



**Community Engagement Committee Meeting
Thursday, February 2, 2023, 3:00 pm**

MINUTES

MEMBERS PRESENT: David Sprinkle, Gui Cunha, John Gyllin, Roger Pynn, DeAnna Thomas and Wayne Weinberg

MEMBERS ABSENT: Tanisha Nunn Gary, Renee Quintanilla, and Stella Siracuza

STAFF PRESENT: Emily Kruszewski, Mimi Coenen, Pam Nabors, Nilda Blanco, Angel Ramos, Lorri Shaban, Steven Nguyen, Fabia Diaz, Sheril Capleton and Kaz Kasal

GUESTS PRESENT: Jazmin Louis/First Step Staffing

Agenda Item	Topic	Action Item / Follow Up Item
1	Welcome <ul style="list-style-type: none"> Mr. Sprinkle, Committee Chair, called the meeting to order at 3:02 pm. 	
2	Roll Call / Establishment of Quorum <ul style="list-style-type: none"> Ms. Kasal reported quorum present. 	
3	Public Comment <ul style="list-style-type: none"> None offered. 	
4	Approval of Minutes <ul style="list-style-type: none"> Reviewed minutes from 8/24/22 Meeting (attachment). 	Mr. Pynn made a motion to approve the minutes from the 8/24/22 Community Engagement Committee meeting. Mr. Weinberg seconded; motion passed unanimously.
5	Information/Discussion <u>Introductions</u> <ul style="list-style-type: none"> Introductions were made between Ms. Kruszewski, Director of Strategic Communications and the Committee. <u>Recap of Focus Areas and Priorities</u> <ul style="list-style-type: none"> Reviewed CSCF Communications' outreach activities and impact during quarters 1 and 2 of this program year, as well as overall goals and priorities (attachment). Customer Satisfaction Survey <ul style="list-style-type: none"> Reviewed purpose and results of a customer satisfaction survey that was conducted in August 2022. Committee input: <ul style="list-style-type: none"> Increase customer engagement - include as a goal Include photo of staff in survey to help customer remember their experience Send out an automated survey day of service Connect with One Blood's marketing staff on how they survey 	<i>Staff to send summary report of the customer satisfaction survey results.</i>



	<ul style="list-style-type: none"> • Reviewed next steps and for next meeting: <ul style="list-style-type: none"> - Provide survey plan to include cadence and timeframes - Address opportunities – i.e. focus groups 	
7	<p>Other Business</p> <ul style="list-style-type: none"> • Ms. Nabors thanked the Committee for championing their CSCF ambassadorship roles within their own networks. • Mr. Cunha relayed Seminole County’s pending \$30,000 sponsorship for CSCF’s Summer Youth Program, pending vote at its Board meeting on 2/28/23. 	
8	<p>Adjournment</p> <ul style="list-style-type: none"> • Meeting was adjourned at 3:53 p.m. 	

Respectfully submitted,

Kaz Kasal
Executive Coordinator