

Consumer Committee 2010-2011 Year-End Report

June 2011

Drafted for the
Boston Part A EMA
HIV Health Services
Planning Council

Produced by



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I. Work of the Committee

A. Committee Charge

The Consumer Committee is one of the Planning Council's standing committees. The Planning Council's bylaws state the charge to the committee at Section 6.4.6:

"The Consumer Committee shall ensure that people living with HIV and/or AIDS are empowered, supported, and encouraged to work on the full range of activities that the Planning Council undertakes in the execution of its mandate, by:

- A) Fostering and developing consumer leadership;*
 - B) Working with the Executive Committee to ensure that at least one Consumer is on each Planning Council committee;*
 - C) Informing the Planning Council on issues from a consumer perspective, as needed; and*
 - D) Ensuring that diverse consumer input and participation are included in all Planning Council and committee activities."*
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B. Committee Membership

Members

Diane Hackett, Chair

Kimberly Wilson, Vice-Chair

Aixa Almonte

Stephen Batchelder

Jib Bowers

Antonio Fortuny

John Keith

Kaidi Kenyatta

Denise Lafontaine

Corin Landrum

Shirley Royster

Darren Sack

Jimmy Thompson

Fred Verro

Staff

Laura Kozek, PCS

Cara Mathews, PCS

Apryl Pagliaro, PCS

Sarah Chang, BPHC

C. Work of the Committee

Consumer Committee is unique among the Planning Council committees in that it has no assigned membership, and its leadership is not selected by the Planning Council Chair. Instead, all Planning Council members are welcome to attend Consumer Committee meetings. The Chair and Vice-Chair are elected by the Consumer Committee members at their first meeting. The Consumer Committee meets for ninety minutes before each Planning Council meeting.

The Consumer Committee acts as a place for Planning Council members to preview Planning Council presentations, and obtain additional training on Planning Council related topics. This Committee also provides people living with HIV a place to share their personal and community experience as it relates to Planning Council issues. In other words, members are encouraged to

share any information from other groups or communities that may have an impact on the decisions made by the Planning Council. The Consumer Committee is also a less formal setting that allows new members to become acclimated with the Planning Council, in addition to being a space for networking between Council members.

II. Summary of Programs/Activities

A. Consumer Reimbursement Program

Consumer members of the Planning Council are eligible for reimbursement for certain expenses associated with their participation in Council. These expenses include: childcare, parking, and travel. A total of nine consumers have participated in this program during the 2009-2010 term.

B. Consumer Laptop Program (CLP)

The Consumer Laptop Program (CLP) provides laptop computers, an AOL account, and technical assistance to consumer members of the Planning Council upon request. The CLP aims to provide an equal level of information access for all Planning Council members in addition to improving the line of communication between the Planning Council, PCS, and BPHC.

The CLP currently consists of six laptop computers, all of which were loaned to current Planning Council consumers for the 2010-2011 term. Three Planning Council consumers hold AOL accounts provided through the CLP.

C. Consumer Spotlight

The Consumer Spotlight has been an integral part of the Consumer Committee meetings, since the 2009-2010 term. The main purpose of the Consumer Spotlight is to better familiarize Council members with one another, and encourage members to take leadership roles in the Council. It is a way for members to learn about an individual member's impact within the HIV environment and how those experiences make an impact on the Planning Council level. The Consumer Spotlight is also a forum for committee members to gain an understanding of other consumer experiences. Speakers included both veteran and new Planning Council members:

- Lena Asmar
 - Jib Bowers
 - Antonio Fortuny
 - Corin Landrum
 - Shirley Royster
 - Gary Sandison
 - Fred Verro
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D. Consumer Committee Trainings & Special Educational Presentations

Following the recommendation of the 2009-2010 Consumer Committee, additional trainings that were offered separate to Committee and Council meetings were integrated into the Consumer

Committee meetings for 2010-2011. The overall purpose of the trainings was to provide supplemental information about Council topics and to further enhance useful skills for all Planning Council members. In addition to trainings, educational presentations on special topics were given by outside speakers. The following is the breakdown of the trainings and special presentations offered during the 2010-2011 Consumer Committee meetings.

Trainings

- Meeting Facilitation Skills
- Navigating Health Data
- Needs Assessment Skills
- Presentation Skills
- Public Funding
- Understanding Evaluation Materials

Special Educational Presentations

- Consumer Study Report (*Jeremy Holman*)
- Dental Update (*Anthony Silva & Sheldon Ramdhanie*)
- HIV in Prisons (*Antonio Fortuny & Dr. David Stone*)
- National AIDS Strategy/Health Care Reform Discussion (*Robert Greenwald*)

E. Consumer Committee Meeting Activities

- **Thursday, October 14, 2010 – John Hancock Conference Center**
The meeting included a review of the 2010-2011 work plan and recommendations from the 2009-2010 Committee. Anthony Silva, a representative from the Part A Dental Ombudsperson Program gave an update on the MassHealth dental cuts and its impact on the program. The details of the Consumer Spotlight were discussed, and Jib Bowers was the Consumer Spotlight speaker.
- **Thursday, November 4, 2010 – John Hancock Conference Center**
Diane Hackett was elected Chair of the Consumer Committee and Kimberly Wilson was elected Vice-Chair. Beth Hastie, from JRI, carried out a training on Meeting Facilitation and Participation. Robert Greenwald provided an update on national health care reform.
- **Thursday, December 9, 2010 – John Hancock Conference Center**
Erin Wnorowski and Shannon O'Malley, from the Grantee Quality Management team, led a training titled "Understanding Evaluation Materials." Fred Verro was the Consumer Spotlight speaker.
- **Thursday, January 13, 2011 – John Hancock Conference Center**
Erin Wnorowski and Shannon O'Malley, from the Grantee Quality Management team, provided a follow-up to the "Understanding Evaluation Materials" training. Jeremy Holman, from JSI, presented the "MA & Southern NH Consumer Survey."
- **Thursday, February 10, 2011 – John Hancock Conference Center**
Apryl Pagliaro, from PCS, led a training titled "Needs Assessment Skills." Lena Asmar was the Consumer Spotlight speaker.

- **Thursday, March 10, 2011 – John Hancock Conference Center**
Apryl Pagliaro, from PCS, led a training titled “Navigating Health Data.” Corin Landrum was the Consumer Spotlight speaker.
- **Thursday, April 21, 2011 – John Hancock Conference Center**
The Consumer Committee members drafted a response letter to the “MA & Southern NH Consumer Survey” and Cara Mathews, from PCS, led a training titled “Public Funding.” Shirley Royster was the Consumer Spotlight speaker.
- **Thursday, May 12, 2011 – John Hancock Conference Center**
Jim Campbell, from the Policy Committee presented a shortened version of the Planning Council presentation on pre-exposure prophylaxis (PrEP). The May Consumer Committee meeting was shortened due to the Prospective Member Open House.
- **Thursday, June 9, 2011**
Antonio Fortuny and Dr. David Stone, from Shattuck Hospital, provided the Committee with information on people living with HIV in prisons and those recently released from incarceration. The Committee reviewed the Year-End Report and presentation, and made recommendations for the 2011-2012 Committee.
- **Thursday, June 23, 2011**
Apryl Pagliaro, from PCS, led a training titled “Presentation Skills.” Gary Sandison was the Consumer Spotlight speaker.

III. Recommendations

A. Recommendations to the 2011-2012 Consumer Committee

The Consumer Committee would like to make the following recommendations to the 2011-2012 Consumer Committee:

1. Continue to include the “Consumer Spotlight” as a regular part of Consumer Committee meetings.
2. Continue to offer trainings within the Consumer Committee.
3. Offer more presentations from other Planning Council Committees, regarding other Committee’s work.
4. Provide information on upcoming and recently passed conferences and public trainings.

The Consumer Committee would like to make the following recommendations to the 2011-2012 Consumer Committee on topics for educational presentations:

1. Corrections to Community (CTC) program.
2. Early identification, specifically early intervention services and the integration with primary care.
3. HIV in rural versus urban communities.
4. HIV and aging.

5. Co-morbidities.
6. Role of peer educators.
7. Integration between prevention and care.
8. Mental health and substance abuse