Room – Main Floor