MIAMI-DADE HIV/AIDS PARTNERSHIP

Strategic Planning Committee
Behavioral Science Research Corp.
2121 Ponce de Leon Boulevard, Suite 240, Coral Gables, FL 33134
March 8, 2024 Minutes

Approved April 12, 2024

#	Members	Present	Absent
1	Cardwell, Joanna		x
2	Hunter, Tabitha		x
3	Machado, Angela	x	
4	Mooss, Angela	x	
5	Sheehan, Diana M.	x	
6	Singh, Hardeep	x	
Quorum = 3			

Guests	
Marquez, Jamie	
Poblete, Karen	
Staff	
Bontempo, Christina	
Ladner, Robert	

Note: All documents referenced in these minutes are on file and were accessible to members and the public prior to (and during) the meeting, at www.aidsnet.org/the-partnership#strategicplanning1.

I.   Call to Order

Committee Vice Chair, Dr. Diana Sheehan called the meeting to order at 10:09 a.m.

II.   Introductions

Members, guests, and staff introduced themselves, and Dr. Sheehan identified Behavioral Science Research Corp. (BSR) staff as the resource persons.

III.   Housekeeping/Meeting Rules

Dr. Sheehan briefly reviewed the *Meeting Housekeeping* PowerPoint, which includes general reminders, code of conduct, people-first language, and meeting participation best practices.

IV.   Floor Open to the Public

Dr. Sheehan opened the floor to the public with the following statement:

Pursuant to Florida Sunshine Law, I want to provide the public with a reasonable opportunity to be heard on any item on our agenda today. If there is anyone who wishes to be heard, I invite you to speak now. Each person will be given three minutes to speak. Please begin by stating your name and address for the record before you talk about your concerns. BSR has a dedicated telephone line as well as a general email address for statements to be read into the record. No statements were received via the telephone line or email.

There were no comments, so the floor was then closed.

V.   Review/Approve Agenda

Members reviewed the agenda and approved it with no changes.

Motion to approve the agenda as presented.
Moved: Angela Machado   **Seconded: Hardeep Singh**   **Motion: Passed**

VI.   Review the Minutes of September 8, 2023

Members reviewed the minutes of September 8, 2023, and approved the minutes with no changes.

Motion to approve the minutes of September 8, 2023 as presented.
Moved: Angela Machado   **Seconded: Hardeep Singh**   **Motion: Passed**

VII.   Reports

▪   Membership

Staff announced that new Miami-Dade HIV/AIDS Partnership (Partnership) member Dora Marcelin wishes to join the Strategic Planning Committee. Ms. Marcelin was not present so her application was tabled; she will be appointed by the Partnership Chair at the March 18, 2024 Partnership meeting.

Later in the meeting, Karen Poblete reminded staff of her pending application. Members voted to accept Ms. Poblete as a new member.

Motion to approve Karen Poblete as a new member of the Strategic Planning Committee.
Moved: Dr. Angela Mooss   **Seconded: Hardeep Singh**   **Motion: Passed**

There are still many vacancies on the Partnership and Committees; however, staff announced the Community Coalition will put a candidate forward at the March 18 Partnership meeting and additional candidates are expected to follow in the next few months.

▪   Partnership Report to the Committee

The Partnership has not met since the last Strategic Planning Committee meeting. The next meeting is scheduled for March 18.

A special Zoom training is scheduled for March 11 to prepare members for the March 18 meeting, specifically to understand the program service definitions which members will be asked to vote on. Staff anticipates holding this training prior to each Partnership meeting as a primer to understanding the volume of materials members are asked to review. The training is intended to assist members who might not have time to read a 100-page report. The QR code on the agenda links to the www.aidsnet.org page with meeting and training details.

VIII.   Standing Business

▪   Assessment of the Recipient Administrative Mechanism

□   2023 Report Findings and Follow Up Recommendations

The report highlights comments and ratings from last year's Assessment of the Ryan White Program Recipient Administrative Mechanism (AAM) Report which may need follow up by the County, the

Partnership, and/or Groupware Technologies. Members discussed suggested follow up actions and process improvements regarding the ratings, comments, and Recipient responses, as noted below:

General Comments from the AAM Surveys

1. **We need to find solution [sic] to mental health stigma**. *Recipient response: The Recipient appreciates the feedback and agrees we need to work together as a community to find solutions to the issue of mental health stigma.*

   Discussion: Studies on mental health stigma tend to indicate barriers to seeking mental health services is due to internalized stigma. It remains unclear why mental health services are underutilized across the Ryan White Program; it may be attributed to stigma or other factors. The comment is too broad to address without looking at data on utilization and stigma. It would be helpful to understand what medical providers and Medical Case Managers are doing to promote mental health services, and to know the retention rates of clients accessing mental health services. Activities related to mental health service utilization and stigma are part of the County's Integrated Plan.

2. **I believe that [PE Miami] could be able to deliver better reports. It is cumbersome and difficult to navigate.** *Recipient response: Recipient will explore the feasibility of assembling a review team – including the Recipient, BSR staff, medical case managers, contract managers, and other database super users and end users – to evaluate existing views and reports in PE Miami, develop and enhance PE Miami training around using these views and reports, and encourage peer-to-peer training opportunities.*

   Note: PE Miami is Provide Enterprise® by Groupware Technologies, the Ryan White Program client database system.

   Discussion: As of this meeting date, the review team has not been assembled. BSR cannot be the lead of the group since it is not a Quality Improvement activity. The composition of the group should be defined. Most users only received one day of training on the PE Miami database system. If a group cannot be formed, a refresher course on PE Miami would be helpful.

AAM Partnership Survey Responses

1. **The Miami-Dade County Office of Management and Budget-Grants Coordination ("the Recipient") kept the Partnership well informed of policies, procedures, and updates from HRSA which impact the Ryan White Program.**

   ▪ **Survey Comment: Well presented, maybe address areas of low utilization and discuss solutions before sweeps.** *Recipient response: The Recipient will try to provide more details and work with the Partnership to address this concern. Going forward, the monthly Top Line Summary Report will include category-specific issues regarding under- and over-utilization to highlight challenges, open discussion for solutions, and better inform decisions about Sweeps. Under-utilization in some services is likely a result of the Ryan White Part A Program funds being used as the payor of last resort; that will also be noted on the Top Line Summary Report.*

     Discussion: The Top line Summary Report was developed as noted and has been posted online and distributed at Partnership meetings. The report continues to be refined based on needs and requests.

2. **I understand the information presented on the Recipient's Ryan White Program Part A/Minority AIDS Initiative (MAI) expenditure reports.**

   ▪ **Survey Comment: Would be interesting to see challenges.** *Recipient response: Going forward, the Top Line Summary Report will include category-specific issues regarding under- and over-utilization to highlight challenges, open discussion for solutions, and better inform decisions about Sweeps.*

   Discussion: A separate utilization report is posted each month, and the Top Line Summary Report includes challenges. Meeting attendees are invited to offer solutions and ask questions about utilization and program challenges at each meeting where the reports are featured.

3. **The Recipient communicated clearly to the Partnership on expenditure changes related to the Part A/MAI sweeps/reallocation process.**

   ▪ **Survey Comment: It would be better to track utilization of funds and discuss before sweeps are announced.** Strongly Disagree Rating: 5% (n=1). *Recipient response: Going forward, the Top Line Summary Report will include category-specific issues regarding under- and over-utilization to highlight challenges, open discussion for solutions, and better inform decisions about Sweeps.*

   Discussion: In addition to the points noted above, staff offered to amend the Top Line Summary Report with a special indication when information is specifically relevant to Sweeps.

4. **The Recipient responded to inquiries, requests, and problem-solving needs from the Partnership, including those related to the Partnership's Needs Assessment in a timely manner.**

   ▪ **Survey Comment: Provide language and guidance to engage everyone.** *Recipient response: Meeting "housekeeping" invites participants to ask for clarification on any terminology that is confusing; however, due to the fast pace of meetings, this is not always possible, or attendees may not feel comfortable asking. Table-toppers with commonly used terminology and acronyms will be created by BSR staff for meeting attendees to have a handy reference; and the Recipient will work with the Partnership and Staff Support Services team at BSR to develop additional ways to engage attendees and reduce complexities.*

   Discussion:
   - Although staff developed a "Meeting Terminology" table-topper, it has not been regularly provided. As an alternative, members suggested using the blank back of meeting agendas to include the terminology; this will begin with the next regularly scheduled meeting.

   - The Housekeeping presentation should be updated to include a slide that specifically encourages participation: "Share your expertise!" "There is a role for everyone!" The presentation should also make note that meetings are confusing and encourage participants to ask questions as needed.

   - Having a post-meeting debriefing session could also be helpful, in case a person might not feel comfortable speaking up during the meeting. Staff will begin implementing this at the Partnership meetings; refine the process; and duplicate at Committee meetings, as needed. The debriefing session should be included in Housekeeping and announced again prior to adjournment.

- In order to make new members and guests feel more comfortable at meetings, staff will make a quick follow up call when RSVPs are received. The time and effort cost to staff can be revisited if this activity proves to be time-consuming and/or not helpful.

AAM Subrecipient Survey Responses

1. **The Recipient executed our organization's contract in a timely manner.**

   - **Survey Comments: 1) The delays of the process and execution were communicated to providers. 2) Communications and instructions are clear for contract executions. 3) They work with the organization as a team.** Disagree Rating: 12% (n=2). *Recipient response: The Recipient appreciates the comments.*

   Discussion:
   - During the Health Services and Resources Administration (HRSA) site visit in January 2024, the Executive Committee was questioned about the ratings and comments which did not align with the HRSA contract execution requirements. In future surveys, the question could be rephrased for to be quantitative, i.e., "Our contract was executed on [month or date]." Members also noted it could depend on who completes the survey as to what results are captured (for this and other questions).
   - Members asked why the contracting process was so lengthy. If annual amendments were issued instead of complete contracts each year, the process could be greatly simplified; this is a common practice among other grantees and programs.

2. **There were no significant differences between billed versus reimbursed amounts for our organization that were not discussed prior to any disallowance.**

   - **Survey Comment: The only downside of billing is that [PE Miami] has challenges with certain tasks, but OMB is open to discuss and provide support to address any potential challenges.** *Recipient response: The Recipient appreciates the comments.*

3. **The Provide® Enterprise Miami (PE Miami) client database system is reliable.**

   - **Survey Comment: [PE Miami] database is slow. Some ADAP and ACA insurance enrollments do not update.** *Disagree Rating: 6% (n=1). Recipient response: The Recipient will explore the feasibility of assembling a review team – including the Recipient, BSR staff, medical case managers, contract managers and other database super users and end users – to evaluate reports, develop and enhance PE Miami training, and support peer-to-peer training.*

4. **The PE Miami client database system is easy to use.**

   - *Disagree Rating: 6% (n=1).*

5. **The PE Miami client database system vendor, Groupware Technologies, responds promptly and adequately to inquiries, data requests, and system troubleshooting.**

   - *Disagree Rating: 31% (n=5). Note: The Recipient will share these results with Groupware Technologies and work on improving the response time for inquiries and Help Desk tickets.*

   Discussion regarding all PE Miami findings (#2-#5, above):

- The database updates process overnight which can cause slowdowns in the morning. Several members agreed with this as a negative experience with the database. One attendee indicated it was easier to work on the database during non-business hours in order to avoid slowdowns from multiple users being on the platform at the same time during regular business hours. Members asked where the database is housed as the slowdowns may be attributed to server problems. It was noted slowdowns and data not updating in a timely manner are not just user issues, rather they can have direct impact on service delivery. Further, the database should be functioning at a working speed during business hours. The cost of running PE Miami and the cost of updates should be explored.

- Changes are frequently made to input screens by PE Miami. It would be helpful if significant changes could be pilot tested; and/or changes in general could be announced in advance (even by just 30 minutes).

- Members requested an update on PE Miami, "improving the response time for inquiries and Help Desk tickets." It was also noted PE Miami has a small staff which could impact implementing changes quickly.

□ **2024 Draft AAM Surveys Review**

Members were provided with the draft surveys for the 2024 AAM. Staff advised this assessment is an annual requirement by HRSA of Ryan White Program planning councils.

In previous years, the survey results have been compiled and reported to HRSA, after which the next survey cycle begins without any time for following up on the results. Members asked staff if the cycle could be amended to allow a year to follow up on the action plan, as detailed in the discussions above. Members noted there are only incremental changes over time in most survey responses so an annual survey may not be merited. A two-year rapid cycle would allow the committee to administer surveys in year one and monitor results in year two. On that cycle, the year one report would be survey findings, and the year two report would be action plan results. Members asked staff to seek guidance on this process change from our HRSA Project Officer.

Motion for BSR staff to request guidance from our HRSA Project Officer to assess implementing a two-year AAM rapid cycle to allow for survey administration one year and follow up on an action plan resulting from the survey results in the next year.
Moved: Dr. Angela Mooss   Seconded: Angela Machado   Motion: Passed

Further discussion on the survey tools was tabled pending a reply from the HRSA Project Officer.

IX.   New <u>Business</u>

▪ **2023 Recap and Recognition of Members**

Staff noted a 2023 Year in Review presentation was presented at the Partnership meeting in December 2023. At that time, Partnership and Committee members received a certificate of appreciation, however not all Committee members were able to attend. Since Dr. Sheehan was not at the December Partnership meeting, her certificate was presented at today's meeting and members applauded her contributions.

▪ **2024 Officer Nominations and Elections**

Dr. Shehan has served two years as Vice Chair and accepted the request to serve as Chair. At least one officer is required to be a Partnership member; the only eligible member was Angela Machado

who accepted the request to serve as Vice Chair. Members voted to elect Dr. Shehan and Ms. Machado as Chair and Vice Chair, respectively.

Motion to elect Dr. Diana Sheehan as Chair and Angela Machado as Vice Chair of the Strategic Planning Committee for the 2024 calendar year.
Moved: Dr. Angela Mooss   Seconded: Hardeep Singh   Motion: Passed

- **2024 Schedule of Strategic Planning Committee Meetings and Agenda Topics**

Members reviewed the agenda topics and schedule as presented.

Regarding the AAM, the schedule is pending adjustment based on the response from our HRSA Project Officer on the cycle change.

Regarding the Annual Report, it was discussed that a sponsor and supporting partner should be identified among the County Commissioners to ensure future reports are presented to the full Board of County Commissioners and Mayor's office and our "asks" within the report are clearly defined. Dr. Shehan noted HRSA has high expectations of Partnership board members. Presenting the annual report to our legislators is among their expectations.

Motion to approve the 2024 Strategic Planning Committee Agenda Topics with the caveat that the timing and activities around the AAM are subject to change.
Moved: Dr. Angela Mooss   Seconded: Hardeep Singh   Motion: Passed

- **Source of Income Filing**

Staff distributed and collected annual Source of Income Forms which are required of County advisory board members.

X.   Announcements and Open Discussion

There were no announcements.

XI.   Next Meeting

Dr. Sheehan announced the next meeting is scheduled for April 12, 2024, at BSR Corp.

XII.   Adjournment

Dr. Sheehan adjourned the meeting at 11:52 a.m..