

Project Feedback Process Workgroup Committee

Report to CPARB

2/8/2023

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Committee Chair\Co-Chairs: Jeff Gonzalez, Dave Johnson

Committee meeting dates since last CPARB meeting: 1/18/2024

Current Activity\Specific Issues being addressed:

1. Mtg continued to discuss Potential Incident Process and how to address an issue once it is identified. Items discussed included:

- Additional review of issues that have been identified and brought forward to the committee.
- Identifying stakeholders that an aggrieved party could reach out to. This could include members of PRC or CPARB that represent a group of constituents. (This may include an addition to the job description for those positions).
- Trying to resolve items at the lowest level – preferably through an established channel.
- Developing an escalation path to address issues that cannot be resolved at lowest level.
- Tracking types of issues so that they can either be addressed with PRC or if statute change is needed, elevate to CPARB.
- Develop a simple process that does not need a lot of time to manage or maintain.

Actions:

- Dave and Jeff are drafting flow chart/process to handle issues identified and how to escalate based on discussions in the previous meetings. This will be reviewed at the next meeting.

Open Issues:

- How to report issues and who collects and reviews. (website link, form, or other).
- What information is collected for issues and where is that saved.
- Potential added task for PRC and/or CPARB representatives to respond to issues from constituents.
- Circle back to preventative measures and review potential changes to application questions, additional education resources and links to Best Practices.

Timeline of deliverables (if any): TBD

Board Action needed (if any): None at this time