

# **Consumer Committee 2009-2010 Year-End Report**

June 2010

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

Produced by



1010 Massachusetts Avenue, 2<sup>nd</sup> Floor  
Boston, MA 02118  
[www.bostonplanningcouncil.org](http://www.bostonplanningcouncil.org)

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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  
Jib Bowers, Vice-Chair  
Stephen Batchelder  
Jim Campbell  
Stephen Corbett  
Julialene Johnson  
Corin Landrum  
Wendy LeBlanc  
Chip Mazhandu  
Brian Quigley  
Shirley Royster  
Darren Sack

Cristobal Santos  
Chevelle Sloan  
Fred Verro

#### ***Staff***

Sharon Asonganyi, PCS  
Laura Kozek, PCS  
Apryl Pagliaro, PCS  
Andrew Shawhan, PCS  
Sarah Chang, BPHC  
Eva Koehler, BPHC

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### **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. 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.

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## **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.

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### **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 eight laptop computers, all of which were loaned to current Planning Council consumers for the 2009-2010 term. Three Planning Council consumers hold AOL accounts provided through the CLP.

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### **C. Consumer Spotlight**

The Consumer Spotlight became an integral part of the 2009-2010 Consumer Committee meetings. 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:

- Denise Rondeau
  - Alison Kirchgasser
  - Alfredo Hernandez
  - Brian Quigley
  - Larry Day
  - Amy Fox
  - Donna Rivera
  - Darren Sack
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## **D. Consumer Committee Meeting Activities**

- **Thursday, October 8, 2009 – Lower Level B, Boston Public Library**  
The meeting included a review of the 2009-2010 work plan and recommendations from the 2008-2009 committee. The agenda for the October 8, 2009 Planning Council meeting was reviewed. An update on the Ryan White Reauthorization was given. The details of the Consumer Spotlight were discussed.
- **Thursday, November 12, 2009 – Lower Level B, Boston Public Library**  
The main focus of the meeting was to review the service category definitions. Diane Hackett was elected Chair of the Consumer Committee and Jib Bowers was elected Vice-Chair. The agenda for the November 12, 2009 Planning Council meeting was reviewed, including the meeting's presentations on Medicaid. Denise Rondeau and Alison Kirchgasser were the Consumer Spotlight speakers.
- **Thursday, December 10, 2009 – Lower Level B, Boston Public Library**  
This meeting included a review of health care reform, and the notes from the Sturbridge Community Forum. The agenda for the December 10, 2009 Planning Council meeting was reviewed, including the meeting's presentations on HDAP/ADAP. Alfredo Hernandez was the Consumer Spotlight speaker.
- **Thursday, January 14, 2010 – Lower Level B, Boston Public Library**  
The agenda for the January 14, 2010 Planning Council meeting was reviewed, including the meeting's presentations on housing, FY08 Annual Outcomes, and Unmet Need. Brian Quigley was the Consumer Spotlight speaker.
- **Thursday, February 11, 2010 – Lower Level B, Boston Public Library**  
The agenda for the February 11, 2010 Planning Council meeting was reviewed, including the meeting's presentation, on FY11 service category recommendations. Jeremy Holman, from JSI, presented the preliminary results of the *2009 Consumer Needs Assessment*. Larry Day was the Consumer Spotlight speaker.
- **Thursday, March 11, 2010 – Lower Level B, Boston Public Library**  
The agenda for the March 11, 2010 Planning Council meeting was reviewed, including the meeting's presentations, on priority setting and Suffolk's HIV and aging research qualitative study. Amy Fox was the Consumer Spotlight speaker.
- **Thursday, April 8, 2010 – Lower Level B, Boston Public Library**  
The agenda for the April 8, 2010 Planning Council meeting was reviewed, including the meeting's presentations, on state funding streams, and the JSI *2009 Consumer Needs Assessment*. Donna Rivera was the Consumer Spotlight speaker.
- **Thursday, May 13, 2010 – Room 501, John Hancock Conference Center**  
The majority of the meeting was spent preparing for the Planning Council Prospective Member Open House. The Committee also reviewed the agenda for the May 13, 2010 Planning Council meeting, and started working on the Year-End Report and presentation.

- **Thursday, June 10, 2010**

The agenda for the June 10, 2010 Planning Council meeting was reviewed, including an introduction to the funding scenarios. The Committee finalized the Year-End Report and presentation. A training on “Presentation Skills” was also provided.

- **Thursday, June 24, 2010**

The agenda for the June 24, 2010 Planning Council meeting was reviewed. The Committee practiced presenting the Year-End Report presentation. Darren Sack was the Consumer Spotlight speaker. Jim Maynard from Fenway Health Institute gave a presentation on “HIV vaccine research”.

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### **III. Recommendations**

#### **A. Recommendations to the 2010-2011 Consumer Committee**

The Consumer Committee would like to make the following recommendations to the 2010-2011 Consumer Committee:

1. Offer Planning Council related trainings during the Consumer Committee meetings.
2. Offer a training on the effects of healthcare reform on people living with HIV.
3. Provide more follow-up information on “hot” topics, such as housing for people with HIV.
4. Expand the “Consumer Spotlight” to include other Planning Council members, and not limited to Council and Committee leadership.
5. Allocate time for a focused discussion on the upcoming analyses of the *JSI 2009 Consumer Needs Assessment*.
6. Invite guest speakers to the Consumer Committee meetings to present on issues that would have an impact on Planning Council decisions.
7. Develop new strategies to increase attendance at Consumer Committee meetings.
8. Enhance networking opportunities during the Consumer Committee meetings.

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#### **B. Recommendations to the 2010-2011 Planning Council**

The Consumer Committee would like to make the following recommendations to the Planning Council:

1. Provide a time-line for research projects and reports that are presented to the Planning Council.
2. Encourage Consumer Committee participation from the very beginning of the term (i.e. orientation).
3. Assess the reasons why consumers want to sit on the Council and what they can bring to the table, during the application process.