

Cuyahoga Regional HIV / AIDS Health Services Planning Council

Ashtabula, Cuyahoga, Geauga, Lake, Lorain and Medina Counties

Naimah O'Neal, James Stevenson – Co Chairs



Community Liaison Committee (CLC)

Minutes

Wednesday, September 12, 2018

12:00 pm to 1:00 pm

St. Augustine Health/Ursuline Piazza Campus

7801 Detroit Avenue, Cleveland OH 44102

Start: 12:10 p.m.

End: 1:05 p.m.

Facilitating Co-chair: James Stevenson

Moment of Silence

Welcome and Introductions

Approval of Agenda: September 12, 2018

Motion: C. Ritter

Seconded: N. O'Neal

In Favor: Unanimous (5)

Oppose: 0

Abstain: 0

Approval of Meeting Minutes: August 8, 2018

Motion: N. O'Neal

Seconded: C. Ritter

In Favor: Unanimous (5)

Oppose: 0

Abstain: 0

New/Old Business

a. Discussion about Grievance as a Directive

- N. O'Neal suggested the committee create and implement a grievance process, as an alternative way to allow clients to have their issues heard. Suggestions include implementing contact survey after medical visits.
- C. Ritter stated he gets an electronic customer satisfaction or (*encounter satisfaction*), survey after every encounter with his provider. Some of the questions included:
 1. Was the wait too long in the lobby?
 2. Did you have enough time with provider?
- J. Stevenson suggested getting a hotline? (1-800-number)
- C. Ritter proposed establishing a workgroup to identify and define what the process should be.
 1. Those in attendance agreeing to serve on Workgroup were:
 - C. Ritter, N. O'Neal, C. Barnett, T. Marbury
 2. Concern was raised about the cost and how/when it could be implemented. It was agreed to identify the process and solicit feedback from the grantee on the cost and implications for implementation.

b. Plan Mini-Education Sessions Next Steps

- i. *U=U Education Campaign* – table this topic for a later series
- ii. *HIV Criminalization* – Members agreed the most important topic for the next series of mini-education sessions was HIV Criminalization, (Ohio Modernization movement). The Grantee's office informed the committee that Case Managers were given a training by Elizabeth Barnes and Nolan Stevenson on this topic.
 - a. The CLC members discussed the need to inform clients about the law and ways to protect themselves. It was suggested that Case Managers should be informing their clients but most probably don't.
 - b. C. Ritter suggested passing this topic off to the Quality Improvement Committee to incorporate the requirement into the "Standards of Care." N. O'Neal suggested

Cuyahoga Regional HIV / AIDS Health Services Planning Council

Ashtabula, Cuyahoga, Geauga, Lake, Lorain and Medina Counties

Naimah O'Neal, James Stevenson – Co Chairs



CLC take the first attempt at coming up with what client should be told about the law.

- c. N. O'Neal suggested informing members about the SERO Project. That PC members should consider signing onto a consensus statement.
- iii. Identify targeted support groups and other types of events for mini-education outreach – tabled due to time.
- iv. Identify presenters - tabled
- c. How “out of care” populations are identified and returned to care – No discussion on this topic.
- d. Planning Council Retreat – C. Ritter ask CLC members for their input on what they recommend?
 - N. O'Neal suggested there should be meaningful involvement from PLWH
 - Teambuilding exercises were discussed.

Parking Lot Items

- a. Monitor committee work plan for compliance – tabled due to time.

Next Steps

Get together with N. O'Neal to put together an agenda for HIV Criminalization

Announcements

None

Adjournment

Motion: T. Marbury, 2nd C. Ritter

	CLC Members	Mar	Apr	May	June	Aug	Sept
1	Naimah O'Neal, Co-chair	20	20	20	20		20
2	James Stevenson, Co-chair	20	20	20	20		20
3	Bryan Jones	20	20	0	20		0
4	Tina Marbury	20	20	0	0		20
	Total in Attendance	5	5	2	3		3

Staff: S. Harris, M. Rodrigo

PC Members: C. Droster, K. Dennis

Guest: C. Barnett