



CONSUMERS COMMITTEE

Thursday, July 24, 2013, 1 - 3 PM
NYCDOHMH, 42-09 28th Street, Conf Rm 18-25
Long Island City, NY

Planning Council Members Present: Gregory Cruz (Co-Chair), Randall Bruce (Consumer-At-Large), Deborah Marcano, David Martin

Planning Council Members Absent: Victor Alvarez (Tri-County), Lotus Blackman, Muying Hunt, Felicia Carroll, Gerald DeYounge, Rev. Keith Holder, Pastor Jerome Payne, Tracy Neil

Guests: Donna Classe, Billy Fields, Rick Goldfarb (PHS), Mallory Lowenstein

NYCDOHMH: Rafael Molina, Jan Carl Park, Darryl Wong

MEETING MATERIALS DISTRIBUTED:

- Meeting Agenda/Planning Council Ground Rules of Respectful Engagement;
- June 19, 2013 Draft Meeting Minutes;
- Community Advisory Board Best Practices Recommendations 2013, Consumers Committee, NY HIV Planning Council;
- HIV Health & Human Services Planning Council of New York 2013 Listening Sessions, Summary Report of Key Findings, CAI Global;
- NYCDOHMH HIV/AIDS Weekly Update, 7/19/13;
- AMFAR Research Report, Researcher Reports Two HIV Patients Showing No Virus in Wake of Stem Cell Transplants, 7/3/13;
- African American Hepatitis C Action Day, 7/25/13, National Black Leadership Commission on AIDS;
- Mobile Phone MSM Focus Group Announcement, Columbia University Medical Center;
- POZ Magazine, July/August 2013; and
- August 2013 Planning Council Meeting Calendar

WELCOME & INTRODUCTIONS:

Gregory Cruz, Co-Chairs opened the meeting. The group was led in a moment of silence, followed by a group review of the Rules of Respectful Engagement. Darryl Wong reviewed the meeting agenda and materials. The minutes from the June 2013 meeting were reviewed and accepted as presented.

PUBLIC COMMENT:

There was no public comment.

BEST PRACTICES & RECOMMENDATIONS FOR PART A COMMUNITY ADVISORY BOARDS (CABs) IN NYC:

The following recommendations were derived from the June 2013 Consumers Committee meeting, during which members were charged with developing recommendations based on best practices related to six (6) overarching thematic sets of questions (coordination, cohesion/conflict management, team effectiveness, team effectiveness, team meeting communication and team leadership), extracted from the 2011 CAB Best Practices Survey. Rick Goldfarb, Manager of Operations & Special Projects, Public Health Solutions/HIV Care Services presented the guidelines for Part A CABs operations, as well as FITA (Fiscal Infrastructure Technical Assistance) Guidelines for Part A providers on the Development of Advisory

Boards. It was noted that the general guidelines were broad, but lacked specific recommendations on statements of intent, vision, mission, membership composition and the selection process of members. Although FITA did provide detailed guidance to contractors on CAB operations, it was never widely disseminated or adopted as best practices universally among Part A recipients. The development, and adoption, of these recommendations may fill a void in guidance and/or direction with respect to CAB operations; Mr. Goldfarb expressed that the timing of this initiative was prescient, as many contract renewals occur in the Fall. After approval by the Consumers Committee, the recommendations would be reviewed and vetted by the Executive Committee for adoption, followed by the full Planning Council, which could then instruct PHS to include these guidelines in contract negotiations and renewals. Concerns from committee members who were prior CAB participants included possible selection bias, editing of surveys and incomplete submissions.

CAB COORDINATION:

- Consider **orientation** at beginning of cycle to assure members have shared understanding of **roles & responsibilities**.
- Begin each cycle/year with **team-building/ice breaker exercises**
- Schedule meetings on **recurring basis** (same day of week, time, location etc.)
- Use **member lists, phone trees & email trees** to keep members informed of meetings.
- Consider use of **paired buddy system** to keep communication flowing
- Explore more **formalized mentoring** for seasoned CAB members who can guide & inform newer members.
- Provide **printed calendars of meetings**, a **timeline** of goals and activities & **Rules of Respectful Engagement** to govern participant behavior & communication.
- Should be facilitated by an identified chair/staff liaison who is the **primary contact for the CAB**.
- Provide a **detailed agenda** identifying items to be discussed, as well as **timeframes** for discussions in order to help guide the discussion.
- Agenda should be developed by CAB staff and leadership to assure **all perspectives are included in discussions, presentations, etc.**
- All members should have a good understanding of the board's goals by providing an orientation with a focus on **roles & responsibilities, policies & procedures for client concerns, grievance procedures** and a **clearly delineated process for client engagement, input, discussion and feedback**.

CONFLICT MANAGEMENT & RESOLUTION

- Use **Robert's Rules of Order** to assure that meetings are run according to **Parliamentary rules**, with an emphasis on giving **all members an opportunity to voice their opinions and/or viewpoints**.
- Establish **conflict/dispute resolution guidelines & procedures** to resolve issues and/or disagreements among members. Members should commit to following procedures in order to arrive at resolutions.
- Encourage **individual member participation & discussion** when dealing with conflicts/issues affecting the CAB's work, mission & goals.
- Everyone has a **right to respectfully state their opinion/point of view using Rules of Respectful Engagement** to govern discussions and behavior.
- **Identify/describe the problem(s) or issue(s) with realistic outcomes and/or goals** and follow guidelines for discussion as established by the CAB.
- When an issue or conflict arises that affects the CABs functioning, the **CAB leader should become actively involved** in the facilitation of the conflict resolution process with members in order to prevent disrupted meetings.

TEAM EFFECTIVENESS:

- Membership should be **inclusive of diverse expertise and experiences** and include a wide cross section of agency clients, representing all age groups.
- While the **CABs mission, goals and policies should be focused on meeting client needs**, CAB members should understand the **role of the CAB** in prioritizing and meeting needs (as well as understanding when that is not possible).
- Ensure that there is a mechanism in place or agency **CAB staff person on board to advocate in support of clients' needs**.
- CAB should **establish Rules of Respectful Engagement** for all CAB members and meeting attendees and insure that all those participating agree to this conduct. **Personal agendas are secondary** to issues which may have a material impact on the services the agency's clients are receiving.
- **Policies regarding input and client feedback should be developed** to address specific client needs.
- Establish methods and/or **tools to reach agency consumers/clients** other than CAB members to get **broad perspectives**.
- CABs should develop an **awareness of client needs** through client feedback, surveys and other means and develop a method to **prioritize** expressed needs, as well as to **follow up** and propose solutions to address/resolve client needs (and maintain written records, respecting **client confidentiality**).

TEAM COMMUNICATION:

- Establish/develop a **climate of trust and safety**, where **confidentiality is assured and enforced**.
- Leadership should demonstrate **appropriate behavior and set the tone for the meeting** and be **pro-active** in diffusing negative comments and **preventing escalation** of a conflict or an issue.
- Follow **Rules of Respectful Engagement and a Code of Conduct** and be firm about implementing it and instituting sanctions, if necessary.
- Rules and policies for member participation in meetings should be **reviewed at each meeting**.
- Develop and **offer opportunities for CAB members to express themselves** or introduce thoughts or concerns, whether **verbal or written**.
- Meetings agendas should be developed allowing for **individuals who are reluctant to speak to use the public comment time period** (with 2-3 minute time limits) or other systems for written comments/input.
- CAB staff should **encourage those individuals who tend not to actively participate** to contribute their thoughts and/or opinions.
- Meeting procedures should **establish time restraints in order to diffuse or de-escalate heightened interaction** between members and/or members and agency staff.
- Agendas should be developed with CAB leader **allowing for flexibility to discuss issues not previously identified**.
- **Designate times for discussion/action items**. CAB facilitator has responsibility to keep to agenda, but also to be **flexible when group consensus supports additional discussion**.

CAB & TEAM LEADERSHIP:

- CAB leader should possess **strong leadership skills** and assist in establishing a **culture and atmosphere of engagement and respect** which allows individuals to state their opinions and where **group participation is the norm and expectation**.
- CAB facilitator should possess **strong facilitation and active listening skills which fosters communication and validates member input**. CAB chairs should seek input and viewpoints (verbal or written) from all, **allowing everyone a chance to express their thoughts**.

- CAB leadership should **not prioritize personal agendas and not dominate the conversation**, while **encouraging those who are hesitant to participate**.
- CAB policies and procedures should **clearly identify role of facilitator that articulates what he/she can/cannot do**.
- Use **Rules of Engagement and Code of Conduct** to assure a fair environment, focusing on **solutions and not blame or accusation**.
- CAB should **assure shared understanding of roles and responsibilities, with a designated facilitator** recognized for each meeting. The agenda should clearly state who **responsible parties** are for presentations, actions & follow up and there should be clarity before ending the meeting of **next steps/parking lot issues, etc. (to be captured in written minutes for the CAB's record)**.
- Ensure that **CAB minutes record all actions taken/to be taken and that parking lot issues/report backs to CAB are part of the next meeting's agenda**.
- CAB leadership should also **identify CAB members who agree to take lead roles in addressing follow up actions** (as agreed to be CAB).

BOROUGH UPDATES/NEW BUSINESS

There were no borough updates; PSRA will be meeting on Monday, July 24 and August 5 and the final Executive Committee will be on August 8, followed by the Planning Council on August 15.

ADJOURNMENT

There being no further business, the meeting was adjourned a 5:15PM