

**CCM/QOC Meeting Minutes**  
**January 17, 2024**

Present: Carolyn Mowry, Dolores Cummings, Barbie McCummins, Michelle Clark, Angie Dougan, Coleen Hernandez, Christine Hurla

Meeting called to order at 12:10 pm.

- Carolyn read the minutes from the last meeting in September.
- We will follow up with Susan Carter to see if she wants to join the Council.
- We signed annual confidentiality agreements.
- Discussed Capacity Survey –
  - What are the top capacity issues in general for the I/DD population in Shawnee County? **Need more providers**
  - What barriers exist to increasing capacity? **Money, staffing, insurance, cost of housing, transportation**
  - What are the biggest capacity issues specifically for your agency? **more staff, high staff turnover.**
  - What are the main reasons for staff turnover? **Wages. Possibly benefits and insurance but the main reason is low wages.**
  - What has your agency done to decrease staff turnover? **TARC – Employee Engagement Committee, recognizing DSP and TCM week. Make people feel valued. Sign-on and retention bonuses.**

Meeting adjourned at 12:58 pm.