MEETING AGENDA
Committee: Community Empowerment Committee
Date/Time: November 5, 2019, 3:00 p.m.
Location: Governmental Center Annex Room A-337
Chair: Bessie Dennis **Vice Chair:** Andrew Ruffner

1. **CALL TO ORDER:** *Welcome, Review meeting ground rules, Statement of Sunshine, Introductions, Moment of Silence, Public Comment*

2. **APPROVALS**: 11/5/19 Agenda, 10/1/19 Minutes

3. **STANDARD COMMITTEE ITEMS** (10 minutes)
   a. Testimonials – What is 1 way to empower people with HIV?

4. **UNFINISHED BUSINESS**
   None.

5. **MEETING ACTIVITIES/NEW BUSINESS**

   I. **Community Empowerment Committee Event Planning**
   Objective 2: Increase community engagement to promote education and awareness to affirm support for people with HIV (Integrated Plan Strategy 3.2.a)
   ACTION ITEM: Begin planning the next outreach or education event.

   II. **CEC Outreach Survey (Handouts A1-A2)**
   Activity 3.2: Develop and implement education and awareness strategies that incorporate results from feedback mechanisms to increase HIV literacy
   Activity 2.4: Analyze survey results for each community event, including outreach, trainings, and community forums
   ACTION ITEM: Review the most recent CEC Outreach Survey and make updates.

6. **RECIPIENT REPORTS**

7. **PUBLIC COMMENT**

8. **AGENDA ITEMS/TASKS FOR NEXT MEETING: Date:** January 7, 2019 **Venue:** TBD

9. **ANNOUNCEMENTS**

10. **ADJOURNMENT**

PLEASE COMPLETE YOUR MEETING EVALUATIONS

THREE GUIDING PRINCIPLES OF THE BROWARD COUNTY HIV HEALTH SERVICES PLANNING COUNCIL
• Linkage to Care •Retention in Care • Viral Load Suppression •

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

Fort Lauderdale / Broward County EMA
Broward County HIV Health Services Planning Council
An Advisory Board of the Broward County Board of County Commissioners
200 Oakwood Lane, Suite 100, Hollywood, FL, 33020 - Tel: 954-561-9681 / www.brhpc.org

MEETING MINUTES

Committee: Community Empowerment Committee (CEC)
Date/Time: Tuesday, September 17, 2019 3:00 p.m.
Location: Government Center A-337
Chair: Vacant **Vice Chair:** Andrew Ruffner

ATTENDANCE				
#	Member	Present	Absent	Grantee Staff
1	Bhrangger, R.	X		Anderson, T.
2	Burgess, D.	X		
3	Franks, H.	X		**HIVPC Staff**
4	Marcoviche, W.	X		Oratien, V.
5	Robertson, L.		A	Ukpai, F
6	Ruffner, Andy *Vice Chair*	X		
				Guests
	Quorum = 4	**5**		Robert Shore

1. CALL TO ORDER:

The Vice Chair called the meeting to order at 3:18 p.m. and welcomed all present. The Vice Chair notified attendees that the CEC meeting is based on Florida's "Government-in-the-Sunshine Law" and meeting reporting requirements, which includes the recording of minutes. In addition, it was stated that the acknowledgement of HIV status is not required but is subject to public record if it is disclosed. A moment of silence was observed, and introductions were made by all in attendance.

2. APPROVALS:

Motion #1: To approve 10/1/19 meeting agenda
Proposed by: Franks, H. Seconded by: Burgess, D.
Discussion: The Vice Chair noted that the World AIDS Museum (WAM) would be hosting an event which could tie in nicely with the Chill, Chat, and Chew forum. The Vice Chair proposed moving the Chill, Chat, & Chew planning discussion to the top of the meeting activities/new business section of the agenda.
Action: Passed Unanimously

Motion #2: To approve meeting minutes of 9/17/19
Proposed by: Franks, H. Seconded by: Burgess, D.
Action: Passed Unanimously

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

Fort Lauderdale / Broward County EMA
Broward County HIV Health Services Planning Council
An Advisory Board of the Broward County Board of County Commissioners
200 Oakwood Lane, Suite 100, Hollywood, FL, 33020 - Tel: 954-561-9681 / www.brhpc.org

3. STANDARD COMMITTEE ITEMS

Testimonials: The testimonial question (*What do you want the participants of this event to leave knowing, feeling, or wanting to share with others?*) was posed to the Committee. Members expressed an interest in participants learning more information about HIV and its transmission, addressing prejudices and stigmas. Another noted goal was to identify interested parties to participate on the HIVPC whether as full members or as Committee members.

4. UNFINISHED BUSINESS

None.

5. MEETING ACTIVITIES/NEW BUSINESS

Chill, Chat, & Chew Planning: The CEC Vice Chair shared the proposal for incorporating the Chill, Chat & Chew Treasure Hunt into an upcoming World AIDS Museum event. The event would be held on Tuesday, October 15th in honor of National Latinx HIV/AIDS Awareness Day. This occasion would give CEC the opportunity to partner with Unity Coalition, Latinos Salud, and AMIGAS. Members noted that the turnaround would be difficult given the short notice and planning time. After much discussion, the Committee voted to collaborate with the World AIDS Museum and its partners on the National Latinx AIDS Awareness Day Community Dialogue & Extravaganza.

Motion #3: To collaborate with the World AIDS Museum on its National Latinx HIV/AIDS Awareness Day event held Tuesday, October 15th.
Proposed by: Franks, H. **Seconded by:** Burgess, D.
Action: Passed Unanimously

Following this decision, Committee members began to take responsibility for different planning aspects of the treasure hunt. 2 members volunteered to table the event, 1 member would oversee prize distribution, and 1 member would coordinate clues. Members took on these roles and associated assignments.

In addition to taking on roles, members established goals for the event. CEC chose to focus on 1 knowledge goal and 1 actionable item for participants. Event attendees should learn more about HIV, HIV-related services, and the HIVPC. This will be determined via a 5-question pre-and-posttest. Next, members would like to identify 3-5 people who can potentially join a Committee or the HIVPC.

The Committee noted that a lot of planning work on the parts of the WAM and event partners had to be done. A planning meeting was scheduled for Tuesday, October 8th. At this meeting, event partners will continue planning the logistics of the event.

ACTION ITEM: Hold planning meeting for the National Latinx AIDS Awareness Day.

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

Fort Lauderdale / Broward County EMA
Broward County HIV Health Services Planning Council
An Advisory Board of the Broward County Board of County Commissioners
200 Oakwood Lane, Suite 100, Hollywood, FL, 33020 - Tel: 954-561-9681 / www.brhpc.org

<u>FY2019-2020 Community Empowerment Committee Work Plan:</u> Members reviewed the CEC Work Plan (Handout A on file). It had been revised to show that the Fashion Show also fulfilled Activity 3.1. The Committee noted that the Chill, Chat, & Chew event will serve as the second event toward achieving the goal of holding four outreach/education events.

A member spoke with an HIV support group following the previous meeting's discussion regarding programming with the elderly community. PCS Staff will follow up with the group to determine whether another event could be held in partnership with the group.

ACTION ITEM: Follow up with the noted support group to discuss potential event partnership.

6. RECIPIENT REPORT

The Recipient's Office submitted the Ryan White Part A Grant and will continue to work on the Ending the Epidemic Grant due October 15th.

7. PUBLIC COMMENT

None.

8. AGENDA ITEMS/TASKS FOR NEXT MEETING: October 1, 2019 **Time:** 3:00 p.m. **Venue:** A-337

    I.   CEC Event Planning
        a. Begin planning the next outreach or education event

9. ANNOUNCEMENTS

None.

10. ADJOURNMENT

The meeting was adjourned without objection at 4:39 p.m.

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

Fort Lauderdale / Broward County EMA
Broward County HIV Health Services Planning Council
An Advisory Board of the Broward County Board of County Commissioners
200 Oakwood Lane, Suite 100, Hollywood, FL, 33020 - Tel: 954-561-9681 / www.brhpc.org

CEC Attendance CY2019

Consumer	PLWHA	Absences	Count	Meeting Month	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Attendance Letters
				Meeting Date	8	5	C	C	7	5	C	C	17	1			
1	1	1	1	Bhrangger, R.	A	X			X	X			X	X			
0	0	3	2	Brautigam, A.	X	X			A	A			A				R - 10/2
1	1	0	3	Burgess, D.	X	X			X	X			X	X			
0	0	4	4	Fleurinord, P.	A	X			A	A			A				R - 10/2
0	0	1	5	Franks, H.	A	X			X	X			X	X			
1	1	1	6	Marcoviche, W.	A	X			X	X			X	X			
0	1	2	7	Robertson, L.	X	X			X	X			A	A			
0	0	0	8	Ruffner, A., *V. Chair*	X	X			X	X			X	X			
0	0	2		Wilson, E.	A	A											W - 2/11, Z - 2/19
				Quorum = 5	4	8	0	0	6	6	0	0	5	5	0	0	

Legend:

X - present	**N - newly appointed**
A - absent	**Z - resigned**
E - excused	**C - cancelled**
NQA - no quorum absent	**W - warning letter**
NQX - no quorum present	**Z - resigned**
	R - removal letter

CEC SURVEY 4.10.17

1. Age:
   - ☐ 17 or younger
   - ☐ 18 to 24
   - ☐ 25 to 34
   - ☐ 35 to 44
   - ☐ 45 to 54
   - ☐ 55 to 64
   - ☐ 65 to 74
   - ☐ 75 or older

2. Race/Ethnicity:
   - ☐ American Indian/Alaskan Native
   - ☐ Asian
   - ☐ Black non-Hispanic
   - ☐ Hispanic
   - ☐ Native Hawaiian/Pacific Islander
   - ☐ White non-Hispanic

3. Zip Code:

   [   ]

4. Gender:
   - ☐ Male
   - ☐ Female
   - ☐ Transgender

5. Have you had an HIV test in the last year?
   - ☐ Yes
   - ☐ No

6. Are you HIV+?
   - ☐ Yes
   - ☐ No
   - ☐ I prefer not to disclose

7. Is anyone you know HIV+?
   - ☐ Yes
   - ☐ No
   - ☐ I prefer not to disclose

8. Do you receive Ryan White services?
   - ☐ Yes
   - ☐ No

CEC SURVEY 4.10.17

☐ I prefer not to disclose

9. Have you had an HIV test in the last year?
☐ Yes
☐ No

10. Who do you think is most at risk for getting HIV?

[   ]

11. How do you pay for your healthcare service?
☐ Insurance
☐ Insurance through the ACA (Obamacare)
☐ Medicare
☐ Medicaid
☐ Ryan White
☐ I do not receive healthcare services
☐ Other – Write in Please enter an 'other' value for this selection [   ]

12. What are some topics affecting the HIV community that you would like to know more about?
☐ Transportation
☐ Housing
☐ HIV Prevention
☐ Available HIV Services
☐ HIV Medications
☐ Social and Community Support
☐ Other – Write in Please enter an 'other' value for this selection [   ]

13. Would you be willing to participate in an educational forum about one of the topics listed above?
☐ Yes
☐ No

14. Can we contact you to participate in a focus group or to help you get more information about HIV care?
☐ Yes
☐ No

15. Contact Information Provided
☐ Yes
☐ No

Best practices for every step of survey creation

Whether you're collecting customer feedback, performing employee evaluations, or planning an event, the first step toward creating an effective survey is to brush up on the basics of survey science. Check out our resources for online survey tips and best practices to make sure your next survey is a success!

10 best practices for creating effective surveys

To keep your survey on the right track, here's our top 10 tips and tricks:

1. Define a clear, attainable goal for your survey.

What does a clear, attainable goal look like? Let's use an example. Say you want to understand why customers are leaving your business at a high clip. Instead of a goal like: "I want to better understand customer satisfaction." Your goal should be something like: "I want to understand the key factors that are leading our customers to leave—whether these reasons are caused by internal or external forces."

Once you've come up with your goal, you can use it as a reference to prioritize the top questions you want to ask.

2. Keep the more personal questions to the end.

Treat your survey like a conversation.

Would you start any exchange by asking someone how old they are? Probably not. Instead, you'd engage in small talk first, and gradually move on to more personal topics. Similarly, keep your early set of questions light and straightforward, and then slowly move towards more personal questions (often taking the form of <u>demographic questions</u>).

3. Don't let your survey get too long.

In most cases, your respondents are doing you a favor by taking your survey. What better way to respect their time than by not taking up too much of it? You'll be rewarded with a <u>higher completion rate </u>as well as <u>more thoughtful responses for the questions you end up including</u>.

4. Focus on using closed-ended questions.

What do we mean by closed-ended questions? We're talking about questions that use pre-populated answer choices for the respondent to choose from—like multiple choice or checkbox questions. These questions are easier for respondents to answer and provide you with quantitative data to use in your analysis.

Open-ended questions (also known as free response questions) ask the respondent for feedback in their own words. Since open-ended questions can take much longer to answer, try to only include 1-2 of them at the end of your survey.

5. Consider including a survey incentive.

If you're keen on getting a lot of responses, an incentive in some form can prove helpful. Potential incentives range from entering respondents into a sweepstakes drawing to giving respondents a gift card if they answer all of your questions. To learn more about the different types of incentives you can use, and how to make the best use of them, check out this article.

6. Don't ask leading questions.

In other words, try not to put your own opinion into the question prompt. Doing so can influence the responses in a way that doesn't reflect respondents' true experiences.

For example, instead of asking: "How helpful or unhelpful were our friendly customer service representatives?" Ask: "How helpful or unhelpful were our customer service representatives?"

7. Keep your answer choices balanced.

Using answer choices that lean a certain way can result in respondents providing inauthentic feedback.

Let's revisit our prompt: "How helpful or unhelpful were our customer service representatives?"

Here's how a set of unbalanced answer choices (that lean towards being too positive) can look for that question:

a. Very helpful
b. Helpful
c. Neither helpful nor unhelpful

And here's how they'd look once balanced:

a. Very helpful
b. Helpful
c. Neither helpful nor unhelpful
d. Unhelpful
e. Very unhelpful

8. Absolutes can absolutely hurt the quality of your responses.

Absolutes use words like "every," "always," "all," in the question prompt. And, essentially, they make the respondent either agree or disagree with a strongly worded question without allowing for more nuanced opinions.

For instance, take the question:

"Do you **always** eat breakfast?"
a. Yes
b. No

Your respondents might eat breakfast most of the time, half of the time, or on occasion, but you wouldn't know the difference once the responses come back.

9. Stay away from asking double-barreled questions.

Double-barreled questions are when you ask for feedback on two separate things within a single question.

Here's an example:

"How would you rate the quality of our product and support?"

How would the respondent answer this question? Would they address the quality of the product? The quality of support? Maybe they'd skip the question or (worse) leave your survey altogether.

You can fix a double-barreled question by either choosing one thing to ask or by breaking the question up into 2 separate ones.

10. Preview your survey before you send it.

Imagine sending your survey only to realize that you forgot to add a question. Or that you didn't include a few essential answer choices for one of the questions you asked. In either case, you'll probably end up being frustrated and get results that fall short of what you need.

To prevent any mishaps in your survey design, preview your survey. Even better, share it with others so they can catch any mistakes you might not find on your own.

For Reference:

"Best Practices for Every Step of Survey Creation" from Survey Monkey