

General Notes from the January 9, 2007 Open Conference Call

Families would like to see the board meeting agenda prior to each month's meeting.

Families expressed they would like to continue the conference calls on a regular basis – generally quarterly.

There was a discussion on the possibility of holding off-site (not in Richmond) board meetings and/or communication/town hall type meetings. Claire Gesalman offered to be a liaison for N. Virginia and Dave Keeler offered the same for Richmond.

It was asked that the board meeting minutes be posted on the web site sooner. It also was suggested that any important communication from the Program be both mailed and posted on the website.

Families discussed wanting more focus – from both board and staff – on customer service, and more transparency in the Program.

Other issues mentioned included use of life-care plans, out of network treatments.

There was discussion regarding changes in housing allowance that took place around 2000.

There was concern expressed in the turn-around time for reimbursements.

There was discussion on re-instituting a formal newsletter as opposed to current letters from the Program.