



CONSUMERS COMMITTEE

Thursday, November 13, 2013, 1 - 3 PM
NYCDOHMH, 42-09 28th Street, Conf Rm 14-44
Long Island City, NY

Planning Council Members Present: Gregory Cruz (Co-Chair), David Martin (Co-Chair), Randall Bruce (Consumer-At-Large), Felicia Carroll, Billy Fields, Rev. Keith Holder, Muying Hunt-Chena, Deborah Marcano, Saul Reyes

Planning Council Members Absent: Victor Alvarez (Tri-County), Lotus Blackman, Kareem Clemons, Antonio Munoz, Pastor Jerome Payne, Tracy Neil

Community Members: Jose Colon-Berdecia, Yves Gebhardt, Ron Joyner, Joey Lopez, Glen Phillip

NYCDOHMH: Rafael Molina, Darryl Wong

MEETING MATERIALS DISTRIBUTED:

- Meeting Agenda/Planning Council Ground Rules of Respectful Engagement;
- October 23, 2013 Draft Meeting Minutes;
- Memorial Tributes to Petra Berrios;
- At-Large Consumer Member Election Announcement;
- At-Large Consumer Member Election Ballot;
- Working in Committees, Joan Corbisiero, PRP;
- Consumer Committee Roles and Responsibilities;
- Consumer Committee October 2013 Meeting Evaluation;
- Service Impacts of the FY13 Ryan White Budget Reductions, HIV Planning Council, 10/31/13;
- 2013-14 HIV Planning Council Workplan & Timeline;
- We are Greater Than AIDS: What the Affordable Care Act Means for PLWHA, 11/13;
- High- Impact Prevention, HRSA CARE Action News, October 2013;
- Consumer Committee Meeting Evaluation Form;
- October & November 2013 Planning Council Meeting Calendar;
- November 2013 Planning Council Calendar;
- 2013-14 Consumers Committee Contact Sheet;
- Project Connect/APICHA, Health Plan Enrollment Assistance Announcement; and
- NYCDOHMH Influenza vaccination information, November 2013.

WELCOME & INTRODUCTIONS:

Committee Co-Chairs Gregory Cruz and David Martin presided over the meeting that was called to order by Co-Chair Martin at 1:10pm. Darryl Wong, Planning Council Staff Liaison led the group in a moment of silence, in honor of Petra Berrios of the Leadership Training Institute (LTI) of CAI Global (formerly known as Cicatelli Associates), who passed in early November after a long battle with cancer. Following the group review of the Rules of Respectful Engagement, Darryl Wong reviewed the meeting agenda and materials. The minutes from the October 2013 meeting were reviewed and accepted as presented (with note that October Evaluation Form needed to be updated to the new form that was submitted for use.)

PUBLIC COMMENT:

There was no public comment.

PLANNING COUNCIL/CONSUMER COMMITTEE UPDATES

Darryl Wong announced that three new consumers, Billy Fields, Antonio Muniz and Saul Reyes, were appointed to the Planning Council for the 2013-15 term. Mr. Reyes introduced himself to Committee members and shared "his story" with fellow meeting participants. The New member orientation was held on October 31st, as well as the Parliamentary orientation for Committee Co-Chairs. The powerpoint from the latter presentation was distributed as a reference guide for members to consult. In this meeting, new procedures were adopted from the orientation on Robert's Rules of Order that included accepting meeting minutes without the need of voting and requesting that during a meeting attendees are to wait to be acknowledged by a Co-Chair before engaging in a discussion.

The meeting evaluation from the previous month indicated a general level of agreement with the statements in the evaluation instrument, with the exception of meeting start/end times, and the completion of agenda items during the meeting. David Martin reiterated the need for a prompt start time in order to avoid revisiting already addressed agenda items. In response to a member's request, participants were told that they could arrive as much as 30-45 minutes before the meeting time in order to review meeting materials and have lunch, before beginning the meeting promptly at 1:00PM.

Darryl Wong reviewed the handout which detailed the impact of the FY13 cuts on the Ryan White portfolio. Several members asked how they could make their voices known, given the restrictions against advocacy for Federally-funded programs. It was suggested that they voice their opinions as individuals or as part of other large groups who are not subject to such restrictions. For example, the Talking Transition initiative will be focusing on HIV/AIDS prevention, treatment, care and housing issues during the upcoming Mayoral administration; the community discussion is scheduled for Friday, November 15.

ELECTION OF 2013/14 AT- LARGE CONSUMER COMMITTEE MEMBER

The election of the At-Large Consumer Member was delayed until quorum was reached. As there was only one nomination received, voting was open and by acclamation.

ACTION: *Randall Bruce, the incumbent, was re-elected to another term as the 2013-14 Consumer-At-Large Member*

CONSUMER SATISFACTION SURVEY: VERSION 2 (ELECTRONIC)

The Committee reviewed the paper survey, question by question and offered the following comments:

Question #2: Why the use of "the people" and not "the staff"? If "staff" were used, would respondent be able to identify which "staff"?

Question #12: What does "just about perfect" mean? It's either perfect (as an absolute) or not. Is this a leading question?

Question #16: Not clear; negative wording is confusing (not worth the time I put into them); make less wordy.

General comments included:

- As an electronic survey, it could be perceived as impersonal and/or intimidating
- Survey should be implemented both ways, paper and electronic
- Will there be support for electronic respondents?
- Concern about open-ended questions and qualitative comments being captured in an electronic survey;
- If educational levels have an effect on client satisfaction, will there be additional barriers by making the survey electronic?
- Insertion of negatively-worded questions can be confusing for some; will this be exacerbated by an electronic survey?

The comments compiled from the consumers will be discussed at a special Joint Supercommittee meeting of the Needs Assessment and Consumers Committees on November 15, with approximately 3 persons from each committee, Planning Council staff to the committees and Research & Evaluation staff responsible for this project. The results from that discussion will be shared at the December meeting.

2013-14 PLANNING COUNCIL & COMMITTEE WORKPLAN/TIMELINE

Due to delays in meeting start time, the discussion about the 2013/14 workplan and timeline and membership outreach plan was postponed to the December meeting. The Co-Chairs re-iterated the need for committee members to arrive on time so that there is sufficient time to discuss all agenda items. The Committee agreed to extend the meeting by 15 minutes and suggested that the meeting be extended by 30 minutes (until 3:30) on a standing basis.

While there was little time left to discuss the committee's membership outreach plan, it was noted that while PLWHAs over 50 are well-represented, there are few, if any, youth and transgender committee participants. Outreach to these hard-to-reach populations should be a priority. Members agreed to a suggestion to have a letter written to invite missing populations desired on the Consumer Committee.

Co Chair Cruz offered into discussion the creation of a Statement of Need as seen by the Consumer Committee to offer recommendations to the Planning Council.

Darryl Wong outlined the plan for moving the recommendations derived from the CAB Best Practices Survey from the Committee through the Executive Committee & Planning Council, in order for Public Health Solutions, upon Planning Council recommendation, to incorporate these guidelines and recommendations into their contractual negotiation. *[Pursuant to the Executive Committee meeting of November 14, the Consumer Committee will present its recommendations to the December Executive Committee].*

BOROUGH UPDATES/NEW BUSINESS

There were no new borough updates.

ADJOURNMENT

There being no further business, the meeting was adjourned at 3:15PM