



**MEETING AGENDA**

**COMMITTEE: Community Empowerment Committee**

**Date/Time: February 2, 2016, 3:00p.m.**

**Location: Governmental Center Room A-337**

**Chair: Arianna Lint Vice Chair: Pat Fleurinord**

1. **CALL TO ORDER:** *Welcome, Review meeting ground rules, Statement of Sunshine, Introductions, Moment of Silence, Public Comment*
2. **APPROVALS:** 2/2/16 Agenda, 1/5/16 Minutes
3. **STANDARD COMMITTEE ITEMS**
  - a. Testimonials
4. **UNFINISHED BUSINESS**
  - a. Client Rights and Responsibilities - Review and revise Client Rights and Responsibilities document.
5. **MEETING ACTIVITIES/NEW BUSINESS**

<i>Goal/Work Plan Objective #:</i>	<i>Accomplishments</i>
<b>Review and update WP and P&amp;Ps (WP Item 4.3)</b>	<b>ACTION ITEM: Review and update Work Plan and Policies &amp; Procedures.</b>

6. **GRANTEE REPORTS**
7. **PUBLIC COMMENT**
8. **AGENDA ITEMS/TASKS FOR NEXT MEETING: Date:** March 1, 2016 **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

**MEETING MINUTES**

**COMMITTEE:** Community Empowerment Committee (CEC)

**Date/Time:** Tuesday, January 6, 2016, 3:00 p.m.

**Location:** Government Center A337

**Chair:** Arianna Lint **Vice Chair:** Pat Fleurinord

	<b>Members</b>	<b>Present</b>	<b>Absent</b>	<b>Guests</b>
1	Bhrangger, R.	<b>X</b>		Shamer, D.
2	Burgess, D.	<b>X</b>		Huggins, L.
3	Creary, K.	<b>X</b>		Gammell, B.
4	Culpepper, K.	<b>X</b>		Smith, C.
5	Fleurinord, P. <i>Vice Chair</i>	<b>X</b>		
6	Franks, H.	<b>X</b>		<b>Grantee Staff</b>
7	Katz, H.B.	<b>X</b>		Green, W.
8	Lewis, L.	<b>X</b>		Jones, L.
9	Lint, A., <i>Chair</i>	<b>X</b>		DeGraffenreidt, S.
10	Marcoviche, W.	<b>X</b>		Morris, R.
11	Myers, L.		<b>A</b>	Walker, N.
12	Parker, P.		<b>A</b>	
13	Robertson, P.	<b>X</b>		<b>HIVPC Staff</b>
14	Runkle, D.		<b>E</b>	Johnson, B.
15	Wilkins, D.		<b>A</b>	Ewart, L.
	<b>Quorum = 9</b>	<b>11</b>		Beckford, R.

**1. CALL TO ORDER:**

The Chair called the meeting to order at 3:01 p.m. The Chair welcomed all present. Attendees were notified of information regarding the Government in the Sunshine Law and meeting reporting requirements, which includes the recording of minutes. Attendees were advised that the meeting ground rules are present, for reference. In addition, attendees were advised that the acknowledgement of HIV status is not required but is subject to public record if it is disclosed. The Chair, committee members, guests, grantee staff and support staff self-introductions were made. A moment of silence was observed.

**2. APPROVALS:**

**Motion #1:** To approve today’s meeting agenda  
**Proposed by:** Lewis, L. **Seconded by:** Culpepper, K.  
**Action:** Passed Unanimously

**Motion #2:** To approve 11/3/15 meeting minutes  
**Proposed by:** Lewis, L. **Seconded by:**  
**Action:** Passed Unanimously

**3. STANDARD COMMITTEE ITEMS**

None.

**4. UNFINISHED BUSINESS**

None.

**5. MEETING ACTIVITIES/NEW BUSINESS**

- a. Analyze Survey Results (WP Item 1.5) (Handout A): The PC Manager reviewed the survey results from the last Hot Topic meeting on Transportation with the committee members. Many of the participants indicated that they need HIV services/care or know someone who did (52%). Most of the participants were Black/African American and between the ages of 30 to 49. A member asked about following up with survey participants who indicated that they needed care, and how to reach

out to them without violating anyone's privacy. The committee discussed ways to revamp the survey, or to administer the survey in the beginning of the event so people can be linked to care by the end of the event. The CEC Chair asked about peer navigators and suggested inviting them to events to assist participants with linkage. The Grantee suggested that there should be a survey mechanism developed at a CEC meeting before the next event to utilize strategies to engage people out of care or needing linkage. A member suggested that CEC members should help work the events and help engage participants. A guest stated that she experienced hardships after moving to Florida in finding care and information, but by coming to HIVPC meetings she was able to find peer support to help navigate the system. She also stated that peer education was a large part of her community in Massachusetts. A member asked about peer education courses or training, and the Grantee stated CEC members are community advocates; not necessarily peer educators. The committee should be responsible for their own education about the Ryan White process, which shouldn't be confused with peer education classes. A member stated that fellow PLWHAs are the best education sources, and that CEC members must do their best to help.

- b. Review Accomplishments and Challenges (WP Item 4.1) (Handout B): The PC Manger discussed CEC's 2015 Accomplishments and Challenges. A member stated that she would like to review the work plan at every committee meeting, while a guest pointed out that each agenda item has a work plan item number, and that the current 18 month work plans actually end in February. The Grantee stated that every committee used to review the work plan at every meeting, but reviewing the workplans occupied much of the meeting time; he suggested having a quarterly review instead. A member mentioned that she felt that it is absolutely imperative to review the work plan monthly so members can be well informed, that she used it to further her understanding of the process, while another member asked about a developing a reference binder for CEC. The group discussed the difference between activities and accomplishments, and how attending multiple events is not necessarily an accomplishment. The Grantee stated that the next step is for the committee to further delve into what exactly was accomplished at each event, and the Grantee Representative suggested creating measurable goals for each activity. The first step is to identify goals: active recruitment at community events, making progress in education, finding the greater purpose and making a clear statement.

The Vice Chair reminded the members that people in the community are not served by focusing on work plans, or having meetings and training for the committee members. The Grantee told the committee that it is the job of CEC members to identify the best way to reach out to community members. The committee discussed the CEC work plan and the creation of a new plan with different goals and objectives. The PC Manager suggested taking the next meeting to develop goals and measurable objectives for the upcoming year while also planning for the next community outreach event.

- c. Conduct Annual Evaluation (WP Item 4.2) (Handout B): This Item was tabled.
- d. Client Rights and Responsibilities: The Grantee discussed developing a Ryan White Part A "Client Rights and Responsibilities" document for all clients going through CIED. He gave each of the committee members a draft of the document for review. The grantee asked for feedback from the committee on the document. The document will be discussed and signed by all clients going through CIED. Currently each agency has their own "Rights and Responsibilities" document, but this version will serve for the entire Ryan White program. The document will not be voted on by the committee or HIVPC. The Grantee wants to hear CEC feedback from a consumer perspective and will incorporate their opinions into the document. The Vice Chair expressed her approval of the document and the process of having a rights and responsibilities consultation. The Grantee mentioned the inclusion of fraud language and the federal requirement for Grantees to submit any cases of fraud. Members will read and discuss the document at the next CEC meeting.

## **6. GRANTEE REPORT**

None.

**7. PUBLIC COMMENT:**

None

**8. AGENDA ITEMS/TASKS FOR NEXT MEETING: Date:** February 2, 2016 **Venue:** TBD

<i>Agenda Items/Tasks for next Meeting (Work Plan Item/Goal#)</i>	<i>Information requested (i.e. data, research, etc.) action to be taken, presentation, discussion, brainstorm etc.</i>
<b>Review and update WP and P&amp;Ps (WP Item 4.3)</b>	<b>ACTION ITEM:</b> Review and update Work Plan and Policies & Procedures.
<b>Develop calendar of community meetings &amp; events (WP Item 1.1)</b>	<b>ACTION ITEM:</b> Develop calendar of community meetings and events.
<b>Client rights and responsibilities</b>	<b>ACTION ITEM:</b> Review Client Rights and Responsibilities document

**9. ANNOUNCEMENTS**

None.

**10. ADJOURNMENT**

Without objection the meeting was adjourned at 4:47 p.m.

**Community Empowerment Committee (CEC) CY 2016 Attendance**

Consumer	PLWHA	Absences	Count	Meeting Month:	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec	Attendance Letters
				Meeting Date:	5												
1		0	1	Bhrangger, R.	X												
	1	0	2	Burgess, D.	X												
	1	0	3	Creary, K.	X												
		0	4	Culpepper, K.	X												
		1	5	Fleurinord, P., <i>V. Chair</i>	X												
		0	6	Franks, H.	X												
1		0	7	Katz, H.B.	X												
		0	8	Lewis, L.	X												
1		0	9	Lint, A., <i>Chair</i>	X												
1		0	10	Marcoviche, W.	X												
		1	11	Myers, L.	A												
1		1	12	Parker, P.	A												
	1	0	13	Robertson, P.	X												
1		0	14	Runkle, D.	E												
	1	1	15	Wilkins, D.	A												
				<b>Quorum = 9</b>	11												

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

# CLIENTS RIGHTS AND RESPONSIBILITIES **HANDOUT A**

## BROWARD COUNTY RYAN WHITE PART A PROGRAM

As a recipient of Ryan White Part A services, we want to encourage you to speak openly with your health care team, take part in your treatment, be well informed, and involved in your care. As a partner in your care, we want you to know your rights and responsibilities and join us as an active member of your care team.

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### Your Rights

#### Decision Making

- To be involved in decision making. To receive a full explanation of all services and treatment options available to you. To clear information about your condition and involvement in developing your plan of care.
- To choose the service providers from whom you will receive services.
- To refuse or discontinue services at any time for any reason. This includes the right to request services from another service provider.
- To refuse any and all treatments and services recommended, to be told of any potential consequences of your refusal and to be assured that you have the right to change your mind later.

#### Quality of Care

- To be treated in a professional manner with dignity and respect.
- To receive Ryan White Part A services free from discrimination based on race, color, sex, gender identity, gender expression, ethnicity, national origin, religion, age, class, sexual orientation, physical or mental ability.
- To receive culturally competent services; and language assistance services including access to translation and interpretation services.
- To be protected from sexual and physical harassment; solicitation for favors, labor or money; discharge without due cause, notice and/or process from service providers.
- To receive a callback within one business day if you attempt to contact your service provider by telephone and leave a message.

#### Confidentiality and Privacy

- To have your personal health information kept confidential.
- To privacy and confidentiality in matter pertaining to your care with the understanding that there may be times when it is necessary to discuss aspects of your case with other agency staff or providers involved in your care.
- To have your information released/shared only with your consent.

#### Grievance Process

- To have access to a written grievance process from your service provider.

#### Access to Medical Records

- To review your medical records and receive copies of them upon your request (service provider photocopying fees may apply).

### Your Responsibilities

- To follow health care instruction to the best of your ability, and to take medications as prescribed.
- To communicate to your service provider whenever you do not understand information you are given. In doing so, every effort will be made to clarify the information.
- To give your service provider(s), to the best of your knowledge, accurate and complete information about current and past health, illnesses, medications, and treatments affecting your care. This will allow the provider to develop the best course of individualized treatment.
- To give truthful and correct information in applying for Ryan White Part A services to the best of your knowledge. Failure to be truthful may prevent or delay a determination of eligibility to receive Ryan White Part A services or lead to termination.
- To comply with applicable state and federal law related to health care fraud and abuse, including, but not limited to the Program Fraud and Civil Remedies Act of 1986, 31 U.S.C. 3801 et seq.; the Criminal False Claims Act, 18 U.S.C. 287 and 1001; and the Civil False Claims Act, 31 U.S.C. 3729(a).
- To understand if you knowingly give false information or withhold information and receive services that you are not eligible to receive, you may be lawfully prosecuted and may be required to pay restitution for services received.
- To understand the information you provide for eligibility determination may be verified.
- To report changes to income, residency, and/or third party insurance information to your Service Provider(s) or Centralized Intake and Eligibility Determination within 30 days.

## Your Responsibilities (Continued)

- To apply to and enroll in third party benefits for which you are eligible, including but not limited to Medicaid, Medicare, SSI/SSDI and Food Stamps, before enrolling in a similar Ryan White Part A service.
- To understand not all services you are eligible to receive may be available, accessible or funded, and you may not meet specific Program Qualifications for some programs.
- To demonstrate behavior that is cooperative, assertive, and respectful to others. To understand you can be denied Ryan White Part A services if your actions are uncooperative, disruptive, threatening or hostile toward provider staff and clients. To refrain from the use of profanity, abusive language, violence or intimidation, theft or vandalism, sexual harassment and misconduct.
- To maintain the confidentiality of other clients receiving Ryan White Part A services by respecting their right to privacy and confidential services.
- To understand if you are designated a co-payment based on your service providers sliding fee scale, you are responsible for making all co-payments as instructed prior to receiving services.
- To understand that if you do not give prior notice for appointment cancellation, you may be charged a no show fee by your service provider.

I have read and been given the opportunity to ask questions regarding my rights and responsibilities. By my signature below, I acknowledge receipt of this document.

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Client/Guardian Name (Please Print)

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Client/Guardian Signature Date

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Witness Name (Please Print)

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Witness Signature Date

**DRAFT - Broward County HIV Health Services Planning Council FY2014-16 Community Empowerment Committee Work Plan**

<b>Objective 1. Hold Community Events and Meetings</b>	<b>Outcome</b>	<b>Annual Target</b>	<b>Start</b>	<b>Due</b>	<b>Progress</b>
1.1 Develop calendar of community meetings and events.	Improved process	100%	2/15	2/15	75% complete
1.2 Plan or participate in at least 3 community events with identifiable goals to be achieved and target audiences.	Educated CEC members & consumers	66%	6/15	6/15	33% complete
1.3 Hold meetings in the community at least quarterly that include educational "Hot Topics" to enhance understanding about the 3 Guiding Ideas.	Active recruiting; Educated CEC members & consumers	75%	4/15	2/16	50% Complete
1.4 Develop survey to analyze the effectiveness of each community meeting or event; surveys distributed at each community meeting or event.	Improved process	100%	2/15	2/15	100% Complete
1.5 Analyze survey results after each community meeting to recommend future actions; provide overall results in annual CEC accomplishments and challenges	Improved process	100%	1/15	1/16	100% Complete
<b>Objective 2. Educate CEC Members and Consumers</b>					
2.1 Develop a marketing strategy to reach consumers.	Active recruiting	100%	8/15	10/15	In Progress
2.2 Receive quarterly orientation and training to enable CEC members and consumers to be more active participants in the HIVPC and committees.	Educated CEC members & consumers	100%	3/15	2/16	50% Complete
2.3 Develop plan to train CEC members on how to be peer educators.	Educated CEC members & consumers	100%	5/15	5/15	100% complete
<b>Objective 3. Obtain Consumer Feedback and Provide Insight From Consumer Perspective</b>					
3.1 Hold annual community forum to gather feedback from consumers about barriers to obtaining HIV services and staying in treatment.	Improved process	100%	6/15	6/15	(New date TBD)
3.2 Priority rank Part A & MAI service categories; send recommendations to PSRA.	Data driven PSRA process	100%	5/15	5/15	100% complete
3.3 Hold a "mini retreat" with all committees to discuss how committees work together to complete activities.	Educated CEC members	100%	12/14	12/14	100% COMPLETE
3.4 Host Client Orientation Sessions in the community to educate Consumers of the Ryan White Care Continuum	Consumer Involvement and Education	100%	1/15	1/15	
<b>Objective 4. Update Work Plan and Policies &amp; Procedures</b>					
4.1 Review at least 3 CEC accomplishments and challenges.	Improved process	66%	1/15	1/15	100% COMPLETE
4.2 Conduct annual evaluation to assess past year and recommend improvements; identify at least 3 areas of improvement for upcoming year.	Improved process	66%	1/15	1/15	100% COMPLETE
4.3 Review and update Work Plan and Policies & Procedures.	Updated planning documents	100%	2/15	2/15	ONGOING

March	April	May	June	July	Aug
-CEC Educational Series	- Community meeting	- Analyze survey results - Develop plan to train CEC members to be Peer Educators - Priority rankings for PSRA	- Community Forum (New date TBD)	- Quarterly orientation for CEC members -Community meeting	- Develop social marketing strategy
Sep	Oct	Nov	Dec	Jan	Feb
- Develop social marketing strategy - Analyze survey results -Quarterly orientation for CEC members	- Analyze survey results - Finish developing social marketing strategy	- Community meeting	- Community event - Mini retreat - Quarterly orientation for CEC members	- Develop survey for community events - Analyze survey results - Review accomplishments & challenges - Conduct annual evaluation	- Review and update WP and P&Ps



## COMMUNITY EMPOWERMENT COMMITTEE Policies and Procedures

### Policies

The Community Empowerment Committee (CEC) shall inform and empower the community, and particularly individuals with HIV disease, to become involved in the decision making of HIV policies and processes, quality assurance programs and grievance procedures with Broward County.

The Committee shall actively recruit and encourage the public, and particularly people with HIV disease, to take a more active role in the decision making process of the Broward County HIV Health Services Planning Council (Council).

The Committee shall provide a forum for the discussion of Council agenda items and items of concern. This will provide an opportunity to gain a better understanding of issues.

The Committee will develop policies to encourage participation of consumers in Council activities.

### Procedures

The Committee will utilize available resources to promote and market Council activities and events.

By utilizing the resources, the Committee will host community outreach meetings and community events as outlined in the annual work plan.

The Committee will also collaborate with various community partners to host outreach events and activities to enhance their presence in the community.

The Committee will ~~solicit~~ review, and provide a consumer perspective to the Council on policies, processes, and documents.