Location: via Teams
Meeting ID: 235 043 198 336 **Passcode:** GhdfhA

Committee Members: *(14 members, 8 = Quorum*)*

Dave Johnson – Co-Chair	Jeff Gonzalez – Co-Chair
Kurt Boyd	Karen Mooseker
Marvin Doster	Mike Pellitteri
Lekha Fernandes	Irene Reyes
Bobby Forch, Jr.	Linneth Riley Hall
Thomas Golden	Robynne Thaxton
Art McCluskey	Olivia Yang

* Informed Proxies Count Toward quorum

AGENDA

11:00	Welcome & Introductions	Information
11:05	Approve Agenda	Action
11:07	Approve Minutes from 2/15/2024	Action
11:10	Define 'Issue'	Discussion\ Action
11:15	Review Preventative Measures Recommendations	Discussion / Action
11:25	Review Post Incident Process for addressing/escalating issues - Steps to resolve, escalate or close issue	Discussion / Action
12:00	Discuss Forum for issues over than violations of 39.19	Discussion
12:25	Next Meeting Agenda	Discussion
12:30	Adjournment	

Action Items:
1. Co-Chair Jeff Gonzalez and Co-Chair Dave Johnson to draft a flow chat that captures the process and steps identified and discussed by this group so far.
2. Talia Baker to begin inquiring with DES communications department regarding options to embed or link a form on CPARB's website.

Workgroup Parking Lot:
1. Who can stakeholders reach out to when they identify an issue or grievance? *(Clearinghouse, Discussion Forum)*
2. What are the steps to take once an issue has been identified? Create a Form with guidelines and protocols? Follow-up form when a complaint has been identified?
    - If there is a form that can be filled out and submitted online, and who would check the inbox and respond to issues?
    - What is the process of closing the loop?
    - What is the level of documentation needed as issues or complaints arise?
3. *(1:1, contacting local trade association, bring to CPARB, use legislation changes only as a last resort)*
4. Who has the accountability authority? (Auditor's Office? AG?)
5. What are the metrics/issues? *(How/what to track)*
6. What are the consequences of not complying with the statute? *(Levels of Escalation: Delay in project\cert approval by 30-60 days? Attend CPARB meeting to report on how resolved issue/complaint?)*
7. What is the best way to educate the community? *(Best Practices, Lessons Learned, Education Conn. Comm. resources)*

8. How can the information regarding feedback\grievances and consequences of noncompliance be distributed?
    (Clearinghouse/Library of Issues for future reference if applicant comes back to PRC)
9. Owner Preparedness – examples what an ideal application will look like, what to avoid, links to best practices documents, etc.

Notes:
1) Identify issue. ✓
2) Lowest level contact
3) Letter of notice

Dave & Jeff start 1st Draft ✓
How to collect issue date (trigger) (online form?) Parking Lot
What level of documentation to collect info./respond?
Documentation via PRC inbox? Through PRC homepage?
Identify how to validate issue is an actionable concern.

Review Issue flowchart
How to start input, how to collect, next steps