



MOSAIC  
**Client Advisory Committee**  
Meeting: May 31, 2010

**Minutes**

Present: Paulami Das, Iraj Khabazian, Antonio Villegas, Patricia Barwell, John Dube

Regrets: Vitoria Correia

**1. Welcome and Introductions**

John called the meeting to order

Zara has sadly submitted his resignation due to time commitments.

Although Vitoria Correia sent her regrets, we welcome her as a new member to the committee.

**2. Agenda approved as circulated**

**3. Minutes approved of March 22, 2010** as circulated.

**4. Minutes approved of April 26, 2010** as amended. Minutes to include:

1. Organizational semi-annual Continuous Learning Analysis Meetings (CLAM). Does the Advisory Committee want to review some of the information after the meeting or submit a report to be included in the meeting. The CLAM is a meeting set twice a year for the Senior Management Team to review various summary reports (e.g. Client Grievances, Mock Evacuations), discuss trends and develop action plans in response to the data/information presented.
2. New Business item for next meeting: Planning Activities for the Committee towards

Discussion has held by the Committee and it was agreed to support the above noted actions.

**5. Business Arising from Previous Meeting**

**a) Election of a New Chairperson**

Iraj would like to be considered for the new Chairperson of the Committee. All members agreed and approved.

Iraj would like to establish a strong presence of the Committee with the overall systems of the Organization. He would like to take the Committee where it is clear in its Direction – where we are going, how we are going to get there and why are we going in that direction. The Committee members are in support of these ideas.

**b) Recruitment of new committee members**

- John was e-mailed all Directors and program managers requesting names to be put forth concerning the committee.
- Iraj suggested that a brochure be developed describing the work of the Committee and inviting people to participate.
- Patricia has two individuals who have shown interest, but who have not received services from MOSAIC which is one of the criteria as per the Terms of Reference.

Discussion was held concerning expanding the scope of the criteria to include immigrants, refugees and newcomers who have received services other than MOSAIC. Since it has been difficult to recruit members for the Committee, it was felt that expanding the scope of eligible individuals will assist with increasing the membership. Therefore the **Terms of Reference have been revised** to read:

“The Committee is composed of immigrant, refugee and newcomer volunteers who:

- i. Preferably, but is not required, to be working with immigrants, refugees and newcomers;
- ii. are from different walks of life;
- iii. are not currently receiving services from MOSAIC, but,
- iv. have received services from MOSAIC or similar organization”

**The Process of Invitation to be a member of committee was also clarified as follows:**

- i. any one can invite an individual to become a member if they are an immigrant, refugee or newcomer;
- ii. the name will be provided to John
- iii. John will then contact the proposed individual and set up an interview
- iv. John will interview and invite to the next meeting, as appropriate
- v. the recruited individual will attend one meeting as an potential with a formal invitation to become a member offered by the committee at the end of the first meeting

**c) Accreditation Manager Report** (see attached):

- i. Utilization data on the Client Sub-section

The Committee members like the report. It was noted that:

- the Organizational bounce rate was higher than the Client Subsection. This may indicate that when an individual lands in the Client subsection, they appear to stay longer on the pages than those on the main website.
- That the number of pages reviewed was higher this period than the last reported period, with the additional information that staff computers are not counted when they access the website (as before they were being counted). This clearly indicates an increase in access to the Client Subsection.
- The website has been modified so that every program of MOSAIC is linked to the Client Subsection concerning the Client Rights and Responsibilities, Your Story, Client Satisfaction Survey and the Complaints Process. The cross linking was established mid May 2010.
- As a result, the Committee is now interested in receiving information that can be compared month to month.

- ii. Client Demographics – Average number of clients for one month
- iii. Client Demographics - Primary Languages as reported by clients and the number of clients served.

The Committee members requested that age be included in the monthly demographical information graphs.

In addition, they are interested in receiving the six month summary reports concerning the Barriers to Access services.

## 6. New Business

### a) Planning Activities for this year.

Actions to be taken	By whom	Timeline	Outcome
<p><b>A.</b> To review CARF Standards directly related to services to clients</p> <ul style="list-style-type: none"> <li>▪ Section K: Rights of Persons Served</li> <li>▪ Section D: Persons Served and Other Stakeholders – Obtain Input</li> <li>▪ Review Section 2: Quality Individualized Services and Supports</li> <li>▪ Review other standards that note “Persons Served”</li> </ul>	Committee	<p>June/July 2010</p> <p>July/Aug /Sept 2010</p> <p>Oct/Nov 2010</p>	To identify and tabulated demonstrated evidence of MOSAIC conforming to CARF Standards.

		TBA	
<p><b>B.</b> To set up an accountable system whereby when recommendations are provided by the Committee, the results will be reported back to the Committee and how the results impacted services to clients.</p> <p>Summarized Accomplishments and determine new activities and actions for upcoming year.</p>	Committee	Jan 2011 ½ day Retreat	Increase the qualifiable, measureable impact of the Committee on services to clients

**7. Meeting Adjourned – 6:55pm**

**Next Meeting**

June 28, 2010 at 5:30 to 7pm  
1720 Grant Street  
Community Room – Main Floor

Schedule:

July 19, 2010  
August 23, 2010  
September 27, 2010  
October 25, 2010  
November 22, 2010  
December