



**Strategic Planning Committee Meeting  
Behavioral Science Research, 2121 Ponce de Leon Boulevard, Suite 230  
February 12<sup>th</sup>, 2010 Minutes**

*Approved March 12, 2010*

#	Members	Present	Absent
1	Batts, Metris	X	
2	Brooks, Andrea		X
3	Fernandez, Frances	X	
4	Iadarola, Dennis	X	
5	Louis, Ray		X
6	McGowan, Ed		X
7	Messick, Barbara	X	
8	Valle-Schwenk, Carla	X	
9	Wilson, Carol	X	
10	Wooten, Lonnie	X	
11	Wyatt-Sweeting, Michele	X	
<b>Quorum =5</b>			

Guests	
John Eaton	
Charles Garcia	
Michelle Knightley	
Damarys Parada	
Maria Sevares	
Staff	
Christina Bontempo	
Beth Hayden	
Marlen Hernandez	
Kimberly Tardalo	

**I. Call to Order/Introductions**

The chair, Michele Wyatt-Sweeting, called the meeting to order at 10:15 a.m., welcomed everyone and asked for introductions.

**II. Resource Persons**

Ms. Wyatt-Sweeting indicated Behavioral Science Research (BSR) staff as resource individuals.

**III. Review Agenda**

Members reviewed the agenda.

**IV. Review/Approve Minutes**

Members reviewed the minutes of January 8<sup>th</sup>, 2010; on page two, goals 5 and 6 were to be tabled rather than goals 4 and 5.

**Motion to approve the minutes of January 8<sup>th</sup>, 2010, with change noted above.**

**Moved: Barbara Messick**

**Seconded: Carla Valle-Schwenk**

**Motion: Passed**

**V. Membership**

Frances Fernandez was appointed to the Strategic Planning Committee by Rolando Hallmon, chair of the full Partnership.

**VI. Standing Business**

- **Ryan White Program Update**

*Carla Valle-Schwenk*

Fiscal Year (FY) 19 ends on February 28<sup>th</sup> and the FY 20 formula and Minority AIDS Initiative (MAI)

awards are expected to be received the first week of March; the supplemental award will be received later. The provisional award letters have gone out to providers and amendments are possible once the awards have been received.

The new fee schedule for Ryan White services will be added to the Service Delivery Information System (SDIS) next week. Ms. Valle-Schwenk explained that the new fee schedules will be mentioned in the provisional award letter and be detailed later in an email.

A field has been added in SDIS for medical case managers to select from a drop-down menu the reason for a one-month prescription drug override and options for unlimited overrides. This will assist clients since medical case managers will not need to wait for approval from OGC for every override. If an override is needed for reasons outside of the list provided, OGC approval will be required and OGC will be monitoring the SDIS to assure that the overrides are being used properly.

The updated Service Delivery Guidelines will be available early in the new FY.

▪ **Research Ad-Hoc Committee Report**

*Barbara Messick*

The February Research Ad-Hoc Committee meeting was cancelled because no presentation requests were submitted for review. Ms. Messick asked members to let her know of any potential presenters that she should contact.

## **VII. New Business**

▪ **Comprehensive Plan Update**

Ms. Wyatt-Sweeting explained that there are over 20 activities to be reviewed as well as the Housing goals; she asked members to move promptly through each item to ensure that as much as possible be covered during the meeting.

The committee reviewed all items with a February 2010 review date; the following updates were discussed:

- 1.1.1: Identify the gaps and needs for collaboration in the HIV/AIDS provider community.
  - The survey tool and results (copies on file) from the Ryan White Program 2006 Provider Survey on Barriers to Collaboration were in the meeting materials for members to review.
  - Beth Hayden explained that SDIS can run a report to show the top ten types of referrals and which agencies are most likely to be the referrers and referees. She will ask Automated Case Management Systems (ACMS) to run this report for the next meeting. This will assist in identifying who should be chosen for key informant interviews.
  - Review date: April 2010
- 1.1.2: Create and implement strategies for sustained provider collaboration.
  - See 1.1.1.
  - Review date: May 2010
- 1.1.3: Develop and administer a survey to identify each Part A provider's referral process.
  - Continuous Quality Improvement (CQI) staff asks about referral processes during technical assistance (TA) visits.
  - In the 2010 Medical Case Manager (MCM) trainings, representatives from each agency will be asked to explain the services they provide and their agency's referral process and eligibility requirements.
  - Review date: May 2010

- 1.1.4: Plan and deliver seminars on referrals and eligibility screening.
  - See 1.1.3.
  - Review date: May 2010
  
- 1.3.1: Key Points of Entry survey is developed and administered to identify gaps in linkages, especially between the key points of entry, medical case management, and the HIV/AIDS service system.
  - Members decided that this should not be addressed as a survey.
  - The gaps and a plan of action were identified in the narrative submitted to HRSA regarding how to address the new outreach standards.
  - A town hall meeting with key players is slated to be held in April; members decided that the third week of April would be best.
  - Staff will bring sample talking points and a potential meeting date to the March meeting.
  - Review date: March 2010
  
- 1.4.1: Conduct a systematic survey of outreach programs in Miami-Dade County and other EMAs to develop an enhancement and training program for Part A outreach workers and their organizations.
  - A fact finding for local outreach programs was conducted and information was collected from other EMAs. The Performance Improvement Advisory Team (PIAT) compiled a list of training topics. The curriculum for these trainings will be developed during the upcoming Ryan White FY.
  - Review date: April 2010.
  
- 1.4.2: Ongoing monitoring of outreach activity reports for effective linkage to care.
  - The Office of Grants Coordination (OGC) and staff are holding a meeting with Automated Case Management Systems (ACMS) today and will ask that a report be programmed to outline outreach information entered in SDIS. Once available, reports will be run and presented to the committee quarterly.
  - Review date: March 2010
  
- 1.4.3: Support the delivery of enhanced training to outreach workers and provider agencies to facilitate the implementation of outreach for retention in care.
  - Training for outreach workers that adheres to the new HRSA outreach focus is under development.
  - Review date: April 2010
  
- 2.1.1: Review Client Satisfaction Survey results and survey tool.
  - The presentation detailing the results of the 2009 Client Satisfaction Survey (copy on file) were included in the meeting materials for review.
  - Results of the survey were overall positive. However, it was noted that results may have been skewed by the fact that clients surveyed were selected by each participating agency and were interviewed at the agency. BSR is developing a consent to enable them to contact clients directly regarding future surveys.
  - The Health Literacy Survey tool is being developed; it should be ready for review by the Medical Care Subcommittee at their February meeting. The survey and analysis are expected to be completed by the needs assessment in July.
  - Members discussed how to make the results available to the community; the presentation will be available on [www.aidsnet.org](http://www.aidsnet.org).
  - This activity is completed.
  
- 2.1.2: Identify need for customer service improvement through annual Client Satisfaction Survey.
  - See 2.1.1.

- 2.1.3: Develop and promote training of the *National Standards for Culturally and Linguistically Appropriate Services (CLAS) in Health Care* with a focus on areas identified as needing improvement.
  - Agencies are contractually required to comply with CLAS. Compliance can be added as an item reviewed on the site visits conducted by the County. The CLAS section of the Service Delivery Guidelines should be reviewed at the next Provider Forum.
  - A certified CLAS trainer has not been identified yet. Ms. Wyatt-Sweeting suggested Miriam Monsalve-Cerna from the Department of Children and Families (DCF). Ms. Messick will also look into local research about effectiveness of peer education.
  - Review date: April 2010
  
- 2.1.4: Develop and promote training in customer service with a focus on areas identified as needing improvement.
  - Vincent Omachonu, a quality management specialist from the University of Miami, will present on continuous quality improvement at two Provider Forums; specific topics and dates will be brought to the April meeting.
  - Review date: April 2010
  
- 2.1.5: Identify consumer misunderstandings of the disease and the service system due to lack of education through the Health Literacy Survey.
  - The survey tool will be brought to the March meeting for review.
  - Members discussed the importance of peer to peer relationships in education. Currently, the Ryan White Program has a strong peer support network component. More trainings covering health literacy topics can be provided to the peer counselors.
  - Frances Fernandez explained that there was a conference call, which can be accessed online, that focused on measuring the effectiveness of peer counseling; she will forward the information to staff.
  - Review date: March 2010
  
- 3.2.1: Identify community resources, public and private, that are available for PLWHA and service providers.
  - Members reviewed a draft of the Miami-Dade County Community Resource guide created by Quality Management staff for Medical Case Managers (copy on file). Several typos were pointed out. It was suggested that the completed guide be sent to the Switchboard of Miami. A statement regarding funding sources needs to be added for Ryan White Providers. The title will be reworded to be more reflective of the purpose of the resource guide and a disclaimer will be added explaining that this guide is not all-inclusive. Staff will send out the draft via email, members should return it with any suggested changes and the final version will be presented at the March meeting.
  - Review date: March 2010
  
- 3.2.2: Promote optimization of non-Ryan White community resources for PLWHA and service providers as available.
  - The resource guide discussed in 3.2.1 details non-Ryan White resources. Also, new referral forms which came out of the Out of Network Referral meeting previously discussed will help link Ryan White clients with out of network providers.
  - Review date: March 2010

**Motion to table the remainder of comprehensive plan activities scheduled for February review until the March meeting, due to time constraints.**

**Moved: Carla Valle-Schwenk**

**Seconded: Metris Batts**

**Motion: Passed**

### **VIII. Announcements**

Christina Bontempo asked members to review the draft of the three language provider brochure (copy on file). Some minor corrections were made and members agreed that the document was ready to go to print.

Metris Batts announced that the “Silence is Death” march for National Black HIV/AIDS Awareness Day (NBHAAD) was a success despite having a smaller turnout than expected.

The Black Church Week of Prayer is March 7<sup>th</sup> through 13<sup>th</sup>; several events will be held.

John Eaton announced that the statewide needs assessment is available online in English and Spanish; a copy of the English version (copy on file) was provided in meeting materials. Upon request, the DOH will pick up completed hard copies of surveys at provider agencies. Mr. Eaton also reported that the Patient Care Planning Group (PCPG) meeting will focus on comprehensive planning and discuss updates regarding the new Ryan White Program legislation. The new Miami-Dade County DOH representative for the PCPG is Frederick Vallari.

### **IX. Next Meeting**

The next meeting is March 12<sup>th</sup>, 2010 at BSR.

### **X. Adjournment**

**Motion to adjourn.**

**Moved: Carol Wilson**

**Seconded: Frances Fernandez**

**Motion: Passed**

The meeting was adjourned at 11:57 a.m.