



## **CONSUMERS' COMMITTEE**

Tuesday, June 21, 2016, 1:00 – 3:00 PM

NYCDOHMH, 42-09 28<sup>th</sup> Street, Room 20-12, Long Island City, NY

**Planning Council Members Present:** Billy Fields (Co-Chair), Katrina Balovlenkov (Co-Chair), Randall Bruce (Consumer At Large), Lisa Best, John Schoepp

**Planning Council Members Absent:** Maria Diaz, Altirik Harper, Harry Jackson, Jesus Maldonado, Antonio Munoz, Carlos Rosario, Saul Reyes, Kim Watson

**Appointed Community Members:** Ron Joyner

**NYCDOHMH:** Amber Casey, Darryl Wong, Kate Penrose

### **MEETING MATERIALS DISTRIBUTED:**

- Meeting Agenda & Rules for Respectful Engagement;
- May 24, 2016 Meeting Minutes;
- Needs Assessment Community Briefing Recommendations, Needs Assessment Committee, 6/16/16;
- 2014 NY EMA Client Satisfaction Survey Results;
- NY HIV Planning Council June 2016 calendar; and
- Consumer Committee May 2016 Meeting Evaluation

### **WELCOME/INTRODUCTIONS/REVIEW OF MINUTES**

*Co-Chair Katrina Balovlenkov* opened the meeting with participating by conference call. After participant introductions, Katrina led the group in a moment of silence in honor of the victims and survivors of the Orlando attacks. The meeting agenda and meeting packet were reviewed and the May 2016 meeting minutes were accepted as presented.

### **PUBLIC COMMENT:**

There was no public comment.

### **PLANNING COUNCIL UPDATES**

- *Mr. Wong* reported to the Committee that the July Consumers Committee meeting, which normally meets the third week of the month, has been re-scheduled to July 26, the fourth Tuesday of July, due to scheduling conflicts.
- The recommendations derived from the February Needs Assessment Community Briefing were presented to the committee:
  - 1) Establish a Local Pharmaceutical Assistance Program (LPAP) to expand access to Hepatitis C direct acting antiviral medications (DAAs) for Ryan White Part A eligible HIV/HCV co-infected clients
  - 2) Increase Funding for Short-Term Rental Assistance for Ryan White Part A eligible clients living in the Tri-County Region (Putnam, Rockland & Westchester Counties)
  - 3) Amend RW Part A service directives to require that providers be trained in the impact of

financial hardship, including unemployment and inadequate access to benefits, in order to link clients to financial counseling, peer certification and employment and educational services

The Integration of Care Committee will begin discussions on June 22 leading up to the development of service directives addressing these recommendations, after which the Priority Setting/Resource Allocation (PSRA) Committee will focusing on identifying funds to finance this initiative.

Mr. Wong noted that actions taken by State Attorney General have addressed the restrictions on DAA use, no longer limiting access to these DAAs to only those patients with Fibrosis Stage 3.

### **PRESENTATION/DISCUSSION/Q&A: 2014 NY EMA Client Satisfaction Survey Results**

Kate Penrose, Evaluation Specialist with the Research & Evaluation Unit within the Bureau of HIV/AIDS Prevention presented the results of the revised client satisfaction survey.

The purpose of the survey was to learn about barriers and facilitators to client service utilization informs quality improvement efforts, ultimately supporting better services and access and incorporate client input to improve services. The domains of satisfaction surveyed were: client benefits, quality of care, accessibility, appropriates (e.g., language), and patient-provider relationship.

After the pilot, the survey was conducted with 79 Part A-funded agencies with 117 contracts, with 4,195 surveys returned (3,649 in NYC and 546 in Tri-County, a 49% response rate). Respondents were demographically representative of all Part A clients, with 90% completing the survey electronically.

The revision of the pilot survey was based on findings, lessons learned and community feedback; it was revised to be more accessible to all literacy levels, with more of a focus on the client/provider relationship. The electronic survey tool, ACASI (Audio Computer-Assisted Self Interview) also allows for audio assistance and is available in English, Spanish and French. Multiply-enrolled clients completed one survey only, using client-specific logins to assure confidentiality, as well as anonymous survey logins. Finally, the survey was broadened to include more Ryan White Part A program types in NYC and the Tri County region.

Medical Case Management/Care Coordination clients represented about 40% of respondents, and about half had been receiving services for over 2 years. The survey included open ended questions, which were classified by the research staff. For NYC, 69% said they were very satisfied with their services, 23% were mostly satisfied, and 8% ranged from somewhat satisfied to very dissatisfied. Legal Services, Supportive Counseling and Care Coordination had the highest rates of satisfaction, and Food and Nutrition and Transitional Care Coordination the lowest (although still high at around 60%).

In the Tri County region, Food Bank and Home Delivered Meals and Medical Case Management were the highest ranked services (78% and 76%, respectively) with 60% of non-Medical Case Management clients indicating that they were satisfied with services. It was noted that the service categories of the Tri County region do not always address the most pressing needs of Tri County residents, in particular harm reduction and mental health services.

On access issues, client identified transportation as something that would make it easier to get services. 482 clients expressed an unmet need for services, especially housing (20%) and food (18%). Clients generally agreed that they had good relationships with their providers, 88% had positive comments about staff and their relationship with their provider and 59% of respondents strongly agreed that services had made them better able to manage their health. It should be noted that the

higher proportion of respondents who are longer-term clients may skew the sample somewhat towards people who are happy with their services, as they have stayed clients at their programs for a long time.

The survey indicated a high level of overall satisfaction, with critical feedback most common regarding convenience/logistics and unmet needs. Positive feedback focused most commonly with client/staff relationships and service outcomes. It was suggested that language be amended to clearly reflect the actual percentages of clients who had high levels of satisfaction and positive comments.

Quantitative and qualitative findings were made available to agencies. There has been coordination between DOHMH technical assistance and agencies on areas for possible quality improvement. The next round of the client satisfaction survey is projected for 2017.

#### **MEMBERSHIP OUTREACH PLAN**

- It was noted that the ongoing challenge of addressing inconsistent member participation is in part due to the shifting of meeting locations as well as varied levels of consumer interest and pre-meeting preparation.
- It was emphasized that members need to review documents before arriving at the meeting in order to maximize informed participation, as well as offering an abridged Parliamentary training to committee members.
- Lacking a comprehensive Planning Council orientation for newly-appointed members puts those members at a disadvantage in understanding how the overall planning process works, the roles, responsibilities and inter-relationships of committees to the full Planning Council.
- Recruitment of new committee members and retention of these members should be a focus for this committee moving forward, spearheaded by consumers and supported by the Planning Council staff.
- New Planning Council membership recruitment should begin much earlier in the calendar year, i.e., March or April, so that Mayor's office can receive our recommended slate of appointments before the summer and act more expeditiously in making final appointments at the beginning of the planning year, i.e, September or October, as opposed to November or December, which has been the history of the appointment process for the past several years.

#### **PUBLIC COMMENT/NEW BUSINESS/BOROUGH UPDATES**

Katrina Balovlenkov relayed a comment from a consumer from Brooklyn who expressed concerns with the high number of deaths at the HHC Coney Island Hospital for low income immigrant clients.

#### **ADJOURNMENT**

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