

**CONSUMER INVOLVEMENT COMMITTEE**  
**February 9, 2018**  
**10:00 AM - 12:00 PM**  
**CONFERENCE ROOM, UNITED WAY OF LONG ISLAND, DEER PARK, NY**

<u>MEMBERS PRESENT:</u>	<u>MINUTES</u> <u>MEMBERS ABSENT:</u>	<u>GUESTS</u>
Nancy D. Co-Chair	Lance M. Co-Chair	
Arthur B.	Angie P.	
Clara C.	Keith A.	
James C.	Ed M.	
James H.	Juanita C-F	
Joseph P.	June T.	
Marci E.	Margret H.	
Traci S.	Robert S.	
William D.	Wendy A.	
Paul B.		
Kevin H.		
<u>STAFF:</u>		
Georgette Beal		
JoAnn Henn		

**I. Welcome/Introductions**

Nancy D. called the meeting to order at 10:05 am. She welcomed everyone and introductions were made. There was a moment of silence to remember those living and those whom we have lost.

**II. Co-Chair Nominations and vote-**

As discussed at the last meeting, it is necessary to have nominations and vote on a new Co-Chair. Nancy D. has been facilitating all the meetings and could use some assistance. Nominations were accepted and a vote was taken. The vote ended in a tie between Paul B. and Clara C. After another vote, Clara C. was voted in as Co-Chair. Her term will begin with the April 13<sup>th</sup> meeting and she will be able to participate in the Executive Committee Conference calls.

**III. Approval of August 11, 2017 Minutes-**

The minutes were approved without correction. A motion was made by Ms. Shelton and seconded by Mr. Brown.

*6 Approved 0 Opposed 4 Abstentions*

**Approval of December 15, 2017 Minutes-**

The minutes were approved without correction. A motion was made by Ms. Egel and seconded by Mr. Brown.

*7 Approved 0 Opposed 3 Abstentions*

### III. HRSA Site Visit-

The HRSA site visit is scheduled for the week of March 12, 2018. HRSA plans to meet with consumers on Wednesday, March 14, 2018 from 12pm-1:30pm. Consumers have been notified about this meeting and many have responded that they plan to attend. For some, this is the first time meeting with HRSA representatives. Ms. Beal informed the committee that the focus of the meeting will most likely be: access to quality care, consumer satisfaction with services, and healthier outcomes as more individuals are engaged in care. She acknowledged the hard work of the committee members as well as their valuable input, citing the example of eyeglasses being added to the EFA to meet consumer need as well as the CWQ (Consumers Workgroup for Quality) reviewing Service Standards prior to QAM meetings. Peer advocacy, community forums, and the number of consumers receiving their Peer certification attest to the high level of consumer involvement in our region. For example, the Continuum of Care is reviewed to determine quality of services and ways to improve. HRSA should be made aware of the extent and impact of consumer involvement.

It was stressed that the HRSA visit is neither the time nor place to bring up concerns or challenges not previously raised or challenges that are being addressed, such as the defunding of LIAAC. Remembering the closing of FEGS, concerns were raised regarding the impact on consumers and the services they receive. LIAAC clients are being directed to EAC Network, HRHCare, and Options. MS. Egel reported that 40 clients from LIAAC have sought services at Thursday's Child.

While not everything is perfect and indeed would be suspect if they were, it is important to acknowledge that when issues are identified they are worked on quickly. Our process works.

As one committee member said, HRSA is not here to necessarily help the consumers, but rather to evaluate the efficacy and need for certain services and consequently to reduce funding wherever possible.

To assist with preparation of the visit, a list of the agencies that are Part A funded (and the services provided) were distributed to familiarize the committee members. Committee members were reminded that Ryan Part A is a payer of last resort.

Also discussed and distributed was information from the bylaws, on confidentiality, conflict of interest, and the grievance process. Grievance procedures- clarification regarding Planning Council grievance and agency grievance was given. Any individual affected by a Planning Council process may submit a grievance to the Planning Council, (providers eligible to receive Part A fund as well as individuals receiving Part A funded services). Grievances may be submitted regarding deviations from established, written processes regarding Planning Council decisions related to funding issues such as priority setting and allocation. However, before a formal grievance is submitted, it is recommended that every effort to resolve the complaint through informal mechanisms. A copy of Planning Council grievance procedures was given to the committee members to explain the process in greater detail as well as to serve as a reference tool. Agency Grievance differs from Planning Council grievance in that specifically involves an agency and services, whether these services are lost or impacted. There is no Planning Council representation at an agency grievance.

Consumers now have a clearer understanding of what to expect and are better prepared for the HRSA visit.

## **VI. Strategies to Increase Unaligned Consumer Representation**

The requirement for Planning Council reflectiveness is 33%. We are currently below that percentage. Plans are to strategize and determine the best way to increase unaligned consumer membership. As a starting point and for some inspiration, the Boston Planning Council recruitment video (as linked on the Target Center Website) was viewed by the committee.

All consumers were in favor of an ad campaign in order to raise awareness about the Planning Council and increase recruitment efforts. Active, viable Planning Council representation is important. Working with the marketing department at United Way, materials will be created with plans for a video in the future. Agencies, Face Book pages, local bulletin boards and (ETE) Ending the Epidemic steering councils will be contacted to spread the word. Ms. Egel informed the committee about a workshop she and Ms. Duncan will be facilitating at the CART Sag Harbor retreat entitled *Finding Your Voice and Why That is Important* which will focus on advocacy and activism.

The suggestion to pair this material including a video highlighting the Nassau-Suffolk Planning Council with community forums as well as to host a luncheon to showcase this campaign was met with universal approval. While not all members present wanted to be in the actual video, all expressed a desire to be a part of the planning process. Again, this level of agreement and accord emphasizes the commitment of the consumers.

## **V. Cab Updates/Regional Trends-**

- Thursday's Child is still planning a support group for long term survivors (15+ years). The focus of this support group is to offer more opportunities to socialize while participating in various fun activities. Interested, have any ideas on types of activities? See Marci.
- Northshore CART is having a retreat in Sag Harbor, February 23-25. There are 16 workshops planned for the event and there is availability for just Saturday. For more information contact Barbara Martens.
- Northshore CART is having a fundraising event at Governor's Comedy Club in Levittown on May 20th. Contact Kevin McHugh for tickets and more information.
- HRHCare is hosting Bingo and lunch at 12pm on certain Fridays. Call for more details.

## **VII. Other Business**

- Two webinars are scheduled for February 21<sup>st</sup> and 28<sup>th</sup> respectively. Planning Chatt is a community HIV/AIDS Technical Assistance and Training Center. This new HRSA supported project will support Ryan White HIV/AIDS Program Part A Planning Councils and Planning Bodies build capacity to meet legislative requirements, strengthen consumer engagement, and increase the involvement of the community stakeholders/providers in HIV service delivery planning.

- March 28, 2018 from 10am-2pm at the United Way of Long Island, there will be a Quality Improvement 101 training being offered by the National Black Leadership Commission on AIDS (NBLCA). The event is free, but registration is required. Contact Johnny Mora at [jmora@nblca.org](mailto:jmora@nblca.org).

## **VII. Announcements/Adjournments**

A motion was made by Traci S. and seconded by Clara C. to adjourn February 9, 2018 Consumer Involvement Committee meeting. **All in Favor-Motion carried**