



LOS ANGELES COUNTY
COMMISSION ON HIV



Visit us online: <http://hiv.lacounty.gov>

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Consumer Caucus

Virtual Meeting

If you are a person living with or at risk of HIV, we invite you to be a part of a unified effort to help improve HIV prevention & care service delivery in Los Angeles County

Thursday, December 8, 2022

3:00-4:30pm (PST)

Agenda and meeting materials will be posted on
<http://hiv.lacounty.gov/Meetings>
under "Other Meetings"

REGISTRATION NOT REQUIRED + SIMULTANEOUS TRANSLATION IN SPANISH AND OTHER LANGUAGES NOW AVAILABLE VIA CLOSED CAPTION FEATURE WHEN JOINING VIA WEBEX. CLICK [HERE](#) FOR MORE INFO.

TO JOIN BY COMPUTER:

<https://lacountyboardofsupervisors.webex.com/lacountyboardofsupervisors/j.php?MTID=m06c8bfef875998a1038ac153161849c0>

Meeting password: CAUCUS

TO JOIN BY PHONE:

1-213-306-3065

Access Code/Event #: 2597 124 0141

For a brief tutorial on how to use WebEx, please check out this video:
http://lacountymediahost.granicus.com/MediaPlayer.php?clip_id=9360

**For those using iOS devices - iPhone and iPad - a new version of the WebEx app is now available and is optimized for mobile devices. Visit your Apple App store to download.*

LIKE WHAT WE DO?

Apply to become a Commissioner at: <https://www.surveymonkey.com/r/2022CommissiononHIVMemberApplication>

For application assistance call (213) 738-2816 or email hivcomm@lachiv.org



LOS ANGELES COUNTY COMMISSION ON HIV



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CODE OF CONDUCT

We welcome commissioners, guests, and the public into a space where people of all opinions and backgrounds are able to contribute. We create a safe environment that celebrates differences while striving for consensus and is characterized by consistent, professional, and respectful behavior. Our common enemies are HIV and STDs. We strive to be introspective and understand and clarify our assumptions, while appreciating the complex intersectionality of the lives we live. We challenge ourselves to be self-reflective and committed to an ongoing understanding. As a result, the Commission has adopted and is consistently committed to implementing the following guidelines for Commission, committee, and associated meetings.

All participants and stakeholders should adhere to the following:

- 1) We strive for consensus and compassion in all our interactions.**
- 2) We respect others' time by starting and ending meetings on time, being punctual, and staying present.**
- 3) We listen, don't repeat what has already been stated, avoid interrupting others, and allow others to be heard.**
- 4) We encourage all to bring forth ideas for discussion, community planning, and consensus.**
- 5) We focus on the issue, not the person raising the issue.**
- 6) We give and accept respectful and constructive feedback.**
- 7) We keep all issues on the table (no "hidden agendas"), avoid monopolizing discussions and minimize side conversations.**
- 8) We have no place in our deliberations for homophobic, racist, sexist, and other discriminatory statements and "-isms" (including misogyny, transphobia, ableism, and ageism).**
- 9) We give ourselves permission to learn from our mistakes.**

Approved (11/12/1998); Revised (2/10/2005; 9/6/2005); **Revised (4/11/19; 3/3/22)**



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CONSUMER CAUCUS (CC) VIRTUAL MEETING AGENDA

Thursday, December 8, 2022 @ 3:00 PM – 4:30 PM

TO JOIN BY COMPUTER

<https://lacountyboardofsupervisors.webex.com/lacountyboardofsupervisors/j.php?MTID=m06c8bfef875998a1038ac153161849c0>

MEETING PASSWORD: CAUCUS

TO JOIN BY PHONE: +1-213-306-3065 **MEETING #/ACCESS CODE:** 2597 124 0141

1. CO-CHAIR WELCOME & INTRODUCTIONS 3:00PM – 3:05PM
2. COH MEETING DEBRIEF 3:05PM – 3:15PM
3. ED/STAFF REPORT 3:15PM – 3:20PM
 - a. County/Commission Operational Updates
 - b. 2022-2026 Comprehensive HIV Plan (CHP)
4. CO CHAIR REPORT 3:20PM – 3:25PM
 - a. 2023 Co-Chair Open Nominations
 - b. 2023 Conferences & Trainings
 - c. [July 23-26, 2023 International AIDS Conference](#)
5. MEMBER REPORTS (*Opportunity for COH Caucus members to provide updates from their assigned COH Committees **and** related conferences/events attended to better coordinate activities and harness feedback from a consumer perspective.*) 3:25PM – 3:30PM
 - a. [2022 SYNChronicity Conference](#)
6. DISCUSSION 3:30PM – 4:20PM
 - a. November 10, 2022 Annual Meeting | FEEDBACK
 - b. 2023 Workplan Development
 - c. Opportunities to Improve Consumer Engagement
7. AGENDA DEVELOPMENT FOR NEXT MEETING 4:20PM – 4:25PM
 - a. 2023 Co-Chair Elections
 - b. Proposed HEP C Presentation
8. PUBLIC COMMENTS & ANNOUNCEMENTS 4:25PM – 4:30PM
9. ADJOURNMENT 4:30PM



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CONSUMER CAUCUS

Thursday, October 13, 2022 | 3:00pm to 4:30pm

VIRTUAL MEETING SUMMARY

Meeting packet is available at: <https://hiv.lacounty.gov/meetings/>

**Contact staff for verification of attendance*

1. WELCOME + INTRODUCTIONS + CHECK IN

Co-Chair Alasdair Burton welcomed attendees and led introductions.

2. COH MEETING DEBRIEF

Kevin Donnelly invited all to attend the October 18th Planning, Priorities & Allocations (PP&A) Committee and/or the November 10th Annual Meeting to hear updates and provide feedback on the draft 2022-2026 Comprehensive HIV Plan (CHP).

Alasdair Burton shared that Dr. Ron Brook's presentation regarding concept mapping and clusters was well presented and highlighted unique techniques not seen before.

3. ED/STAFF REPORT

County/Commission Operational Updates.

Cheryl Barrit, Executive Director, introduced new staff member, Lizette Martinez and shared that Lizette will replace the vacancy left by Carolyn Echols-Watson's retirement, leading the PP&A Committee, the CHP efforts, and the Prevention Planning Workgroup.

Cheryl reported that the Commission began its process of approving virtual meetings for all Commission-related meetings for 30 days pursuant to AB 361. As a result of the Commission's approval, all meetings in November, to include the Annual Meeting, will be held virtually. A motion to extend virtual meetings into December will be held at the November 10th Annual Meeting.

November 10, 2022, Annual Meeting Planning. C. Barrit shared that the Annual Meeting agenda is being developed and will include the following topics:

- DHSP/EHE Update
- Comprehensive HIV Plan (CHP) Updates
- Ryan White Reauthorization Discussion
- Undetectable=Untransmittable (U=U)

4. CO-CHAIR REPORT:

2022 Work Plan Review & Follow-Up. *No updates reported.*

5. MEMBER REPORTS (Opportunity for COH Caucus members to provide updates from their assigned COH Committees and related conferences/events attended to better coordinate activities and harness feedback from a consumer perspective.)

Aging Caucus. Joseph Green invited the Caucus to review the Aging Caucus' addendum to its recommendations to DHSP, addressing the needs of individuals who acquired HIV perinatally and long-term survivors under 50. He noted that the current language was stigmatizing and recommended alternative language, i.e., "perinatally-acquired HIV" or "acquired HIV perinatally."

Presidential Advisory Council on HIV/AIDS (PACHA) Meeting | FEEDBACK. Refer to highlights now available on the PACHA website @ <https://www.hiv.gov/federal-response/pacha/about-pacha>.

Ryan White Conference | FEEDBACK (cont'd from 9/8/22 meeting) Session recordings have not been released.

6. DISCUSSION

DHSP Customer Support Program (fka Grievance Program) | UPDATES. Dr. Becca Cohen (DHSP) presented updates on DHSP's Customer Support Program; see PowerPoint (PPT) presentation in the meeting packet. Feedback from the Caucus included the following:

- Include a QR code in promotional materials for easy access to the complaint form
- Broaden the complaint form to say "feedback" form also to encourage positive messaging
- The email address reflected on DHSP's website still refers to "grievance"; it needs updating to reflect the current name of the program
- Include a Plan of Corrective Action (POCA) process for complaints/feedback
- Be mindful of not using acronyms; incorporate user/consumer-friendly language
- Anonymous client satisfaction surveys should be administered after each visit
- Suggestion to rebrand program and online form as "Customer Relations Form"

Dr. Cohen expressed her gratitude for the feedback and will keep the Caucus informed on the ongoing updates to the program.

Housing Opportunities for Persons Living with AIDS/HIV (HOPWA) | QUARTERLY UPDATES
None reported.

Opportunities to Improve Consumer Engagement
Rescheduled discussion to December 8, 2022 meeting.

7. AGENDA DEVELOPMENT FOR NEXT MEETING

- 2023 Co-Chair Open Nominations
- Opportunities to Improve Consumer Engagement (standing)

8. PUBLIC COMMENTS/ANNOUNCEMENTS

Felipe Gonzalez acknowledged the recent events surrounding the racialized comments made by members of the Los Angeles City Council and offered a reminder to be mindful of our biases and respect others' experiences, especially those from the Black and Brown communities.

9. ADJOURNMENT



Consumer Caucus Workplan 2022

Update December 2022

PURPOSE OF THIS DOCUMENT: To identify activities and priorities the Consumer Caucus will lead and advance throughout 2022.

CRITERIA: Select activities that 1) represent the core functions of the COH and Caucus, 2) advance the goals of the 2022 Comprehensive HIV Plan (CHP), and 3) align with COH staff and member capacities and time commitment.

CAUCUS RESPONSIBILITIES: 1) Facilitate dialogue among caucus members, 2) develop caucus voice at the Commission and in the community, 3) provide the caucus perspective on various Commission issues, and 4) cultivate leadership within the caucus membership and consumer community.

#	GOAL/ACTIVITY	ACTION STEPS/TASKS	TIMELINE/ DUE DATE	STATUS/COMMENTS
1	Create a safe environment for consumers (<i>people in need of HIV care and prevention services</i>)	Motivate members to challenge their environment Increase awareness of the caucus in the community	Ongoing	
2	Advocacy: <i>Work with the Public Policy Committee to identify opportunities for consumer involvement to support HIV-related legislation</i>	Advocate for items the Caucus prioritizes	Ongoing	Successful STD advocacy to BOS; see Thank You letter to BOS.
3	Comprehensive HIV Plan (CHP): <i>Participate in the development of the CHP to ensure the consumer voice is prioritized in all aspects of the CHP.</i>	Continued participation in CHP development	October 2022	Draft CHP presented @ Annual Meeting for community feedback; CHP to be submitted 12/8.
4	Leadership and Capacity Building Training: <i>Identify training opportunities that foster and nurture consumer (both PLWH and HIV-negative) leadership and empowerment in COH and community.</i>	Continue soliciting ideas from consumers for training topics	Ongoing	Refer to training list developed by the Operations Committee
5	HealthHIV Planning Council Effectiveness Assessment Findings: <i>Address areas of improvement.</i>	Caucus members can join one of the Virtual Study Hours to learn how to navigate WebEx.	Ongoing	Operations Committee presented updated interview questions at its 10/27 meeting; have implemented the WebEx language interpretation function for meetings; revamped 2022 mandatory training for Commissioners currently being implemented with virtual study hours to offer additional support, especially for consumers.

6	<p>Consumer Recruitment & Participation in COH: <i>Identify activities to increase consumer participation at Consumer Caucus/COH meetings, especially individuals from the Black/African American, Latinx, youth, and indigenous communities.</i></p>	<ul style="list-style-type: none"> -Identify an easier mechanism for consumers to join virtual meetings -Identify mechanism for retaining Caucus members -Recruit members that are not part of Ryan White contracted agencies -Recruit members that are not consumers of Ryan White services -Recruit members that need HIV care and prevention services -Develop an award ceremony to recognize individuals that volunteer their time to serve/participate in the Caucus -Have the Caucus become a hybrid meeting format to allow newcomers join virtually; provide lunch during meetings and gift cards for those attending virtually 	Ongoing	<p>Question:</p> <ul style="list-style-type: none"> -Why would anyone come to Caucus meetings? -Why won't providers recruit? -How can we get providers to encourage their clients/patients to attend? -What is the incentive for unaffiliated consumers to attend meetings?
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