



MEETING AGENDA

COMMITTEE: Joint Client/Community Relations Committee

Date/Time: Tuesday, April 1, 2014, 1:00 p.m.

Location: MODCO

Part A Co-Chair: Yolonda Reed, **Part B Co-Chair:** Leslie Washington,

1. **CALL TO ORDER:** *Welcome, Review meeting ground rules, Statement of Sunshine, Introductions, Moment of Silence, Public Comment*
2. **APPROVALS:** 4/1/14 Agenda, 3/4/14 Minutes
3. **STANDARD COMMITTEE ITEMS**
 - a. Testimonials
4. **UNFINISHED BUSINESS**
 - a. Social Media Strategy (WP Item 1.1)
ACTION ITEM: Discuss how to develop a social media strategy to reach consumers in conjunction with the Membership/Council Development Committee
 - b. Annual Evaluation (WP Item 4.2) (Handout A)
ACTION ITEM: Complete the committee self-assessment. Identify accomplishments, challenges and improvements.
 - c. Work Plan/Policies & Procedures (WP Item 4.1) (Handouts B & C)
ACTION ITEM: Review and discuss the FY 2014-2015 annual work plan. Review and revise the policies and procedures as needed.

5. MEETING ACTIVITIES/NEW BUSINESS

Goal/Work Plan Objective #:	Accomplishments
Hot Topic Presentation (WP Item 1.2)	ACTION ITEM: Presentation by Laurie Yadoff from Legal Aid on the disability process and PAC waiver.
Plan for Next Community Meeting (WP Item 2.1)	ACTION ITEM: Decide on locations for additional community meetings and continue planning for the collaborative May Cinco de Mayo community event.

6. GRANTEE REPORTS

7. PUBLIC COMMENT

8. AGENDA ITEMS/TASKS FOR NEXT MEETING: **Date:** May 6, 2014 **Venue:** TBD

Agenda Items/Tasks for next Meeting (Work Plan Item/Goal#)	Responsible Party	Information requested (i.e. data, research, etc.) action to be taken, presentation, discussion, brainstorm etc.
1st Community Event (WP Item 2.2, 3.2)	JCCR, Grantee, Staff	Conduct the 1st Community Event (Cinco de Mayo) with Latino Salud or Hispanic Unity.

9. ANNOUNCEMENTS

- a. Bonnie Majcher, FLDOH-BC – Update on Oral Health Care services

10. ADJOURNMENT

PLEASE COMPLETE YOUR MEETING EVALUATIONS

VISION: To ensure the delivery of high quality comprehensive HIV/AIDS services to low income and uninsured Broward County residents living with HIV, by providing a targeted, coordinated, cost-effective, sustainable, and client-centered system of care

MISSION: We direct and coordinate an effective response to the HIV epidemic in Broward County to ensure high quality, comprehensive care that positively impacts the health of individuals at all stages of illness. In so doing, we: Foster the substantive involvement of the HIV affected communities in assuring consumer satisfaction, identifying priority needs, and planning a responsive system of care
Support local control of planning and service delivery, and build partnerships among service providers, community organizations, and federal, state, and municipal governments
Monitor and report progress within the HIV continuum of care to ensure fiscal responsibility and increase community support and commitment



MEETING MINUTES

COMMITTEE: Joint Client/Community Relations Committee

Date/Time: Tuesday, April 1, 2014, 1:00 p.m.

Location: BRHPC

Part A Co-Chair: Yolonda Reed **Part B Co-Chair:** Leslie Washington

	Members		Present	Absent		Guests
1	Reed, Y., Part A Co-Chair		X			Majcher, B. Sampson, R.
2	Washington, L., Part B Co-Chair			E		Yadoff, L. Robertson, P.
3	Franks, H.		X			Sorge, A. Hewitt, S.
4	Bhrangger, R.		X			
5	Katz, H.B.		X			Grantee Staff
6	Marcoviche, W.		X			Mercer, A. (Part B)
7	Parker-Maysonet, P.			A		Degraffenreidt, S. (Part A)
8	Stoakley, M.			A		Vargas, J (Part A)
9	Wilkins, D.		X			
10	Burgess, D.		X			HIVPC Staff
11	Creary, K.		X			Johnson, B.
12	Clayton, L.		X			Sandler, C.
	Quorum = 7		9			Rosiere, M.

1. CALL TO ORDER:

The Part A Co-Chair called the meeting to order at 1:09 p.m.

The Part A Co-Chair welcomed all present. Attendees were notified of information regarding the Government in the Sunshine Law and meeting reporting requirements, which includes the recording of minutes. Attendees were advised that the meeting ground rules are present, for reference. In addition, attendees were advised that the acknowledgement of HIV status is not required but is subject to public record if it is disclosed. Chairs, committee members, guests, grantee staff and support staff self-introductions were made. A moment of silence was observed.

2. APPROVALS:

Motion #1: To approve today's meeting agenda

Proposed by: Creary, K. **Seconded by:** Franks, H.

Action: Passed Unanimously

Motion #2: To approve 3/4/14 meeting minutes

Proposed by: Creary, K. **Seconded by:** Marcoviche, W.

Action: Passed Unanimously

3. STANDARD COMMITTEE ITEMS

a. Testimonials – None.

4. UNFINISHED BUSINESS

a. Social Media Strategy (WP Item 1.1)

Members of the committee discussed different ways to reach out to the community through social media outlets. They plan to create a Facebook or Twitter page to serve as an informational tool for the community with links regarding HIV Planning Council (HIVPC), Membership/Council Development Committee (MCDC) and Joint Client Community Relations (JCCR) meetings and outreach events. There was extensive discussion on how to create a strategy to determine the types of messages and resources that will be distributed and communicated to each target community.

JCCR – Minutes – 4/1/14

VISION: To ensure the delivery of high quality comprehensive HIV/AIDS services to low income and uninsured Broward County residents living with HIV, by providing a targeted, coordinated, cost-effective, sustainable, and client-centered system of care

MISSION: We direct and coordinate an effective response to the HIV epidemic in Broward County to ensure high quality, comprehensive care that positively impacts the health of individuals at all stages of illness. In so doing, we: Foster the substantive involvement of the HIV affected communities in assuring consumer satisfaction, identifying priority needs, and planning a responsive system of care

Support local control of planning and service delivery, and build partnerships among service providers, community organizations, and federal, state, and municipal governments
 Monitor and report progress within the HIV continuum of care to ensure fiscal responsibility and increase community support and commitment



There was a suggestion to roll out information specific to HIV/AIDS events taking place around the community, training/educational opportunities, JCCR, MCDC, and HIVPC information, Hot Topics for upcoming meetings, information from HIVPC trainings, etc.

The members suggested visiting other organizations' social media pages such as Black Treatment Advocates Network (BTAN) or the Broward is Greater than AIDS Facebook pages for inspiration for creating their own Facebook or Twitter page. A member also shared that "liking" pages that are beneficial to your audience will link them to other HIV/AIDS related pages and resources. This will allow for interested parties to continuously be updated with information from both pages. There is also the opportunity to post a link to needs assessment surveys and other consumer related information. Contact information will include Staff numbers and email to gain further information about the HIV Planning Council, membership, JCCR community events, or page navigation assistance. A member of JCCR will be designated as an administrator and HIVPC Staff will assist as necessary.

Action Items:

- Staff will look at Social Media P&P to see how a social media page can be administrated by Staff/BRHPC
- b. Annual Evaluation (Handout A):
- Members discussed what worked for the committee in 2013. These items included three outside events; two of which were very successful and focused on providing information regarding the Affordable Care Act (ACA) and an informational fair for the community. The committee worked well together. There was also a beneficial Housing Opportunities for Persons with AIDS (HOPWA) event that was successful and allowed community members to voice their personal views on housing and their personal views of the impact of living with HIV/AIDS in the community.
- Challenges included setting up community events and getting both members and community members to stay and participate. It was noted that many community members would attend the events, but leave after food was served and miss any important events or information that followed. When JCCR partnered with other events, there was a lack of committee participation. The stigma of HIV discourages the communities to come out and participate.
- c. Work Plan/Policies & Procedures (WP Item 4.1) (Handout B)
- The Committee made changes to items on the Workplan to reflect recurring items rather than specific dates and deadlines (WP 1.2). A member of the committee suggested members of JCCR distribute surveys to obtain feedback from consumers. There was also a suggestion to hold an additional community outreach meeting at locations such as Poverello to distribute surveys (WP 2.1).

Action Item

- Develop a brief survey to hand out at community events/meetings which will help determine events that will best meet the interests of the community.



5. MEETING ACTIVITIES/NEW BUSINESS

a. Hot Topic Presentation (WP Item 1.2)

Laurie Yadoff gave a detailed presentation (*copy on file*) about how to utilize Legal Aid services. She covered how to complete forms, medical claims and exam information, job acquisition, and Social Security. She provided advice on how to obtain benefits, what happens after a claim goes through, when benefits end after a follow up evaluation, and the appeal process.

She recommended everyone visit the Social Security website or call the office. All clients should always get names of individuals they work with and maintain copies of all documents. The Social Security Administration website, SSA.gov, has fliers to download with information regarding how the process works.

b. Plan for Next Community Meeting (WP Item 2.1) –

Latino Salud will be hosting a week long testing event taking place during the week of Cinco De Mayo. JCCR members can assist in getting clients to get tested or to disseminate information. Committee members discussed holding their first outreach event in conjunction with Latino Salud's week long testing event instead of their regularly scheduled May meeting. The following motion was made:

Motion #3: To hold JCCR's first evening community outreach event on Tuesday May 6, 2014 from 5:30-7:30 p.m. in partnership with Latino Salud's week long testing event.

Proposed by: Marcoviche, W. **Seconded by:** Clayton, L.

Action: Passed Unanimously

Members also discussed holding events or conducting outreach at less formal and conventional community gatherings, such as at the Mills Pond Park Softball League Sunday softball games. Many community members attend regularly to play softball, and it would be a great way to reach a lot of community members and provide education or information.

A committee member also suggested that JCCR participate in the Stonewall Summer Pride event which takes place every summer in Wilton Manors. JCCR could set up a table to provide information about JCCR, HIVPC membership, and other ways to get involved with the Planning Council. The committee member suggested asking the HIVPC Chair about ways to get involved at Stonewall.

Motion #4: Motion to continue to work on the Workplan at the next committee meeting

Proposed by: Creary, K. **Seconded by:** Franks, H.

Action: Passed Unanimously

6. GRANTEE REPORTS

- a) **Part A:** A member of the Grantee's office informed the committee that there is an opportunity to speak with the Director of HIV/AIDS Programs at HRSA, Steven Young, to give an overview of Ryan White Part A and the future of the program; there would also be an opportunity for a question and answer session. There is a possibility to conduct this call at the June JCCR meeting. The Grantee asked that the JCCR committee submit the questions to the Grantee or HIVPC Staff via email or after the meeting.



Motion #5: Motion to have the regularly scheduled JCCR Meeting on May 6, 2014 to hold a conference call with the HRSA representative and to change the outreach event to another day during the week

Proposed by: Creary, K. **Seconded by:** None

Action: Failed due to lack of second

Action Items:

- Inquire about volunteers from MCDC and Recruitment and Retention to assist with the May 6, 2014 community event
- Inquire about food provisions, space, and the availability to use a phone for the call with Steven Young at Latino Salud
- Follow up with Grantee staff about possible rescheduling of HRSA call
- Look into La Bamba as a food option for the upcoming Cinco de Mayo event
- Add Betty's to the menu for future JCCR meetings (Ribs, mac & cheese, collard greens)

b) Part B: The Part B Grantee informed the committee that the contract year ended March 31, 2014. The ADAP ACA pilot returned five individuals who were enrolled and are participating in Marketplace plans. There are four other counties participating in this pilot. There may or may not be an extension for individuals who registered in Broward depending on the outcome of registration and participation.

7. PUBLIC COMMENT

None.

8. AGENDA ITEMS / TASKS FOR NEXT MEETING: Date: May 6, 2014 5:30-7:30 Venue: Latino Salud

<i>Agenda Items/Tasks for next Meeting (Work Plan Item/Goal#)</i>	<i>Responsible Party</i>	<i>Information requested (i.e. data, research, etc.) action to be taken, presentation, discussion, brainstorm etc.</i>
Social Media Strategy (WP Item 1.1)	Staff	ACTION ITEM: look at Social Media P&P to see how a social media page can be administrated by staff/BRHPC
Work Plan/Policies & Procedures (WP Item 4.1)	JCCR, Grantee, Staff	ACTION ITEM: Continue to develop the Committee work plan for FY 2014 as well as review and revise the policies and procedures.

9. ANNOUNCEMENTS

A member of Florida Department of Health at Broward County gave an overview of oral health care and how it affects people who are HIV+. They are now offering combined service for oral visits. Clients can schedule to receive multiple services to enhance convenience and efficiency. They have multi-lingual staff as well as a language phone number to aide in assistance. There is the opportunity to schedule evening appointments in Pompano on Tuesdays in the event of transportation issues.

The Co-Chair announced a free Easter Egg Hunt for the community at Harris Chapel.

10. ADJOURNMENT

Without objection the meeting was adjourned at 3:30p.m.



JOINT CLIENT/COMMUNITY RELATIONS COMMITTEE - ATTENDANCE CY 2014
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Member	1/7/14 - Cx	2/4/14	3/4/14	4/1/14
Part A				
Reed, Y. Co-Chair		X	X	X
Bhrangger, R.		X	E	X
Marcoviche, W.		X	E	X
Katz, H.B.,		X	E	X
Burgess, D.		X	X	X
Parker-Maysonet, P.		E	X	A
Franks, H.		A	X	X
Clayton, L.	Appointed 2.4.14		X	X
Creary, K.	Appointed 2.4.14		X	X
Part B				
Washington, L., Co-Chair		X	X	E
Franks, H.		A	X	X
Stoakley, M.		X	X	A
Wilkins, D.		X	X	X
Quorum = 7		Yes	Yes	Yes

Questions for Committee Self-Assessment

1. What worked well in your committee in 2013?
2. What were the challenges?
3. Think about tasks you did not complete, and try to put each one into the most appropriate category:
 - Tasks we need to get done and should be able to complete in 2014
 - Tasks that really should be assigned to someone else
 - Things are not essential and we are never going to get them done, so we should just remove them from our work plan
 - Important tasks that we don't have the information or resources to complete, so we have to figure out how they get done
4. What needs to change so we can be even more successful in 2014?

2014-15 Work Plan Calendar for Joint Client/Community Relations Committee						
	March	April	May	June	July	Aug
JCCR	Evening community event	1 Hot topic 2 Plan next community event	1 Rank Service Categories 2 Hot topic - PSRA training 3 Plan 2 hot topics	1 Hot topic 2 Plan next community event 3 Develop social media strategy	X	1 Hot topic 2 Plan 2 hot topics 3 Develop peer educator program 4 Plan 2nd Community Event
	Sep	Oct	Nov	Dec	Jan	Feb
JCCR	1 Hot topic 2 Community Event (Resource Fair)	1 Hot topic 2 Analyze Community Event	1 Hot topic 2 Plan 3rd Community Event	1 Hot topic 2 Third Community Event (ACA)	1 Hot topic 2 Analyze Community Event	1 Update Work Plan 2 Annual Evaluation 3 Plan 2 hot topics

HANDOUT B

Broward County HIV Health Services Planning Council FY14-15 **Joint Client/Community Relations Committee** Work Plan

Objective 1. Educate JCCR Members and PLWHAs About How The Council Functions And How They Can Play An Active Role	Responsible/Source	Outcome	Start	Due	Progress
1.1 Develop new strategy for using Social Media to reach consumers.	JCCR, Grantee, Staff	Increased PLWHA participation	6/14	6/14	In progress
1.2 Receive orientation and training to enable Committee members and consumers to be more active participants in the Council and Committees. This includes educational “Hot Topics” at JCCR meetings. (Topics can include PSRA training for JCCR, how to use data to assess community need, using data to identify target populations and using data to identify disparities.)	JCCR, Grantee, Staff	Educated Committee members, consumers	5/14, 8/14, 2/15 PSRA 5/14	5/14, 8/14 2/15	Recurring; multiple trainings complete
1.3 Develop and recommend plan to send Peer Educators to community events for consumers. Discuss training JCCR members on how to be peer educators.	JCCR, Grantee, Staff	Educated Committee members, consumers	8/14	9/14	In progress
Objective 2. Hold Community Meetings To Educate Consumers About Navigating the Health System and Encouraging Consumer participation					
2.1 Plan community meetings. Identify goals to be achieved. Focus should be navigating the HIV health system, prevention for people who are positive, staying in treatment, educating about community viral load. Target populations with high incidence of HIV or barriers to care.	JCCR, Grantee, Staff	Meeting preparedness	4/14,8/14, 12/14	4/14,8/14, 12/14	Planning for 1 st event in progress
2.2 Hold meetings in the community. Goal: 3 per year.	JCCR, Grantee, Staff	Meeting held	3/14,9/14, 12/14	3/14,9/14, 12/14	In progress
2.3 Analyze the effectiveness of each community meeting and recommend future actions.	JCCR, Grantee, Staff	Improved events in future	4/14, 10/14 1/15	4/14,10/14 1/15	In progress
Objective 3. Obtain Consumer Feedback; Provide Council With Insight From Consumer Perspective					
3.1 Gather feedback from consumers about barriers to obtaining HIV services and staying in treatment (for example, at community meetings). Recommend possible solutions.	JCCR, Grantee, Staff	Better knowledge of consumer needs and problems	3/14, 9/14 12/14	3/14,9/14 12/14	In progress
3.2 Assist Membership/Council Development Committee in recruiting consumers and others to become involved as members of the Council and its Committees (for example, at community events).	JCCR, Grantee, Staff	Increased PLWHA participation	3/14,9/14, 12/14	3/14,9/14, 12/14	In progress
Objective 4. Develop Annual Work Plan					
4.1 Develop annual work plan; Review Policies & Procedures	JCCR, Grantee, Staff	JCCR work plan	2/15	2/15	In progress
4.2 Make annual evaluation: accomplishments, challenges & improvements	JCCR	Identify changes	2/15	2/15	In progress



JOINT CLIENT/COMMUNITY RELATIONS COMMITTEE

Policies and Procedures

Policies

The Joint Client/Community Relations Committee shall inform and empower the community, and particularly individuals with HIV disease, to become involved in the decision making of HIV policies and processes, quality assurance programs and grievance procedures with Broward County.

The Committee shall actively recruit and encourage the public, and particularly people with HIV disease, to take a more active role in the decision making process of the Broward County HIV Health Services Planning Council (Council) and South Florida AIDS Network (SFAN).

The Committee shall provide a forum for the discussion of Council agenda items and items of concern. This will provide an opportunity to gain a better understanding of issues.

The Committee will develop policies to encourage participation of consumers in Council and SFAN activities.

The Committee will function as a clearinghouse and second level of appeal for individuals or community groups with unresolved grievances relative to the Council's decisions regarding Ryan White Part A and Part B funding (to include comprehensive planning, nominations, needs assessment, priority setting and funding allocation). All attempts to resolve grievances will be made in an impartial, open, inclusive and non-discriminatory manner, through voluntary mediation, emphasizing negotiation and compromise. Unresolved grievances will be referred through the Executive Committee of Part A or Part B as appropriate for binding arbitration according to the policies and procedures of the committee. The members of the committee shall include representatives of Part A and Part B.

To avoid conflict of interest issues and in accordance with the Act, grievances relative to the process of selecting service providers, provider performance and grants management shall be referred to the Director, Broward County Human Services Department, and be addressed in accordance with Broward County Administrative Code.

Procedures

The Committee will utilize its Social Marketing Manual to promote and market Council and SFAN activities and events.

Utilizing the Social Marketing Manual, the Committee will host community outreach meetings and community events as outlined in the annual work plan.

The Committee will solicit, review and provide a consumer perspective to Council and SFAN on policies, processes and documents.

The Committee will process grievances in accordance with the published Grievance function.

**Ryan White Part B
Expenditure Report
February 2014**

Service Category	Part B 2013-14 Allocated	Part B 2013-14 (February / Encumbered)	Part B 2013-14 Monthly Average Left	Part B 2013-14 (YTD Spent/ Encumbered)	Part B 2013-14 (% Encumbered)	Part B 2013-14 (% Left)	Part B 2013-14 (Balance)
Home Delivered Meals	\$ 2,479	\$ -	\$ 2,059	\$ 420.00	17%	83%	\$ 2,059
Medication Co Pay	\$ 310,000	\$ 51,851.87	\$ 91,840	\$ 218,160.00	70%	30%	\$ 91,840
Case Management (non-med)	\$ 304,928	\$ 24,227.01	\$ 58,906	\$ 246,022.00	81%	19%	\$ 58,906
Residential Substance Abuse	\$ 240,000	\$ 21,583.02	\$ 192,878	\$ 47,122.26	20%	80%	\$ 192,878
Medical Transportation	\$ 134,330	\$ 42,021.00	\$ 2	\$ 134,328.00	100%	0%	\$ 2
Administration	\$ 110,192	\$ 15,296.68	\$ 13,226	\$ 96,966.00	88%	12%	\$ 13,226
TOTALS	\$ 1,101,929	\$ 154,979.58	\$ 358,911	\$ 743,018.26	67%	33%	\$ 358,911.00

Home Delivered Meals Served 2 clients in February

Non-Medical Case Management conducted 808 eligibility interviews in February

Medication Co Payment served 121 clients in February

117 Clients served in Medication Co Payment

4 Clients served in Mail Order

Medical Transportation 685 (31) day passes were distributed in February.

A total of 1254 unduplicated clients have received passes April-February.

Residential Substance Abuse served 28 unduplicated clients thru February.

**RW Part B Expenditures
April 2013 - February 2014**

