



MEETING AGENDA

COMMITTEE: Joint Client/Community Relations Committee

Date/Time: Tuesday, March 4, 2014, 1:00 p.m.

Location: BRHPC

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:** 3/4/14 Agenda, 2/4/14 Minutes
3. **STANDARD COMMITTEE ITEMS**
 - a. TESTIMONIALS
4. **UNFINISHED BUSINESS**
 - a. Client Participation
ACTION ITEM: Discuss potential marketing strategies to increase participation at community events.
 - b. Plan for 1st Community Event
ACTION ITEM: Plan details of the 1st community event. Discuss date, venue, target population, and/or request more research/details to consider (Handouts A & B).

5. MEETING ACTIVITIES/NEW BUSINESS

Goal/Work Plan Objective #:	Accomplishments
Hot Topic Presentation (WP Item 1.2)	<i>ACTION ITEM: Be trained on the requirements for the HOPWA program by the HOPWA Administrator, Mario DeSantis.</i>
Social Media Strategy (WP Item 1.1)	<i>ACTION ITEM: Discuss how to develop a social media strategy to reach consumers in conjunction with the Membership/Council Development Committee</i>
Annual Evaluation (WP Item 4.2)	<i>ACTION ITEM: Complete the committee self-assessment. Identify accomplishments, challenges and improvements. (Handout C)</i>
Work Plan/Policies & Procedures (WP Item 4.1)	<i>ACTION ITEM: Review and discuss the FY 2014-2015 annual work plan. Review and revise the policies and procedures as needed (Handouts D & E).</i>

6. GRANTEE REPORTS

7. PUBLIC COMMENT

8. AGENDA ITEMS/TASKS FOR NEXT MEETING: **Date:** April 1, 2014 **Venue:** BRHPC

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.

9. ANNOUNCEMENTS

10. ADJOURNMENT

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, February 4, 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		Aghodzakey, J.
2	Washington, L., Part B Co-Chair		X		Creary, K.
3	Franks, H.			A	Clayton, L.
4	Bhrangger, R.		X		Robertson, P.
5	Katz, H.B.		X		
6	Marcoviche, W.		X		Grantee Staff
7	Parker-Maysonet, P.			E	Mercer, A. (Part B)
8	Stoakley, M.		X		Odusanya, S. (Part A)
9	Wilkins, D.		X		Vargas, J. (Part A)
10	Dyer, L.			A	
11	Burgess, D.		X		HIVPC Support Staff
					Eshel, A.
					McEachrane, T.
					Sandler, C.
	Quorum = 7		8		

1. CALL TO ORDER:

The Part B Co-Chair called the meeting to order at 1:12 p.m.

The Part B 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:	Katz, H.B.
Seconded by:	Marcoviche, W.
Action:	Passed Unanimously

Motion #2	To approve 11/12/13 meeting agenda
Proposed by:	Katz, H.B.
Seconded by:	Stoakley, M.
Action:	Passed Unanimously

3. STANDARD COMMITTEE ITEMS

a. TESTIMONIALS

None

4. UNFINISHED BUSINESS

None

JCCR – Minutes – 2/4/14

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

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 Monitor and report progress within the HIV continuum of care to ensure fiscal responsibility and increase community support and commitment



5. NEW MEMBER APPOINTMENT

Motion #3	To appoint Lakytia Clayton to the Joint Client/Community Relations Committee.
Proposed by:	Washington, L.
Seconded by:	Katz, H.B.
Action:	Passed Unanimously

Motion #4	To appoint Karen Creary to the Joint Client/Community Relations Committee.
Proposed by:	Reed, Y.
Seconded by:	Katz, H.B.
Action:	Passed Unanimously

6. ACA TOP 10 WORDS TO KNOW (HANDOUT A)

The Committee briefly reviewed the “ACA Top 10 Words To Know” handout and decided to review the vocabulary more in-depth at their leisure.

7. MEETING ACTIVITIES / NEW BUSINESS

<i>Goal/Work Plan Objective #:</i>	<i>Accomplishments</i>
Hot Topic Ideas (WP Item 1.2)	At the November 2013 meeting, Mario from Housing Opportunities for Persons With AIDS (HOPWA) and the Affordable Care Act (ACA) Healthcare Navigators come to visit. Since both parties were at the meeting at the same time, and both had very interesting topics, neither had enough time to fully discuss their topics. The Committee would like both parties to be invited back to speak on their topics again. One member suggested more education on the ACA; many people are having issues navigating the different plans and picking the plan that is most appropriate for them. Committee members also reviewed the handout and discussed some of the other speakers that might come in. The Part B Co-Chair asked both the Part A and Part B Grantee representatives if they had any suggestions for speakers or hot topics. The Part B Co-Chair emphasized how important it is for Joint Client Community Relations (JCCR) members to be able to give accurate, helpful information to community members and not just refer them to others. One member also asked that there be an AIDS Drug Assistance Program (ADAP) update after the eligibility rules are changed. The Part B Grantee said she would be happy to bring any updates after the town hall meetings have occurred. The Part A Grantee representative suggested a hot topic session on social media and marketing and new ways to reach out to the community. The Part A Co-Chair also discussed the possibility of the Black AIDS Initiative and the Black Treatment Advisory Network (BTAN) working in conjunction with JCCR to educate the community. The Part A Co-Chair noted that she has attended previous trainings with BTAN and found them very informative.



	One member suggested that Staff research what BTAN is doing in the community to see if it is something that JCCR can collaborate with them on. The Part A Co-Chair also suggested that someone from the Prevention Planning Council be invited to present at a JCCR meeting so there is better awareness of the Prevention Planning Council, as many people do not know about the Prevention side in the community. Another member suggested inviting Medicaid staff for community members who are going to be utilizing Project AIDS Care (PAC) waivers. Staff also noted that there is a staff member from Legal Aid who is planning to give a presentation to the Quality Improvement (QI) Networks; staff will ask her if she would like to present to JCCR.
Evaluate 3rd Community Event: World AIDS Day and Consumer Forum (WP Item 2.3)	The Part A Grantee representative noted that the work plan item wording appearing on the agenda and minutes is different than on the work plan. The work plan reads “Analyze the effectiveness of each community meeting and recommend future actions,” whereas the agenda and minutes state “Evaluate 3rd Community Event.” It is important that wording is kept consistent. Staff asked the Committee if there were any comments or suggestions about improving community events in the future, and how they felt the community event went. The Part B Co-Chair noted that the issue is that there are too many World AIDS Day (WAD) events going on over the course of several days, which means too many events to go to and less people at each event. The Part B Co-Chair felt that there is a need to come together as a community to do a big, united WAD event, rather than many events from different agencies. The Committee also discussed the Consumer Forum hosted by Duane Kramer. The Part A Co-chair attended and felt that there was greater attendance at the forum than the Wilton Manors WAD event. The forum was a great venue for detailed, intimate discussion with a lot of participation from attendees. One member spoke at an event on WAD in Fort Lauderdale which was held on December 1st (World AIDS Day) and had a good turnout. Another member noted how important it is to be consistent and hold WAD events on the day that is actually World AIDS Day. Another member felt that a lot of the attendees at her WAD event were the same people that she says on a regular basis. The Part B Co-Chair felt this denoted a need for better advertising of community events. The Part A Co-Chair noted that seeing a united community holding a single event would give community members a sense of security and the feeling that people care about the community and working together. Another member noted that World AIDS Day is supposed to be a day of remembrance and support for people who are still fighting, and it is important to keep that message going.



	The Part A Co-Chair also asked fellow Committee members about the Hispanic community; the Committee member responded that there is a small Hispanic community, but it has been a challenge getting this population to come to meetings. The Part B Co-Chair noted that maybe people are getting healthier, and they feel less of a need to come to meetings or represent themselves within the community.
Plan for the 1st Community Event (WP Item 2.2)	The Part A Co-Chair opened up discussion with the Committee about ideas for the first community event of 2014. Need to discuss: date, venue, target population. The Part B Co-Chair discussed Mount Olive Development Corporation (MODCO) as a venue for community events and the need to include MODCO members in any event that is held there. The Part A Co-Chair noted previous comments from another member that a party atmosphere or a non-traditional community event not during work hours might bring in more people from the Hispanic community. One member suggested using the community center at Jaco Park. Another member noted that lack of transportation is a big issue – there used to be large vans or buses to take people to events, and there are no longer are. The member also noted that community members do not want to talk about HIV/AIDS all the time, and suggested an event that focuses on various topics, or an event that incorporates an activity that is not specifically related to HIV/AIDS. The Part A Co-Chair noted that there is a need to get rid of the rumor that Ryan White Program will be going away because of the ACA. She suggested a community event that will have multiple topics that discuss many issues related to HIV/AIDS without speaking directly about HIV/AIDS. The Committee would like to target the Hispanic population and incorporate them into more events. Staff was asked to do research to determine the areas where the Hispanic community is located. Another member spoke about the issue of stigma, and how stigma is still a barrier for getting people to events. The Part B Co-Chair noted that there is no clear path for the next community event at this time, and there is supposed to be a community event in March. Staff clarified that the work plan stating a community event is to be held in March was for Fiscal Year (FY) 2013-2014, so the next community event can change for FY 2014-15. The Part B Co-Chair asked the Committee to come back to the March meeting with community event dates, venues, and a target population, and with research to back up their ideas. The Part B Co-Chair also asked that the Grantee's office come back with the same information. One member asked that staff develop a report of surveillance information that is easily readable be distributed to JCCR by Staff.



Review Work Plan for FY 2014 (WP Item 4.1)	The Committee briefly discussed that work plans will be changing for the new FY which begins in March.
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8. GRANTEE REPORTS

- a) **Part A:** The Part A Grantee representative shared with the Committee the change to the Food Bank allotments that took place in December. There is no longer a restriction on being able to get a food box and a food voucher at the same time. The Grantee representative also noted that a communication flyer was sent out to providers with Frequently Asked Questions about the ACA to make sure clients know that they are not going to be kicked off of Ryan White; however, everyone must still be screened for eligibility. The Part B Co-Chair emphasized that Ryan White is the payer of last resort, and it is essential that clients get screened to make sure they are not eligible for other services before Ryan White. He also clarified that people over 100% of the Federal Poverty Line (FPL) have to apply through the ACA Marketplace, however, there are subsidies available to help pay for these plans. After a question from a Committee member, the Grantee representative clarified that Centralized Intake Eligibility Determination (CIED) screening has been updated to allow CIED to refer people to other programs if they no longer qualify for Ryan White.
- b) **Part B:** The written Part B Grantee report was provided detailing expenditures up to December 2013. Non-Medical Case Management conducted 692 eligibility interviews in November. Medication copayment served 126 clients. There were 121 clients served for Medication Co-Payment and 5 clients served for Mail Orders. Medical Transportation for December 2013: A total of 824 (31 day) passes were distributed. Residential Substance Abuse served 6 unduplicated clients.

Part B funds are still being underutilized. Only about 50 percent of funds have been utilized for January. If funds are not used up in the next three months, they will be returned to the state, and the funds will probably be redirected to the ADAP program. The Grantee representative shared that many people are not qualifying for ADAP and are staying in the Med Co-pay Program, however there are less people who are using the program.

The Grantee representative also shared that the FY2014-2015 budget has been submitted and they have been approved to fund substance abuse for the upcoming fiscal year. The program is picking up, but many people have a difficult time committing to the program. The program is very much needed, and the Grantee representative noted that heroine is becoming a big issue in the South Florida area. The Grantee representative is still encouraging people to enroll in the program. It was also noted that there are plenty of bus passes available, and since eligibility has changed, it should be easier to get a bus pass; only two appointments are needed within a one month period to get a bus pass.

One member had some questions about the Part B report and the monthly average left. The Grantee representative explained that the monthly average left number is the amount that needs to be spent each month in order to spend down funding. It is anticipated that around \$200,000 will be leftover at the end of the year.

9. PUBLIC COMMENT

None

10. AGENDA ITEMS / TASKS FOR NEXT MEETING: Date: March 4, 2014 Venue: BRHPC



<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>
Hot Topic Presentation (WP Item 1.2)	JCCR, Grantee, Staff	ACTION ITEM: Be trained on this month's Hot Topic Presentation.
Plan for 1st Community Event (WP Item 2.2)	JCCR, Staff	ACTION ITEM: Plan details of the 1st community event. Discuss date, venue, target population, and/or request more research/details to consider.
Work Plan/Policies & Procedures (WP Item 4.1)	JCCR, Grantee, Staff	ACTION ITEM: Develop the Committee work plan for FY 2014 as well as review and revise the policies and procedures.
Annual Evaluation (WP Item 4.2)	JCCR	ACTION ITEM: Identify accomplishments, challenges and improvements.

11. ANNOUNCEMENTS

The Part B Grantee representative announced that on February 26th, a hearing will be held in Broward for the Administrative Rule, which affects the eligibility for ADAP.

The Part A Co-Chair announced that Friday, February 7, 2014 is Black AIDS Awareness Day.

12. ADJOURNMENT

Without objection the meeting was adjourned at 2:49 p.m.

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

UPCOMING COMMUNITY EVENTS

- **Ladies' Night - National Women and Girls HIV/AIDS Awareness Day**
 - Friday, March 7th, 7:00-10:00 pm at Memorial Hospital Conference Center
- **Transcon 2014 – Free Conference for the Trans Community**
 - Saturday, March 8th, from 9 am – 4 pm at Barry University in Miami Shores
 - <http://www.aquafoundation.org/2014/03/transcon-2014/>
- **Take the Pledge**
 - Saturday, March 8th from 11 am – 2 pm at the African Heritage Cultural Arts Center in Miami
 - <http://www.wemakethechange.com/events/take-the-pledge/>
- **8th Annual Community Health Expo**
 - Saturday, March 15th, from 9 am-2 pm at the Light of the World Clinic in Fort Lauderdale
 - http://browardchd.org/inthecom_c_calendar/tabid/70/ModuleID/393/ItemID/942/mctl/EventDetails/Default.aspx
- **Native HIV/AIDS Awareness Day**
 - Thursday, March 20th, hosted by Care Resource
 - <http://www.careresource.org/upcoming-events/calendar/?month=mar&yr=2014#>
- **What is Your Status: An HIV Story**
 - Friday, March 28th at 7:30 pm at The Julius Littman Performing Arts Center in Miami
 - [http://www.bing.com/events/search?q=What+Is+Your+Status%3a+An+HIV+Story&p1=\[Events+source=%22vertical%22+qzeventid=%22z369188077%22\]](http://www.bing.com/events/search?q=What+Is+Your+Status%3a+An+HIV+Story&p1=[Events+source=%22vertical%22+qzeventid=%22z369188077%22])
- **Florida AIDS Walk & Music Festival**
 - Sunday, March 30th at South Beach Park on Fort Lauderdale Beach, hosted by AHF Pharmacy
 - http://takeaction.aidshealth.org/site/PageNavigator/FAW_Homepage
- **Miami Beach Pride Parade & Festival**
 - Friday, April 11th- Sunday, April 13th
 - <http://www.miamibeachgaypride.com/>
- **Community Health and Wellness Fair**
 - Saturday, April 26th, from 10 am – 3 pm at Faith and Life Fellowship Ministries Church in Hollywood
 - http://browardchd.org/inthecom_c_calendar/tabid/70/ModuleID/393/ItemID/941/mctl/EventDetails/Default.aspx
- **26th Annual AIDS Walk Miami**
 - Sunday, April 27th
 - <http://www.aidswalkmiami.org/faf/home/waiver.asp?ievent=1077964&lis=1&kntae1077964=4857BAAFCB0F46378831C2AF7C3F837B>

BROWARD-BTAN & BAAG

(Black Treatment Advocates Network & Black AIDS Advisory Group)



SAVE THE DATES

FEBRUARY 7, 2014 @ 11:00 am - 11:30 am

National Black HIV/AIDS AWARENESS DAY
Proclamation Reading
FL Dept. of Health in Broward - Auditorium
7801 SW 24th Street
Ft. Lauderdale, FL 33315

FEBRUARY 7, 2014 @ 5:00 pm - 9:00 pm

I Am My Brother/Sister's Keeper: Fighting HIV/AIDS
Neighborhood Block Party
727 NW 15 Way
Ft. Lauderdale, FL 33311

FEBRUARY 14, 2014 @ 11:00 am - 2:00 pm

"Broward is Greater Than AIDS" Leadership Luncheon
Mount Hermon AME Church
404 NW 7 Terrace
Ft. Lauderdale, FL 33311

MARCH 7, 2014 @ 7:00 pm - 10:00 pm

National Women & Girls HIV/AIDS Awareness Dinner
Memorial Hospital Main Conference Room
3501 Johnson Street
Hollywood, FL 33021

FOR UPDATES JOIN THE CONFERENCE CALLS ON:

1/18; 2/18; 3/18; 4/22; 5/20; 6/17;

7/15; 8/19; 9/16; 10/21; 11/18; 12/16

1:00pm - 2:00 pm

US Toll free: 1 888 670 3525

Participant passcode: 4544055919 then #

2014 MEETING SCHEDULE

1:00 pm - 3:00 pm

January 7, 2014
February 4, 2014
March 4, 2014
April 1, 2014
May 6, 2014
June 3, 2014
July 1, 2014

August 5, 2014
September 2, 2014
October 7, 2014
November 4, 2014
December 2, 2014

(Lunch is Served)

**Florida Department of Health
Broward County**

**780 S.W. 24th Street
Tobacco Cessation Conference Room
Ft Lauderdale, FL 33315**

**Information, Sponsorship or Event RSVP
Magaly Prezeau, MPH
mprezeau@cacfl.org or (954) 534-9113**

Broward-BTAN & BAAG Objectives:

•Increase HIV scientific literacy within Black communities (Residents; Elected Officials; Businesses; Students; Faith-Based Organizations; CBO's; Media)

•Increase number of Black people in appropriate early care and treatment. (Strategies that raise awareness on the importance of testing and entering into early care and treatment)



Comparison of Venues for ICCR's Community Event

HIVPC Meeting specifications	ArtServe	Central Broward Park	Osswald Park	Pride Center	MODCO
Free parking	√	√	√	√	√
Located on bus route	√	√	√	√	√
Seating/Chairs	√	√	√	√	√
Tables	√	√	√	√	√
Permission to have food onsite	√	√	√	√	√
Wi-Fi	√ (in library)	√	No	√	√
Projector	√	No	√	√	Blank wall to project
A/V equipment	√	No	√	√	No
Maximum capacity	150 people	150	125		100
Fee	\$324 for 4 hours or less (50% off if member)	\$50/hr. for non-county agencies	\$300 deposit, \$250 (first 2 hours), \$125 each additional hour	Free use of facility	Free use of facility
Additional Information:	Auditorium is theater style with podium	Field House Hall Must leave by 9 p.m.	Must reserve projector in contract		Meetings will be held in the conference room

ArtServe: 1350 E. Sunrise Blvd., Fort Lauderdale, FL 33304

954-462-8190 (Contact: Julia Andrews: juliaa@artserve.org) Also Rebecca, who knows about the "Camp 4 Health retreat" on Feb. 28.

Central Broward Park: 3700 NW 11 Pl., Lauderhill, FL 33311

954-357-5400 (Contact: Fran Schoen)

Osswald Park: 2220 NW 21st Ave., Fort Lauderdale, FL 33311

954-497-1636 (Contact: Sandy Sullivan)

MODCO-Mount Olive Development Corporation: 401 NW 9th Ave., Fort Lauderdale FL 33311

(954) 767-9919 (Contact: Sharon Bryant)

Pride Center: 2040 N. Dixie Highway, Wilton Manors, FL 33305

954-463-9005 (Contact: Frank Gurucharri, x 301)

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 (Resource Fair)

	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

Broward County HIV Health Services Planning Council FY2014-15 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.		Increased PLWHA participation			
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.)		Educated Committee members, consumers			
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.		Educated Committee members, consumers			
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.		Meeting preparedness			
2.2 Hold meetings in the community. Goal: 3 per year.		Meeting held			
2.3 Analyze the effectiveness of each community meeting and recommend future actions.		Improved events in future			
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.		Better knowledge of consumer needs and problems			
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).		Increased PLWHA participation			
Objective 4. Develop Annual Work Plan					
4.1 Develop annual work plan; Review Policies & Procedures		JCCR work plan	2/15	2/15	
4.2 Make annual evaluation: accomplishments, challenges & improvements		Identify changes	2/15	2/15	



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

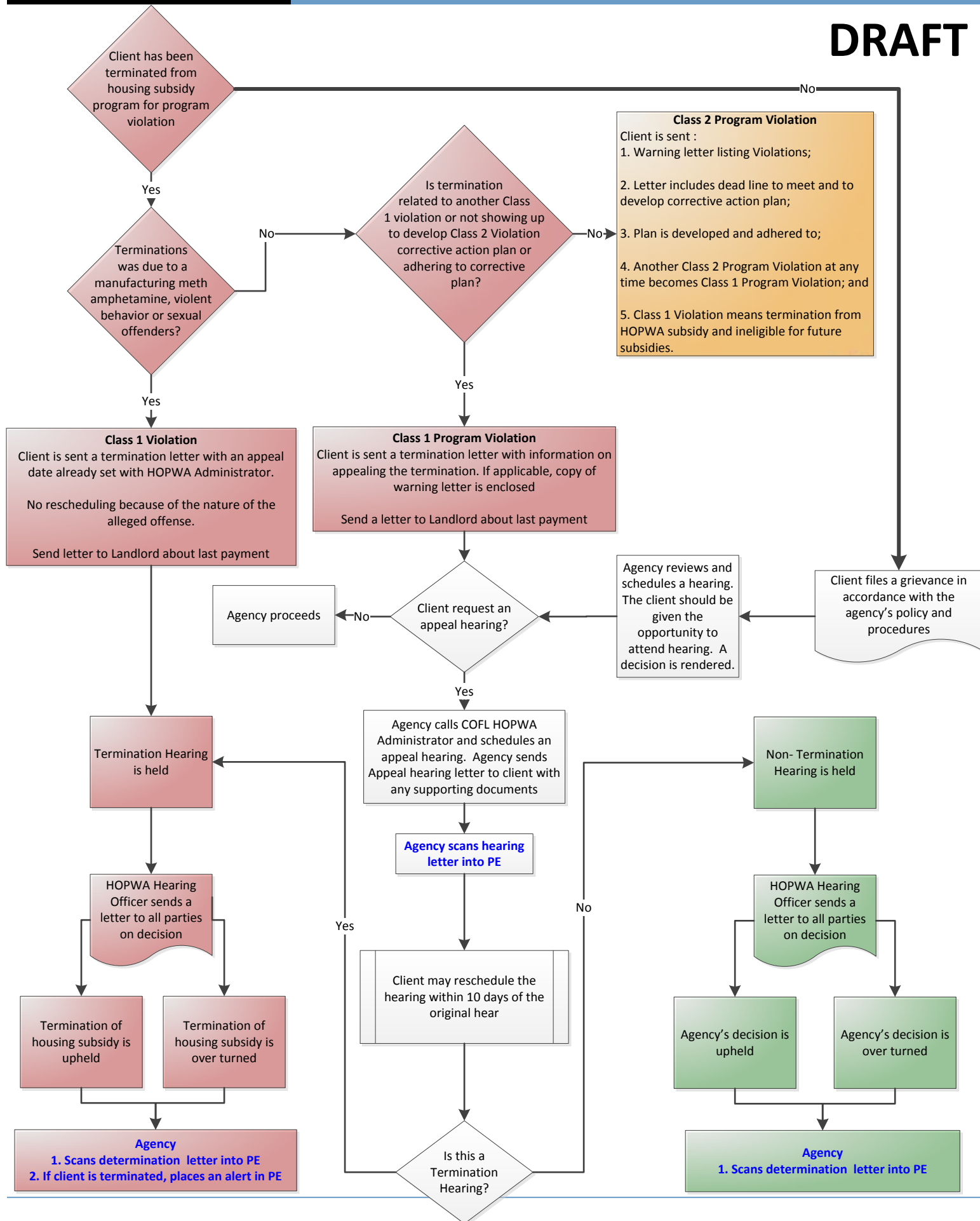
The Committee will utilize its Social Marketing Manual to promote and market Council and SFAN activities and events.

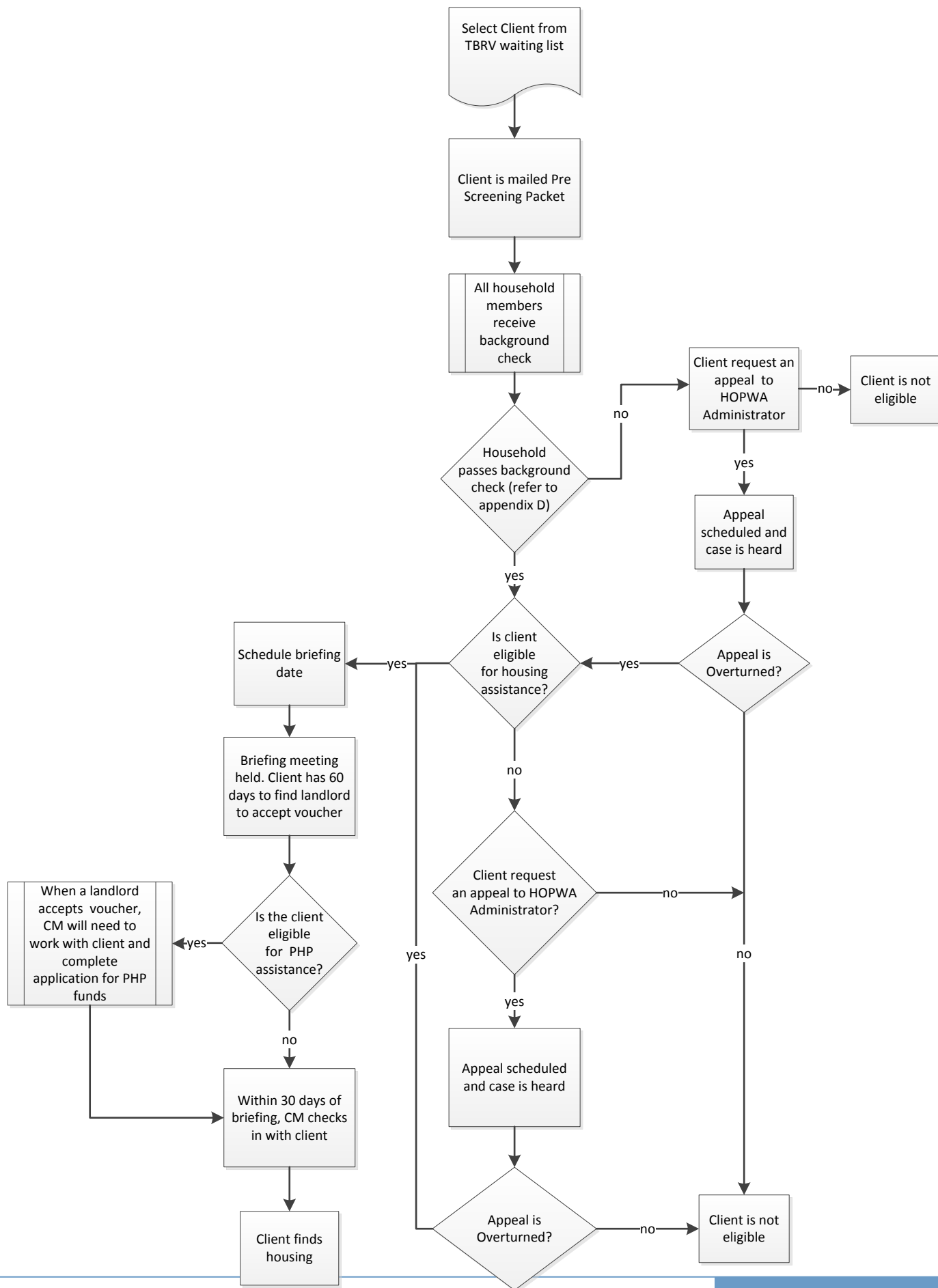
Utilizing the Social Marketing Manual, the Committee will host community outreach meetings and community events as outlined in the annual work plan.

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.

Approved 06/23/11





Eligibility for HOPWA Programs

