



Health and Human Services Planning Council of New York

Meeting of the Consumers Committee
January 16, 2008
Housing Works, 57 Willoughby Street, Brooklyn, NY
1:30-3:30 pm

Members Present: Brent Backofen, Felicia Carroll, Gregory Cruz, Manuel Ducret, Antionettea Etienne, Glen Phillip, Anthony Richardson

Members Absent: Antionettea Etienne, Terri Faulkner, Gonzalo Mercado, Alvin Perry, Aracelis Quinones, Robert Spellman, Edilberto Viera, Jr.

Guests Present: Timothy Benston (NYSDOH, AIDS Institute), Ronald Brown, Billy Fields, Yves Gebhardt, Jesus Maldonado, Juanita Owens, Tamara Oyola-Santiago,

DOHMH: Rafael Molina, Darryl Wong, Planning Council Staff Liaisons

Meeting Materials Distributed:

- January 2008, February 2008 Planning Council schedule
- Planning Council Outreach Brochure
- News articles:
- New HIV Cases dropping in NYC, except for young MSM
- HIV/AIDS and living longer
- New targets for HIV drugs
- Concurrent HIV/AIDS diagnoses increasing risk of death
- 2006 Community Advisory Board Survey results
- 2005 Community Forum Report
- C2EA/NAPWA Local Listening Forums
- NYSAI Consumer Involvement Strategies & Practices
- 2004/2005 Community Advisory Board Survey Results
- Hep C Treatment Among IDUs
- NAPWA Positive Voice Newsletter

Welcome and Introductions:

Felicia Carroll, Co-Chair, returned from maternity leave and welcomed the group to the meeting. Alvin Perry was on an out of town work assignment and unable to attend. Participants introduced themselves and Glen Philip Victor led the group with a moment of silence. Ronald Brown reviewed the Rules of Respectful Engagement and Darryl Wong, NYCDOHMH, reviewed the agenda for the meeting.

Review of December 12, 2007 Minutes:

The minutes from the December 12, 2007 meeting were reviewed. G. Cruz requested that voting members who are present or absent be noted in the minutes. Motion was made to accept minutes; vote taken, two abstentions, minutes accepted

January & February 2008 Planning Council Activities:

An amended January 2008 calendar was added to the meeting packet. Announcements of the December 2007 and January 2008 Planning Council meetings were made and meeting participants were urged to attend. The dates for the Leadership Training Institute (LTI) were announced and individuals were reminded to enroll, if they have not yet done so.

Advisory Group Executive Committee:

An update of the January 16, 2008 meeting was provided, including issues/challenges around leadership roles, participation requirements, etc. communication skills/advocacy training, the US Conference on AIDS (USCA) Listening Forum in Palm Springs in December 2007.

- *The RMC Sub-Committee* has completed the development of an outreach brochure.
- *The PCSS Sub-Committee* further discussed the roles of consumer satisfaction and community advisory board surveys and their utility in planning activities.
- *The Policy Sub-Committee* prioritized its workplan for the remainder of the planning year: HIV CARE Networks and their role and expectations of participation; newly diagnosed individuals and the barriers they face in accessing health care, especially soon after the initial diagnosis; “emerging” populations; Ryan White HATMA and its role in providing services to address service gaps.

The NAPWA/C2EA Listening Forum (December 2007) USCA, Palm Springs, CA:

The Podcast was played for the membership, followed by a discussion focusing on:

- the questionable roles of policy-makers at CBOs, Networks and in government who are making recommendations while not having had the personal experiences of PLWHAs;
- the role(s) of consumer input in the yearly planning prioritization and resource allocation process; and
- expanding the listening forum model at Borough-wide forums, which might also include elected officials.

Consumer Input for the Planning Process:

As an interactive and learning experience, participants in this meeting were urged to complete the 2006 Community Advisory Board survey and to note their comments and reactions to the survey questions as to their representativeness and relevance to the consumer input process.

Participants were reminded that while individual responses would naturally be informed by service experiences, the objective of the exercise and discussion was to focus on the process, i.e., common threads, and not on an individual’s responses.

The following is a summary of the discussion which ensued:

GENERAL COMMENTS

- CAB survey is not representative of individual needs
- Survey s/b administered in other languages (currently in Spanish)
- Clients may not be motivated to contribute/participate
- Participants need to be able to differentiate between core/non-core services
- Tailor survey to reflect individual/consumer needs **not** agency/provider-focused
- Members do not need to be consumers in order to be a member of a CAB

Section I: RECOMMENDATIONS/TYPES OF TITLE I SERVICES

- Differentiate agencies that offer all services from an agency that provides a sole service
- Ask what types of services your agency provides, e.g., (how many clients of a housing program receive/do not receive medical services there) – do multi service agencies facilitate greater access to care/greater maintenance in care?
- Priority identification may be time-specific , i.e, in the last 6 months have you ever used.... Or how many times in the last 6 mos did you access.....what I need today may not be what I needed 6 mos ago or need 6 mos from now...

Section II: CURRENT GAPS IN SERVICES

- After identifying the top 5 identified services, how many times did you access these services? How many times since your diagnosis have you accessed this/these services?
- (Measuring utilization may be important to know – function of satisfaction w/ service) “Would you have accessed this service more if it were different? How?”

Section III: GEOGRAPHY & SPECIAL POPULATIONS

- What are “special” populations? Consumers are members of many “special populations”
- Zip codes: Where do you reside? What is the zip code of the agency where you receive services (as identified in Section I)?
- What are the top 5 services you are not receiving anywhere?

What are the factors that result in your satisfaction/dissatisfaction? I am dis/satisfied because....

In order to provide context for this exercise and the entire consumer input process, the timeframe of NYC's 2009 planning process was reviewed. It was noted that consumer input would be needed by May of this year for use in the Priority Setting matrix, which would rank service priorities and thus guide allocation of resources.

Public Announcements:

- Housing Works recently opened it Womens' Services Center located at the Willoughby Street, Brooklyn site;
- The National Latino/Hispanic Leadership Summit, the 2008 National Conference on African American Americans & AIDS & the 2008 USCA were announced;
- Latino Commission on AIDS conference/sponsorship applications are due shortly;
- LTI trainings for January & February 2008 were re-announced.

There being no further business, the meeting was adjourned.