



LOS ANGELES COUNTY  
**COMMISSION ON HIV**



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

Get in touch: [hivcomm@lachiv.org](mailto:hivcomm@lachiv.org)

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**\*\*VIRTUAL ONLY\*\***

## Consumer Caucus Virtual Meeting

THURSDAY, AUGUST 14, 2025

1:30 PM - 3:00 PM

TO JOIN, CLICK HERE:

<https://lacountyboardofsupervisors.webex.com/lacountyboardofsupervisors/j.php?MTID=m5fa603894673c5db0ae236da32148f56>

Meeting number: 2533 099 6920 Password: CONSUMER



### Join the Conversation:

#### Continuing the Unaffiliated Consumer Member Stipend Policy Discussion We want to hear from you!

As part of our ongoing efforts to uplift and support meaningful consumer engagement, the Consumer Caucus will continue its discussion on proposed updates to the Unaffiliated Consumer Member Stipend Policy at our upcoming meeting. These updates aim to better recognize the time, energy, and lived experience that unaffiliated consumers bring to the Commission's work.

Meeting materials can be accessed at <https://hiv.lacounty.gov/meetings>

*Meaningful Involvement by People Living with HIV/AIDS #MIPA*

# together.

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Apply to become a Commission member at:

<https://www.surveymonkey.com/r/COHMembershipApp>

For application assistance, call (213) 738-2816 or email [hivcomm@lachiv.org](mailto:hivcomm@lachiv.org)



**\*\*VIRTUAL ONLY\*\***

## **CONSUMER CAUCUS (CC) MEETING AGENDA**

**THURSDAY, AUGUST 14, 2025 @ 1:30PM-3:00PM**

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TO JOIN, CLICK HERE:

<https://lacountyboardofsupervisors.webex.com/lacountyboardofsupervisors/j.php?MTID=m5fa603894673c5db0ae236da32148f56>

Meeting number: 2533 099 6920 Password: CONSUMER

*The Consumer Caucus is a subordinate body of the Los Angeles County Commission on HIV (COH) that amplifies the voices of people living with HIV (PWH) and those at-risk. It serves as a bridge between the community and the Commission, ensuring that the lived experiences and needs of PWH and those at-risk help shape HIV planning, funding, and service decisions. To learn more about the Consumer Caucus, click [HERE](#).*

- |  |                   |
|--|-------------------|
| 1. CO-CHAIR WELCOME & INTRODUCTIONS  | 1:30 PM – 1:35 PM |
| 2. COH ED/STAFF REPORT   | 1:35 PM – 1:40 PM |
| 3. CO-CHAIR REPORT   | 1:40 PM – 1:50 PM |
| <ul style="list-style-type: none"><li>• Subordinate Working Unit Leadership Meeting   Updates</li><li>• Navigating the RWP &amp; Medi-Cal Listening Session   Follow Up &amp; Feedback</li><li>• September – December 2025 Meetings</li><li>• 2025 Workplan Review</li></ul> |                   |
| 4. DISCUSSION  | 1:50 PM – 2:50 PM |
| <ul style="list-style-type: none"><li>• Review Stipend Policy for Updates <i>*continuation from June meeting</i></li><li>• Dental Services Listening Session Follow Up Survey<ul style="list-style-type: none"><li>○ <a href="#">Session Summary</a></li></ul></li></ul>     |                   |
| 5. RECAP & NEXT STEPS  | 2:50 PM – 2:55 PM |
| 5. PUBLIC COMMENT & ANNOUNCEMENTS  | 2:55 PM – 3:00PM  |
| 6. ADJOURNMENT   | 3:00PM            |

**#MIPA**

**Meaningful Involvement by People Living with HIV/AIDS**



## LOS ANGELES COUNTY COMMISSION ON HIV



Approved by COH  
6/8/23

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HIVCOMM@LACHIV.ORG • <http://hiv.lacounty.gov>

### CODE OF CONDUCT

The Commission on HIV welcomes commissioners, guests, and the public into a space where people of all opinions and backgrounds are able to contribute. In this space, we challenge ourselves to be self-reflective and committed to an ongoing understanding of each other and the complex intersectionality of the lives we live. We create a safe environment where we celebrate differences while striving for consensus in the fights against our common enemies: HIV and STDs. We build trust in each other by having honest, respectful, and productive conversations. 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 approach all our interactions with compassion, respect, and transparency.**
- 2) We respect others' time by starting and ending meetings on time, being punctual, and staying present.**
- 3) We listen with intent, avoid interrupting others, and elevate each other's voices.**
- 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) Be flexible, open-minded, and solution-focused.**
- 7) We give and accept respectful and constructive feedback.**
- 8) We keep all issues on the table (no "hidden agendas"), avoid monopolizing discussions and minimize side conversations.**
- 9) We have no place in our deliberations for racist, sexist, homophobic, transphobic, and other discriminatory statements, and "-isms" including misogyny, ableism, and ageism.**
- 10) We give ourselves permission to learn from our mistakes.**

In response to violation of the Code of Conduct which results in meeting disruption, Include provisions of SB 1100 which states in part, ". . . authorize the presiding member of the legislative body conducting a meeting or their designee to remove, or cause the removal of, an individual for disrupting the meeting . . . Removal to be preceded by a warning to the individual by the presiding member of the legislative body or their designee that the individual's behavior is disrupting the meeting and that the individual's failure to cease their behavior may result in their removal." Complaints related to internal Commission matters such as alleged violation of the Code of Conduct or other disputes among members are addressed and resolved in adherence to Policy/Procedure #08.3302." (Commission Bylaws, Article VII, Section 4.)

APPROVED BY OPERATIONS COMMITTEE ON 05/25/23; COH 06/08/23

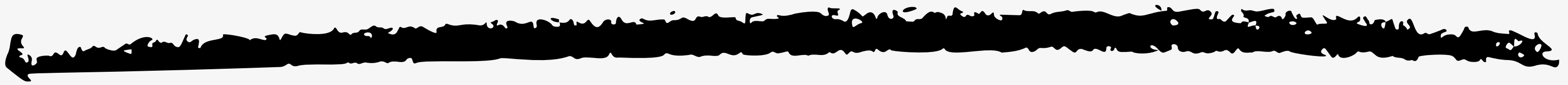
Approved (11/12/1998); Revised (2/10/2005; 9/6/2005); Revised (4/11/19; 3/3/22, 3/23/23; 5/30/23)

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# HOUSE RULES

## Consumer Caucus Meetings



1. **Active Listening:** Practice active listening during discussions. Allow each member to express their thoughts without interruption and try to understand their perspective before responding.
2. **Stay On Topic:** Keep discussions focused on the agenda and relevant issues. Avoid veering off into unrelated topics to make the most of everyone's time and energy.
3. **One Person, One Voice:** Give everyone an opportunity to speak before allowing individuals to speak again. This ensures that multiple perspectives are considered and prevents domination of the conversation by a few individuals.
4. **ELMO Principle:** A acronym for "Enough, Let's Move On." When a topic has been thoroughly discussed, respectfully say "ELMO", signaling the need to transition to the next agenda item.
5. **"Vegas" Rule:** "What's discussed in the Caucus, stays in the Caucus." Respect the confidentiality of sensitive information shared within the Caucus unless there is explicit permission to share.
6. **Respect Diversity & Use Inclusive Language:** Embrace diversity of opinions, backgrounds, and experiences. Be open to different viewpoints and avoid making assumptions about others based on their beliefs. Be mindful of the language you use and strive to be inclusive and respectful. Avoid offensive or discriminatory language.
7. **Use Parking Lot:** Utilize the "parking lot" to capture ideas, questions, or discussions not directly related to the current agenda item to address later or offline with staff and/or leadership.





# Service Standard Development



LOS ANGELES COUNTY  
COMMISSION ON HIV



## KEYWORDS AND ACRONYMS

**BOS:** Board of Supervisors

**COH:** Commission on HIV

**SBP:** Standards and Best Practices

**DHSP:** Division of HIV & STD Programs

**RFP:** Request for Proposal

**HRSA:** Health Resources and Services Administration

**HAB:** HIV/AIDS Bureau

**RWHAP:** Ryan White HIV/AIDS Program

**PSRA:** Priority Setting and Resource Allocations

**PCN:** Policy Clarification Notice

## WHAT ARE SERVICE STANDARDS?

**Service Standards** establish the minimal level of service of care for consumers in Los Angeles County. Service standards outline the elements and expectations a RWHAP service provider must follow when implementing a specific Service Category **to ensure that all RWHAP service providers offer the same basic service components.**

## WHAT ARE SERVICE CATEGORIES?

**Service categories are the services funded by the RWHAP** as part of a comprehensive service delivery system for people with HIV to improve retention in medical care and viral suppression.

Services fall under two categories: **Core Medical Services** and **Support Services**. [The COH develops service standards for 13 Core Medical Services, and 17 Support services.](#) As an integrated planning body for HIV prevention and care services, the COH also develops service standards for 11 Prevention Services.

A key resource the SBP Committee utilizes when developing services standards is the [HRSA/HAB PCN 16-02](#) which **defines and provides program guidance for each of the Core Medical and Support Services** and defines individuals who are eligible to receive these RWHAP services.

## HRSA/HAB GUIDANCE FOR SERVICE STANDARDS

- Must be consistent with Health and Human Services guidelines on HIV care and treatment and the HRSA/HAB standards and performance measures and the National Monitoring Standards.
- Should NOT include HRSA/HAB performance measures or health outcomes.
- Should be developed at the local level.
- Are required for every funded service category.
- Should include input from providers, consumers, and subject matter experts.
- Be publicly accessible and consumer friendly.

### COH SERVICE STANDARDS

#### Universal Service Standards

- General agency policies and procedures
  - Intake and Eligibility
  - Staff Requirements and Qualifications
  - Cultural and Linguistic Competence
  - Referrals and Case Closures
- Client Bill of Rights and Responsibilities

#### Category-Specific Service Standards

- Include link to Universal Service Standards
- Core Medical Services
- Support Services

#### Service Standards General Structure

- Introduction
- Service Overview
- Service Components
- Table of Standards & Documentation requirements

### REMINDER







**Service standards are meant to be flexible**, not prescriptive, or too specific. Flexible service standards allow service providers to adjust service delivery to meet the needs of individual clients and reduce the need for frequent revisions/updates.

### DEVELOPING SERVICE STANDARDS

Service standard development is a joint responsibility shared by DHSP and the COH. There is no required format or specific process defined by HRSA HAB. The [SBP Committee](#) leads the service standard development process for the COH.

## SERVICE STANDARD DEVELOPMENT PROCESS

<b>SBP REVIEW</b> 	<ul style="list-style-type: none"><li>• Develop review schedule based on service rankings, DHSP RFP schedule, a consumer/provider/service concern, or in response to changes in the HIV continuum of care.</li><li>• Conduct review/revision of service standards which includes seeking input from consumers, subject matter experts, and service providers.</li><li>• Post revised service standards document for public comment period on COH website.</li></ul>
<b>COH REVIEW</b> 	<ul style="list-style-type: none"><li>• After SBP has agreed on all revisions, SBP holds a vote to approve.</li><li>• Once approved, the document is elevated to Executive Committee and COH for approval.</li><li>• COH reviews the revised/updates service standards and holds vote to approve. Once approved, the document is sent to DHSP.</li></ul>
<b>DISSEMINATION</b> 	<ul style="list-style-type: none"><li>• Service standards are posted on <a href="#">COH website</a> for public viewing and to encourage use by non-RWP providers.</li><li>• DHSP uses service standards when developing RFPs, contracts, and for monitoring/quality assurance activities.</li></ul>
<b>CYCLE REPEATS</b> 	<ul style="list-style-type: none"><li>• Service standards undergo revisions at least every 3 years or as needed.</li><li>• DHSP provides summary information to COH on the extent to which service standards are being met to assist with identifying possible need for revisions to service standards.</li></ul>

**together.**

**WE CAN END HIV IN OUR COMMUNITY ONCE AND FOR ALL**

For additional information about the COH, please visit our website at: <http://hiv.lacounty.gov>

Subscribe to the COH email list: <https://tinyurl.com/y83ynuzt>



## CONSUMER CAUCUS 2025 MEETING SCHEDULE

\*Subject to updates

MEETING DATE	TOPICS	NOTES/COMMENTS
January 9	CANCELED	
February 13	Consumer Resource Fair	
March 13	Co-Chair Elections CQM 30-Minute Intro Presentation Housing Standards Review & Feedback	The California Endowment
April	RWP Dental Services Listening Session	St. Anne's Conference Center
May	Dental Services Listening Session Follow Up & Next Steps	St. Anne's Conference Center
June	Unaffiliated Consumer Member Stipend Program – Policy Update Discussion	Virtual
July	RWP & Med-Cal Transitions Listening Session	Vermont Corridor
August	Continued Stipend Policy Discussion Dental Services Listening Session F/U	Virtual
September	Proposed/TBD: <ul style="list-style-type: none"> <li>• Patient Support Services Standard</li> <li>• COH Staff Technical Assistance in Navigating COH website and forms</li> </ul>	September 19 Aging Event in Collab w/ Aging Caucus
October	Delete the Digital Divide Workshop (TBD)	
November	Annual Conference	
December	Annual Consumer Retreat	



## Consumer Caucus Workplan 2025 (updated 8.11.25)

**PURPOSE OF THIS DOCUMENT:** To identify activities and priorities the Consumer Caucus will lead and advance throughout 2025.

**CRITERIA:** Select activities that 1) represent the core functions of the COH and Caucus, 2) advance the goals of the 2023 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	DESCRIPTION
1	<b>Consumer Resource Fair</b>	<del>Plan a comprehensive resource fair for consumers of HIV prevention and services in Los Angeles County. This event will be a cross-collaborative effort involving all Caucuses to ensure it meets the diverse needs of our communities.</del>	February 13, 2025	<del>The theme for the event is “Love Begins with Me”, a nod to self-care=self love, aligning with Valentine’s Day.</del> <b>Focus Areas:</b> 1. <b>Holistic Wellness:</b> Addressing physical, mental, spiritual, and financial health (e.g., nutrition, lifestyle, financial literacy, tech/computer literacy, estate planning). 2. <b>Empowerment &amp; Advocacy:</b> Providing skill building opportunities to foster effective self-advocacy and empowerment. 3. <b>Community Engagement:</b> Encouraging broader involvement beyond HIV status to support overall community connection.
2	<b>Consumer Feedback on Key Topics to Enhance HIV Services and Programs Vital for Quality of Life</b>	Gather feedback through listening sessions, public comments, and focus groups. Priority topics include: <ul style="list-style-type: none"> <li>• <del>Dental Services</del></li> <li>• <del>Commission Stipend Policy</del></li> <li>• <del>Ryan White Program &amp; Medi-Cal/Medicaid Migration</del></li> <li>• Transitional Case Management Service Standards Feedback</li> <li>• Patient Support Services Feedback</li> </ul>	<del>April 10, 2025</del> <del>June 12, 2025</del>  July 10, 2025  August 2025  September 2025	Align consumer reviews with the Standards & Best Practices (SBP) Committee service standards schedule, the Planning, Priorities & Allocations Committee (PP&A) needs assessments and other Commission activities.
3	<b>Leadership &amp; Capacity Building.</b>	Coordinate consumer-specific trainings: <ul style="list-style-type: none"> <li>• Ryan White Program 101</li> <li>• Self/Community Advocacy</li> <li>• Digital Literacy (pending)</li> </ul>	September 2025 October 2025	Continue to solicit training ideas from consumers. Refer to 2025 Commission training schedule for required HRSA Commissioner trainings.  September 19, 2025 Cross-Collab event w/ Aging Caucus

4	<b>Consumer Recruitment &amp; Participation in COH</b>	<p>Identify caucus-led activities and <b>seek funding support</b> to increase consumer participation:</p> <ul style="list-style-type: none"><li>• “Bring a Friend” Campaign</li><li>• Consumer Participation Focus Groups</li><li>• Community Information Sessions</li><li>• Recognition and Celebration of Members</li><li>• Incentive Programs for Attendance</li><li>• Targeted Outreach Campaigns</li></ul>	Ongoing	<p>Increase consumer participation, especially from underserved communities (Black/African American, Latinx, youth, Indigenous).</p> <p>Questions to Consider:</p> <ol style="list-style-type: none"><li>1. What incentives encourage unaffiliated consumers to attend meetings?</li><li>2. How can providers encourage client participation?</li></ol>
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## June 12, 2025 Consumer Caucus Recap

Thank you to everyone who joined us for today's Consumer Caucus virtual meeting. Below is a brief recap of our discussion and key next steps:

### Workplan Review & Upcoming Meetings

- The Caucus reviewed the 2025 workplan and confirmed that the July 10, 2025, meeting will be dedicated to a consumer and provider listening session on navigating the Ryan White Program and Medi-Cal. Representatives from LA Care, HealthNet, and RWP Benefits Specialty Services have been invited to participate.
- The Caucus also discussed potential topics for the September meeting, including the possibility of canceling it to support the HIV and Aging Event on September 19, hosted by the Aging Caucus. A decision will be made in the coming months.

### Stipend Policy Discussion

Most of the meeting focused on reviewing the stipend policy for unaffiliated consumer members. A [facilitation guide](#) was shared to help ground the discussion and included:

- A review of the current stipend structure
- Comparisons to policies from other Commissions (e.g., Youth, LGBTQ+)
- Recommendations to align the policy with a proposed increase and County expectations

A proposed "à la carte" model was introduced, offering payment per meeting or approved activity with a monthly cap of \$500.

Proposed eligibility requirements include:

- Participation in the full Commission, assigned committee, Consumer Caucus, **and** one ad hoc activity
- Completion of County & Commission required trainings and forms (e.g., Conflict of Interest and Form 700)
- There was mixed feedback on whether members should submit a brief summary of participation as a condition for claiming stipends. **To review a sample Stipend Claim Form w/ requested summary, click [HERE](#) and refer to Page 2.**
- It was suggested that the September meeting be dedicated to assisting folx with completing electronic forms and navigating the COH's website.

Staff emphasized that any increase must include appropriate accountability tools in accordance with County expectations.

***The Caucus will continue this discussion at an upcoming meeting and independently provide feedback to COH staff Dawn Mc Clendon, who will compile responses and share with the Co-Chairs. Final recommendations will be developed following***



***approval of proposed bylaws revisions, which include the potential for a stipend increase up to \$500/month for unaffiliated consumers members.***

**Save the Date: July 10, 2025 Navigating the Ryan White Program and Medi-Cal Consumer & Provider Listening Session (*In-Person Only*)**

We encourage all RWP and Medi-Cal consumers to attend and share their experiences. 🗑️  
Flyer available [HERE](#)

**Advocacy & Community Engagement**

The Caucus reiterated the importance of strong consumer advocacy in the face of funding cuts to housing and HIV services. Please visit [www.ourcommunityisunderattack.org](http://www.ourcommunityisunderattack.org) to learn how you can advocate for services under threat.



LOS ANGELES COUNTY  
COMMISSION ON HIV



**\*\*DRAFT/DO NOT USE\*\* of 2025 STIPEND CLAIM FORM**

**GENERAL INFORMATION & REQUIREMENTS**

Commissioners and Alternates who are unaffiliated consumers may qualify to receive stipends for their service on the Commission. Commissioners will receive a monthly stipend of \$150 and Alternates will receive a monthly stipend of \$100 for each month attendance requirements are met.

**Eligibility Requirements**

Pursuant to the Commission on HIV's Policy #09.7201, in order to qualify for a monthly stipend, a Commissioner must:

1. Attend and "actively participate"\* in 70% of the regularly scheduled meetings in which they are responsible for participating, including the Commission meeting, any committees to which you are assigned, and the Consumer Caucus. Attendance for more than 75% of the meeting is necessary to qualify it as attendance.
2. Fulfill all mandatory training requirements,
3. Fulfill duties as outlined in respective Duty Statement(s).
4. Comply with all membership requirements.

If you are unable to attend one of your required meetings, you must notify Cheryl Barrit (Executive Director) or Dawn Mc Clendon (Assistant Director) in advance to discuss and arrange an appropriate substitute meeting or Commission-sponsored event to maintain stipend eligibility.

***\*What does "active participation" mean? To be considered as actively participating, you are expected to:***

- Attend the majority of scheduled meeting time.
- Engage in discussions, offering insights, asking questions, and providing meaningful feedback.
- Complete any action items or tasks assigned during the meeting in a timely manner.
- Collaborate with other members to help achieve group goals.
- Vote or contribute to decisions if applicable during the meeting.
- Prepare by reviewing meeting agendas, materials, or reports beforehand to ensure you can contribute effectively to discussions.

**Stipend Submission Process:**

Stipends are earned monthly, and a separate claim form must be submitted for each month a stipend is requested. Forms must be:

1. Completed in full,
2. Signed, and

### 3. Submitted electronically

#### **Deadlines and Processing:**

**Claim forms must be submitted within 30 days after the month being claimed (e.g., a February stipend request must be submitted by March 31).**

**For timely processing, forms should be submitted no later than five calendar days after the last day of the month. Stipends may take up to 30 days to process from the date of approval. Failure to meet submission deadlines may result in delayed payments.**

\* 1. Have you read the General Instructions & Requirements?

☐ Yes

☐ No



LOS ANGELES COUNTY  
COMMISSION ON HIV



**\*\*DRAFT/DO NOT USE\*\* of 2025 STIPEND CLAIM FORM**

#### **CLAIM INFORMATION**

2. Name

3. Membership Seat

4. Mailing Address

5. Period of Claim (Month Claimed)



6. Meetings Attended *\*Include corresponding dates. Attendance will be verified.*

Assigned Committee	<input type="text"/>
Commission Meeting	<input type="text"/>
Consumer Caucus	<input type="text"/>
Other	<input type="text"/>

7. In your own words, briefly share what you participated in, any activities you were involved in, or feedback you provided. What you share can help inform the work of the Commission and shape future efforts.



**\*\*DRAFT/DO NOT USE\*\* of 2025 STIPEND CLAIM FORM**

8. Select Preferred Stipend *\*gift cards subject to availability*

- ☐ County-issued check (subject to 1099 reporting) *\*Please allow 4-6 weeks for processing. Checks will be mailed to the address on file. A completed W-9 form is required.*
- ☐ Target e-gift card *\*Provided electronically via email*
- ☐ Albertson's e-gift card *\*Provided electronically via email*



**\*\*DRAFT/DO NOT USE\*\* of 2025 STIPEND CLAIM FORM**

**CERTIFICATION**

**I certify that the foregoing is true and correct and is pursuant to the Commission on HIV's Policy and Procedure # 09. 7201 entitled, "Payment of compensation and reimbursements to the Commission's unaffiliated consumer members."**

**By typing your name below, you are providing your electronic signature, which confirms your acknowledgment and agreement to comply with all applicable policies**

**and requirements associated with stipend eligibility.**

9. Name

10. Date



# Commission on HIV Stipend Policy for Unaffiliated Consumer Members Overview & Discussion Guide – June 12, 2025

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## Purpose

To guide discussion on revising the stipend policy for unaffiliated consumers of the Los Angeles County Commission on HIV (COH) by aligning compensation with increased responsibilities and practices of other county commissions.

## Clarifying the Nature of a Stipend

A stipend is a modest form of financial support provided to individuals to acknowledge their time, effort, and contributions—particularly in settings like advisory bodies or community commissions where full-time compensation is not appropriate. It is intended to offset incidental costs related to participation such as transportation, meals, or time away from other obligations.

It is important to understand that a stipend is not considered regular income, wages, or employment compensation. It should not be relied upon or positioned as a substitute for earned income. Stipends are typically not subject to payroll taxes or benefits, and receipt of a stipend does not constitute an employment relationship.

Members receiving stipends should remain aware that the amount and availability of stipends are contingent on funding and policy priorities and can be modified or discontinued at any time. The intent is to support participation—not to create financial dependency or conflict with public benefits.

## Funding and Policy Conditions

The stipend program is contingent upon available funding and may be modified, reduced, or discontinued at any time. The Commission reserves the right to adjust stipend amounts, eligibility criteria, and participation expectations based on fiscal limitations, member performance, or evolving policy priorities.

## Current Policy Overview \*See [Policy 09.7201](#)

- Stipend: \$150/month (Commissioners); \$100/month (Alternates)
- Eligibility: Limited to unaffiliated consumer members as defined by HRSA
- Requirements:
  - Attend  $\geq 70\%$  of all required meetings (Commission, assigned committee(s), Consumer Caucus)
  - Must attend  $>75\%$  of each individual meeting to be counted as “attended”
  - Completion of all required training
  - Submission of monthly stipend claim forms

- Payment: Quarterly *\*While the policy states that stipends are to be issued quarterly, staff has provided stipends monthly as a courtesy*
- Funding Source:
  - Ryan White Program = Gift Cards
  - Non-Ryan White funds (e.g., NCC) = County-Issued Check

## Proposed Increase

- Requested Stipend: \$500/month (Commissioners) *\* Alternates?*
- Proposed increase will be presented for approval as part of the Bylaws revisions at the July COH meeting
- Rationale:
  - Enhanced engagement, time commitment, and expectations
  - Increased parity with other County commissions, e.g., Youth and LGBTQ+ Commissions
  - Acknowledgement of lived experience and community contributions

## Comparative Context

Commission	Max Annual Stipend	Per Meeting Stipend	Other Covered Activities	Additional Notes
Current COH Policy	\$1,800	\$150/month flat	Training + attendance	Limited to 3 meetings/month
Youth Commission	\$5,000	\$150/meeting	Committees, Retreats, Listening Sessions, Trainings	ED discretion: Pre-approval required
LGBTQ+ Commission	\$5,000	\$150/meeting	Subcommittees, Retreats, Listening Sessions, Trainings	Formal approval process with Chair/ED
Other Planning Councils (Average)	~\$300/year	\$25/meeting + Meal	Meeting attendance	

## Suggested Enhancements with \$500/Month Proposal

To support the proposed increase in compensation, the following participation enhancements are recommended:

### Revised Participation Requirements

- Monthly minimum expectations:
  - Attend and actively contribute to assigned Committee, full Commission **and** Consumer Caucus monthly meetings
  - Actively contribute to at least one ad hoc committee or Commission-sponsored event or activity monthly
- As part of the Stipend Claim Form submission, a brief summary must be submitted highlighting how they actively participated in that month's meetings or events. (Examples of active participation include sharing ideas, asking questions, contributing to a discussion, assisting with outreach or follow-up, or supporting fellow participants.)
- Complete all required County and Commission trainings, conflict of interest forms, e.g., Form 700, and any other compliance requirements.
- Must be in active standing to receive a stipend. Members on a leave of absence are not eligible for stipend payments, even if they attend a meeting during that time.
- Required Attendance: 75% minimum per event

### Proposed Model

Rather than issuing a flat \$500 stipend per month, it is recommended that stipends be issued on an a la carte basis for eligible meetings and events, up to a monthly maximum of \$500. This structure better aligns payment with actual engagement and allows for flexible participation while maintaining budget controls.

Key elements of the a la carte model include:

- Assigning a fixed stipend amount per type of event (e.g., \$100 for full Commission meetings, \$75 for committee meetings, \$25 for Commission-sponsored events and activities.) *Commission-sponsored or approved events and activities may include, but are not limited to, listening sessions, town halls, surveys, Board of Supervisors meetings, Health Deputies meetings, non-mandatory trainings, and conferences. Participation in these activities is subject to pre-approval.*
- Maintaining a total cap of \$500 per month per participant
- Requiring staff documentation of attendance and fulfillment of participation requirements for stipend approval
- Ensuring stipends reflect both time commitment and level of contribution

This model mirrors the flexible and performance-based stipend frameworks of the Youth and LGBTQ+ Commissions while maintaining fiscal accountability.

## Reporting & Accountability Recommendations – Check all those that apply

- ☐ Approval of stipend contingent on fulfilling duties *\*align with Youth/LGBTQ+ Commissions' approval process*
- ☐ Maintain a monthly activity log
- ☐ Submit a quarterly impact report (brief narrative or bullet summary)
- ☐ Approval of stipend contingent on fulfilling duties
- ☐ Monthly Participation Summary \*As part of Stipend Claim Form submission
- ☐ Submit a one-page form each month detailing:
  - Meetings attended (with date and duration)
  - Summary of contributions made (e.g., public comments, motions)
  - Any follow-up tasks or assignments completed
- ☐ Quarterly Self-Assessment: Reflective questions to assess personal engagement and growth:
  - “How have you contributed to advancing the work of the Commission?”
  - “What challenges did you face in your role this quarter?”
  - “What supports would help you be more effective?”
- ☐ Other(s): \_\_\_\_\_

## Equity & Justification

- Benchmark: Other Planning Councils nationally average \$25/meeting + meal reimbursement — far below COH's current \$150/month
- Equity Argument: COH's compensation is already above average and should match increased expectations if increased further
- System Integrity: Consumer roles are vital, but should be tied to clear deliverables and engagement benchmarks

## Next Steps for the Caucus

1. Finalize: Determine the exact structure of the a la carte model, including rates assigned to each eligible activity.
2. Define: Establish clear participation and reporting requirements to ensure stipend accountability.
3. Draft: Formalize the updated stipend policy recommendation incorporating all revisions and expectations.
4. Align: Coordinate with Commission staff and leadership to ensure policy compliance, feasibility, and implementation timeline.
5. Vote: Present the revised stipend policy to the Operations Committee and accompanying Bylaws amendment to the full Commission body for formal vote on the proposed \$500/month increase.



## **COMPENSATION STRUCTURE (YC STIPENDS)**

### **Youth Commission (YC) - Ordinance/Bylaws:**

- **The maximum compensation per Commissioner per Fiscal Year \$5,000**
- For each regular meeting of the Commission attended, each commissioner shall be paid a stipend of \$150.
- The Executive Director (ED) of the Commission will implement procedures for eligibility and use of additional stipends for participation by commissioners in special meetings and pre-approved official commission-related activities, depending on available funds.

### **Priority YC Events – Automatic ED Approval:**

Approval process – YC Staff will document the Commissioner's attendance and stipend approval will be automatically granted. However, the Commissioner must participate in the full event to get credit unless in emergent situations which requires minimum of 50% participation and ED Approval required.

- YC Regular Monthly Meetings (10-12 mtgs. per year; \$1,500-\$1,800) – **Brown Act Body**
- Youth Engagement Committee (YEC) Meetings – **Brown Act Body**
- Operations (OPS) Committee Meetings – **Brown Act Body**
- Ad HOC Committee Meetings
- YC Capacity Building Training (does not include the Mandatory County Training)
- Listening Sessions
- YC Retreats **Brown Act Body**
- YC Leadership Retreats

Due to the maximum compensation of \$5,000 per fiscal year, the priority YC events highlighted above will take priority over general YC events.

### **General YC Events:**

Please note that all General YC Events will “only” receive ED approval if maximum compensation of \$5,000 is not set to exceed the standing/calendared YC priority events scheduled for the Fiscal year.

The following General YC Events (commission-related) require Chair/Co-Chair & ED Approval:

- Conferences (attending on behalf of the YC)
- Trainings (attending on behalf of the YC)
- Representing the Commission at events in an \*official capacity\* - representing on behalf of the YC and not attending solely due to lived experience

## **COMPENSATION STRUCTURE (YC STIPENDS)**

The Commissioner must participate in the full event to get credit unless in emergent situations which requires minimum of 50% participation and ED Pre-Approval required. Commissioners will be required to report back to the Full Body to share knowledge obtained from the event.

**NOTE:** Upon reaching the maximum compensation cap of \$5,000, all events (Priority & General YC Events) will not receive stipend compensation. YC Staff will notify Commissioners of compensation balance on a bi-monthly basis.

### **Approval Process for General YC Events**

- Email Ashley @ACarrillo@bos.lacounty.gov at least “one” week prior to the event include the event title, date, and time.
- Ashley will send a follow-up email indicating if the event qualifies to be considered for stipend or non-stipend (which is determined by if you are “set” to exceed the maximum compensation of \$5,000 due to YC priority events).
- If the event qualifies for stipend or non-stipend, the “YC Activity Request” form will be emailed to you – submit completed form to Ashley within “two” business days.
- The completed “YC Activity Request” form will be sent to the Chair/Co-Chairs and the Executive Director for approval.
- Approval/non-approval will be given within “two” business days of the request.
- If approved, Ashley will send a follow-up email requesting that the “YC Activity Report” form be completed and returned within “two” business days post the event (to confirm/report attendance and update stipend log, if applicable).
- If the request is not approved, a follow-up email will be sent including a brief explanation.

**NOTE:** If an event is initiated by the ED/YC Staff, no approval is needed. However, the “YC Activity Report” form is required to confirm attendance and update stipend log, if applicable.

## **LGBTQ+ Commission Compensation**

### **Ordinance 3.55.120:**

- The maximum compensation per Commissioner per Fiscal Year \$5,000 and shall be reimbursed for reasonable expenses incurred in performing duties in accordance with County policies regulating reimbursement to County officers and employees.
- For each regular meeting of the Commission attended, each commissioner shall be paid a stipend of \$150.
- The Executive Director (ED) of the Commission will implement procedures for eligibility and use of additional stipends for participation by commissioners in special meetings and pre-approved official commission-related activities, depending on available funds.

### **Priority LGBTQ+ Commission Events – Automatic ED**

#### **Approval:**

Approval process – LGBTQ+ Commission staff will document the Commissioner's attendance and stipend approval will be automatically granted. However, the Commissioner must participate in the full event to get credit unless in emergent situations which requires minimum of 50% participation and ED Approval required.

- LGBTQ+ Commission Regular Monthly Meetings (10-12 mtgs. per year; \$1,500-\$1,800) – **Brown Act Body**
- Subcommittee meetings - **Brown Act Body**
- Ad HOC Committee Meetings
- Any LGBTQ+ Commission Capacity Building Training (does not include the Mandatory County Training)
- Community Listening Sessions / Town Hall meetings
- LGBTQ+ Commission Retreats **Brown Act Body**
- LGBTQ+ Commission Leadership Retreats

Due to the maximum compensation of \$5,000 per fiscal year, the priority LGBTQ+ Commission events highlighted above will take priority over general LGBTQ+ Commission events.

### **General LGBTQ+ Events:**

Please note that all General LGBTQ+ Commission Events will “only” receive ED approval if maximum compensation of \$5,000 is not set to exceed the standing/calendared LGBTQ+ Commission priority events scheduled for the Fiscal year.

The following General LGBTQ+ Commission Events (commission-related) require Chair, Vice-Chair, and ED Approval:

- Conferences (attending on behalf of the LGBTQ+ Commission)
- Trainings (attending on behalf of the LGBTQ+ Commission)

## **LGBTQ+ Commission Compensation**

- Representing the LGBTQ+ Commission at events in an \*official capacity\* - representing on behalf of the LGBTQ+ Commission and not attending solely due to lived experience

**The Commissioner must participate in the full event to get credit unless in emergent situations which requires minimum of 50% participation and ED Pre-Approval required. Commissioners will be required to report back to the Full Body to share knowledge obtained from the event.**

**NOTE:** *Upon reaching the maximum compensation cap of \$5,000, all events (Priority & General LGBTQ+ Commission Events) will not receive stipend compensation. The LGBTQ+ Commission staff will notify Commissioners of compensation balance on a bi-monthly basis (estimated: February, April, June, August, October, December).*

### **Approval Process for General LGBTQ+ Events**

- Email Sunitha ([smenon@bos.lacounty.gov](mailto:smenon@bos.lacounty.gov)) at least “one” week prior to the event include the event title, date, and time.
- Sunitha will send a follow-up email indicating if the event qualifies to be considered for stipend or non-stipend (which is determined by if you are “set” to exceed the maximum compensation of \$5,000 due to LGBTQ+ Commission priority events).
- If the event qualifies for stipend or non-stipend, the “LGBTQ+ Activity Request” form will be emailed to you – submit completed form to Sunitha within two-business days.
- The completed “LGBTQ+ Commission Activity Request” form will be sent to the Chair, Vice-Chair, and Executive Director for approval.
- Approval/non-approval will be given within two business days of the request.
- If approved, Sunitha will send a follow-up email requesting that the “LGBTQ+ Commission Activity Report” form be completed and returned within two business days post the event (to confirm/report attendance and update stipend log, if applicable).
- If the request is not approved, a follow-up email will be sent including a brief explanation.

**NOTE:** *If an event is initiated by the ED/LGBTQ+ Commission, no approval is needed. However, the “LGBTQ+ Activity Report” form is required to confirm attendance and update stipend log, if applicable.*



<b>POLICY/PROCEDURE #09.7201</b>	<b>Compensation for Unaffiliated Consumer Commission Members</b>	<b>Page 1 of 6</b>
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**ADOPTED 4/12/12**  
*Updated 10.8.20*

**SUBJECT:** Payment of compensation and reimbursements to the Commission's unaffiliated consumer members.

**PURPOSE:** To stipulate the requirements, processes and procedures for providing stipends and reimbursements to the Commission's unaffiliated consumer members.

**BACKGROUND:**

- Active, full and engaged membership on the Commission requires a commitment of time, energy and resources. Ryan White legislation requires that no fewer than 33% of the members of a Ryan White Part A planning council (the Commission is Los Angeles County's Ryan White Part A planning council) must be "unaligned (unaffiliated) consumers."
- Both Ryan White legislation and guidance from the Health Resources and Services Administration (HRSA) acknowledge that planning council membership can be particularly challenging for unaffiliated consumers: "One of the greatest obstacles to PLWHA involvement in planning councils is the financial cost of participation. Costs of attending planning council meetings may involve transportation, child or partner care, and meals. Additional expenses may include sending and receiving faxes, making telephone calls, preparing materials, and accessing the Internet. These expenses can present a problem for PLWHA on disability or with very limited incomes, and for PLWHA who do not have jobs that provide them access to office equipment and supplies." (*Ryan White HIV/AIDS Program Part A Manual, VI. Planning Council Operations, 4. PLWHA/Consumer Participation, C. Ensuring PLWHA Participation, Maintenance of PLWHA Involvement, Financial Support*)
- HRSA guidance indicates that "Financial support for PLWHA involvement needs to be addressed with respect to several different categories of issues:
  - ⇒ What kinds of Ryan White or other funds are available for use in providing financial support for activities related to PLWHA involvement?
  - ⇒ What kinds of expenses can be covered for PLWHA within legislative requirements regarding 'reasonable costs?' and
  - ⇒ What allowable expenses need to be covered in order to ensure strong PLWHA participation in the planning council?" (*Ibid.*)

## **Policy/Procedure #09.7201: Compensation for Unaffiliated Consumer Commission Members**

**Adopted:** April 12, 2012; Updated 10.8.20

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- HRSA guidance further stipulates that “Under Part A grants, funds are available not only for administrative costs but also for Planning Council Support. Ryan White funds can be used to cover actual expenses for PLWHA such as child care, transportation, or other meeting-related costs. Ryan White funds cannot be used to provide cash payments such as stipends or honoraria.” (*Ibid.*)
- Los Angeles County Code 3.29.080 (Compensation) includes the following provisions: “Corresponding with Ryan White legislation and HRSA guidelines, members of the Commission may also be reimburse for local travel and mileage, meals associated with Commission business, child care during Commission activities, and computer-related expenses if those costs were incurred in the performance of commission-related duties. The Commission may, rather than reimburse for those expenses, make arrangements to provide services directly to members or obtain alternate funding for member stipends. . . . The Commission and the executive director will establish and implement procedures for eligibility and utilization of the foregoing described requirements.”
- Section 5 (Commission Member Compensation) in Article VI (Resources) of the Commission’s Bylaws (*Policy/Procedure #06.1000: Bylaws of the Los Angeles County Commission on HIV*) states “In accordance with Los Angeles County Code 3.29.080 (Compensation), Ryan White Part A planning council requirements, and/or other relevant grant restrictions, Commission members may be compensated for travel or other allowable expenses contingent upon the development policies and procedures governing Commission member compensation practices.”

### **POLICY:**

- 1) **Compensation:** Commission member compensation comes in two forms—stipends and reimbursements. Stipends are intended to compensate eligible members for the work they do as a member of the Los Angeles County Commission on HIV and to defray intangible costs incurred in the performance of that role. Reimbursements are intended to re-pay members for expenses they have incurred fulfilling their responsibilities as members of the Commission on HIV.
- 2) **Stipends:** Payment of stipends is limited to “unaffiliated” consumer members who are serving as the Commission’s 17 designated unaffiliated consumer members, and their alternates, or for unaffiliated consumer members who are serving as Commission members/alternates in other membership seats/capacities by consent of the Co-Chairs and the Executive Director.
  - a. Community members of the Commission are not entitled to stipends, nor are
  - b. other Commission members who are not unaffiliated consumers.



## **Policy/Procedure #09.7201: Compensation for Unaffiliated Consumer Commission Members**

**Adopted:** April 12, 2012; Updated 10.8.20

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- 3) Stipend Requirements:** Eligible stipend recipients must meet attendance requirements, as detailed in Procedures #4 and #5, and must fulfill training requirements and member expectations, as detailed in Procedure #6. Eligible stipend recipients must complete a monthly "Stipend Claim Form," which must be subsequently approved by the Executive Director. Stipend payments are made quarterly.
- 4) Reimbursements:** In accordance with Policy/Procedure #08.3303 (*Reimbursable Commission Expenses*), reimbursements are allowable re-payment of personal funds that Commission members have expended in the course of performing or fulfilling Commission responsibilities. The Commission's unaffiliated consumer members are entitled to claim all types of allowable reimbursements.
- 5) Payment Sources:** Stipends and certain reimbursements are funded by Los Angeles County Net County Costs (NCC) or other non-Ryan White funds, as appropriate. Ryan White funds can be used for most reimbursements, unless not allowable by Ryan White legislation or HRSA guidance.

### **PROCEDURE(S):**

- 1. Monthly Stipends:** Eligible recipients of stipends may receive them monthly if they fulfill the respective stipend requirements as outlined in Procedures #4 - #6. Eligible stipend recipients may decline their stipends at any time for any period.
- 2. Stipend Eligibility:** Commissioners and alternates who are unaffiliated consumer members are eligible to receive stipends. Commissioners and alternates who are not unaffiliated consumers and community members of the Commission are not eligible for stipends.
  - a) Commissioners and alternates in the 17 designated unaffiliated consumer seats are automatically entitled to earn stipends.
  - b) The Co-Chairs and the Executive Director must approve the payment of stipends to unaffiliated consumers who serve as Commission members in other membership seats that are not designated for unaffiliated consumers.
- 3. Stipend Rates:** Eligible Commissioners may earn a \$150.00 stipend every month that they fulfill their respective stipend requirements. Eligible Alternates may earn a \$100.00 monthly stipend if they fulfill the stipend requirements. Alternates who fill a Commissioner's role and meet the requirements for any month in which the Commissioner is incapacitated, or for a seat in a month in which there is no sitting Commissioner, may earn a \$150.00 monthly stipend.
  - a) Prorated amounts based on partial fulfillment of stipend requirements are not permitted.

## **Policy/Procedure #09.7201: Compensation for Unaffiliated Consumer Commission Members**

**Adopted:** April 12, 2012; Updated 10.8.20

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- 4. Commissioner Stipend Requirements:** In order to qualify for a monthly stipend, a Commissioner must attend 70% of the regularly scheduled meetings in which they are responsible for participating, including the Commission meeting, any committees to which they have been assigned, and the Consumer Caucus. Attendance for more than 75% of the meeting is necessary to qualify it as attendance.
- 5. Alternate Stipend Requirements:** In order to qualify for a monthly stipend, an Alternate must attend 70% of the regularly scheduled meetings in which they are responsible for participating, including any committees in which the Alternate has taken a secondary assignment, the Consumer Caucus and any Commission/committee meetings that the Commissioner for whom they are serving as an Alternate cannot attendance. Attendance for more than 75% of the meeting is necessary to qualify it as attendance.
- 6. Additional Stipend Requirements:** In addition to the attendance requirements outlined in Procedures #4 and #5, Commissioners and Alternates must fulfill all respective training requirements, and must fulfill their duties as outlined in Policies/Procedures #07.3002, #07.3003, #07.1002 (*Duty Statements for the unaffiliated seats and Alternate*) or any other respective duty statement. Commissioners and Alternates must also comply with membership requirements, as outlined in relevant Policies/Procedures #08.3000 (*Membership*).
- 7. Stipend Claim Form:** All stipend recipients must complete the "Stipend Claim Form" (Attachment A) for each month in which the recipient expects to earn a stipend. Stipend Claim Forms submitted more than three months after the month(s) for which they are claimed will not be approved, unless previously authorized by the Executive Director.
- 8. Executive Director Approval:** All Stipend Claim Forms must be approved by the Executive Director before the payment of the stipend. The Executive Director determines the resolution of any discrepancies between the recipient's claim and the stipend requirements.
  - a) The Committee Assignment List included in the monthly Commission meeting materials is the final determinant of committee assignments, unless changes have been made and noted in the interim between Commission meetings.
  - b) If a submitted Stipend Claim Form is not approved by the Executive Director, the Executive Director must indicate in writing on the form why it has not been approved, and a copy of the form is returned to the Commission member.
  - c) If a form is not approved by the Executive Director for non-attendance reasons, those issues will be forwarded to the Operations Committee for follow-up review and action.
- 9. Stipend Payments:** Stipends will be paid to eligible Commissioners/Alternates in aggregate quarterly amounts on calendar quarters. Stipends are paid in accordance with relevant Los Angeles County rules, requirements and procedures.
  - a) Stipends can be paid in the form of currency or store vouchers, at the choice of the recipient.

## **Policy/Procedure #09.7201: Compensation for Unaffiliated Consumer Commission Members**

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- 10. Reimbursements:** Reimbursements are allowable re-payment of funds expended in the course of performing or fulfilling duties as a member of the Commission. In accordance with Policy/Procedure #08.3303 (*Reimbursable Commission Expenses*), the Commission's unaffiliated consumer members are eligible for all available reimbursements.
  - a) Unaffiliated consumers are eligible for all types of reimbursements without prior consent from the Executive Director, unless the procedure specifically requires prior authorization from the Executive Director.
  - b) Reimbursement claims are still subject to the Executive Director's approval to ensure they were incurred in the conduct of Commission business, are necessary and are reasonable.
- 11. Payment Sources:** As detailed in Policy/Procedure #08.3303 (*Reimbursable Commission Expenses*), Ryan White funds can be used for reimbursement for some allowable expenditures, but cannot be used for stipends (*"Ryan White funds cannot be used to provide cash payments such as stipends..."*). Stipends and reimbursements that are not allowed by the Ryan White Program are funded by Los Angeles County Net County Costs (NCC) or other non-Ryan White funds, as appropriate.

### **DEFINITIONS:**

- **Approve/Approval:** in the context of this policy/procedure, when the Executive Director agrees to the payment of a reimbursement.
- **Authorize/Authorization:** in the context of this policy/procedure, the Executive Director's prior consent that an expenditure is eligible for reimbursement, provided it complies with the conditions as outlined in the foregoing procedures.
- **Bylaws:** Policy/Procedure #06.1000 (*Bylaws of the Los Angeles County Commission on HIV*), the Commission's governing operational procedures and practices.
- **Commission Members:** The term used to refer to all stakeholders formally affiliated with the Commission: Commissioners, Alternates, community representatives, approved representatives and staff. In the context of this policy, "Commission members" does not refer to staff.
- **"Eligible":** in the context of this policy/procedure, when a Commission member qualifies for a particular type of reimbursement, or when an expenditure can be claimed for reimbursement.
- **Executive Director:** The Commission's lead staff member, who manages Commission staff and operations.
- **Health Resources and Services Administration (HRSA):** Health Resources and Services Administration, the federal agency that administers and governs the Ryan White Program nationally.


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- **Los Angeles County Code (3.29):** the legal provisions establishing the Commission and governing its operations.
- **Net County Costs (NCC):** Los Angeles County general funds, not federally supported.
- **Planning Council:** In Ryan White Part A-funded jurisdictions, the planning council is responsible for various planning and evaluation functions of the local Ryan White Part A system of care; the Commission on HIV is the local Ryan White Part A planning council for Los Angeles County.
- **“PLWHA”:** People Living with HIV/AIDS.
- **Unaffiliated Consumers:** same as “unaligned consumer”; see below.
- **Unaligned Consumers:** by HRSA definition and consistent with Commission Policy/Procedure #08.3107 (*Consumer Definitions and Related Rules and Requirements*), a Commission member is unaligned if he/she receives services from a Part A-funded provider and is not affiliated as an “officer, employee or consultant” of any Part A-funded agency.

**NOTED AND  
APPROVED:**

  
\_\_\_\_\_

*Original Approval: 4/12/2012*

**EFFECTIVE  
DATE:**

April 12, 2012

\_\_\_\_\_  
*Revision(s): Updated 10.8.20*



# LISTENING SESSION SUMMARY: RYAN WHITE (RWP) PROGRAM DENTAL SERVICES

<b>DATE</b>	Thursday, April 10, 2025
<b>HOSTED BY</b>	Consumer Caucus, Los Angeles County Commission on HIV
<b>PARTICIPANTS</b>	5 RWP PROVIDERS AND 13 CLIENTS/CONSUMERS
<b>PURPOSE</b>	To gather consumer and provider feedback on access, quality, and challenges within the RWP-funded dental service delivery system and identify actionable improvements.

## SUPPORTING DOCUMENTS

[Listening Session Flyer](#)

[DHSP Oral Health Services for PWH Fact Sheet](#)

[DHSP Oral Health Service Overview PPT Presentation](#)

[Oral Health Care Service Standard](#)

## KEY POINTS OF DISCUSSION

### 1. Access and Utilization

Demand for general dental services remains significantly higher than for specialty procedures, despite the misconception that most consumers seek cosmetic or complex services. Participants emphasized that general dental services remain the highest area of need, with many clients only recently discovering they were eligible under RWP.

Many clients were unaware of their eligibility for oral health services under RWP and lacked clear information on available providers.

Long wait times and logistical burdens at academic dental clinics were raised, with some consumers reporting full-day visits for basic cleanings, discouraging consistent care.

*"You're there a whole day. A whole day for a cleaning... I go in the morning at 8 o'clock and don't get out until almost 5PM."* – **Consumer**



Outreach and education efforts were credited for recent increases in access, but it was clear awareness remains uneven, particularly among women, trans, and younger clients.

## **2. Insurance Confusion and Coverage Gaps**

Participants highlighted confusion around insurance requirements and program eligibility, particularly with Denti-Cal, private insurance, and employer-provided coverage.

*"I have private insurance that covers only part of the procedure. Am I able to go to a Ryan White provider to cover the rest? It's all very confusing."* – **Consumer**

Coverage overlap issues resulted in significant out-of-pocket expenses and denial of care, with consumers unsure whether to accept employer dental plans or opt for RWP services.

*"I now have like, I don't know, a \$700 bill for dental services... I called about Ryan White after the fact, and they told me it couldn't be backdated."* – **Consumer**

Medicaid HMO dental plans (like Denti-Cal HMOs) often assign clients to providers who do not accept Ryan White, creating gaps in care access.

*"Case managers are signing clients up for Denti-Cal HMO plans we can't accept. The patients get assigned elsewhere and can't come to us."* – **Provider**

Discrepancies in the data around how many RWP clients have dental insurance (reported at 70%) raised concerns from providers, who noted this does not reflect their experience.

*"THERE'S ABSOLUTELY NO WAY 70% OF OUR PATIENTS HAVE DENTAL INSURANCE. THAT NUMBER JUST DOESN'T SOUND RIGHT."* – **Provider**

*"We need clarity on what counts as insurance in the system. Just having a card doesn't mean you're covered."* – **Provider**

## **3. Quality of Care and Respect**

While some consumers reported excellent care experiences—particularly at clinics like UCLA, where providers were described as respectful, thorough, and professional—others expressed concerns about lengthy treatment timelines, insufficient explanation of procedures in a client-friendly manner, and poor coordination between medical and dental providers.





Participants also noted a lack of culturally responsive care, citing examples such as limited bedside manner, empathy, and sensitivity—especially when receiving treatment from dental students or trainees.

At the same time, consumers highlighted the welcoming, nonjudgmental atmosphere of RWP-funded dental clinics and emphasized the importance of maintaining culturally competent, trauma-informed approaches that recognize and affirm the lived experiences of people living with HIV.

*"I go to UCLA... I have not had one problem at all with nobody. They have treated me with so much respect... The services are top-notch." – Consumer*

#### **4. Provider Challenges**

Providers emphasized that resource limitations require careful prioritization of care. There was concern that budget cuts (including a reported 0% contingency allocation for oral health) would force clinics to return to offering only emergency extractions.

*"WE'RE DOING WHAT WE DO BECAUSE OF THE FUNDING. DENTI-CAL WOULD JUST PULL ALL YOUR TEETH AND GIVE YOU DENTURES – AND THAT'S IT." – Provider*

Providers called for respect for clinical recommendations and emphasized the need for clients to adhere to treatment plans to make the most of limited resources.

*"YOU CAN'T EXPECT TO COME IN WITH \$50,000 WORTH OF DENTAL NEEDS AND GET IT ALL DONE. IF WE DO THAT FOR ONE PERSON, TEN OTHERS GO WITHOUT ANY CARE." – Provider*

*"We only have the best interest of our patients in mind... Please try to respect the treatment plans we develop. Often, patients reject those plans from the start, which makes it difficult to help them." – Provider*

#### **5. Education & Empowerment**

A reoccurring theme from the session was the need for clearer education, improved health literacy, and empowerment of both consumers and providers navigating the complex landscape of dental care access, insurance, and treatment planning.

Participants expressed a desire for providers to take more time in educating clients about procedures, treatment options, and what to expect—especially when the care is being delivered by students or new trainees.



*"Sometimes it feels like there's not enough explanation before procedures. I want to know what's going on and why."* – **Consumer**

A participant shared that stigma can often stem from internalized feelings of shame, noting that some clients feel embarrassed or judged when having to discuss their oral health history and care habits.

*"We are treated this way because of how we feel about ourselves."* – **Consumer**

*"There's still stigma out there. Patients come to us because they were not treated respectfully elsewhere after disclosing their HIV status."* – **Provider**

## RECOMMENDATIONS

### For DHSP and Commission:

- ✓ Increase outreach and education on RWP dental benefits through client-friendly tools
- ✓ Reevaluate how insurance status is captured and reported to ensure clarity and accuracy. Specifically, DHSP to follow up with the Commission and providers on how CaseWatch captures insurance data, including what qualifies as "insured" and how this information is collected and reported.
- ✓ Consider funding support for case management and care coordination within dental clinics to help consumers navigate complex systems.
- ✓ Create a client-friendly FAQ document on insurance navigation and dental service options for broad community distribution.
- ✓ Create a Client Satisfactory Survey to be shared with client after every service.

### For Providers:

- ✓ Streamline appointment workflows to reduce client wait times and optimize session lengths, especially in training institutions.
- ✓ Continue emphasizing cultural sensitivity and trauma-informed care practices.
- ✓ Encourage early communication when treatment plans must change due to funding or clinical constraints.
- ✓ Disseminate a Client Satisfactory Survey to client after every service.



### For Consumers:

- ✓ Communicate clearly about insurance status, treatment expectations, and preferences.
- ✓ Follow through with appointments and cancel in advance if unable to attend, to ensure efficient use of limited provider time.

*"When someone doesn't show up, they're taking the time of someone who really wants to be there... Please cancel in advance so we can fill that spot." – **Provider***

### NEXT STEPS

1. **Disseminate** this summary to participants, providers, the Commission, and DHSP leadership.
2. **Implement** recommendations as appropriate.
3. **Incorporate** findings into the Oral Health Service Standards review and upcoming priority-setting processes.
4. **Collect** additional consumer and provider input on service satisfaction, insurance navigation, and access gaps—particularly from individuals who were unable to attend the session.



# We're Listening

*share your concerns with us.*

**HIV + STD Services  
Customer Support Line**

**(800) 260-8787**

## Why should I call?

The Customer Support Line can assist you with accessing HIV or STD services and addressing concerns about the quality of services you have received.

## Will I be denied services for reporting a problem?

No. You will not be denied services. Your name and personal information can be kept confidential.

## Can I call anonymously?

Yes.

## Can I contact you through other ways?

Yes.

By Email:

[dhspsupport@ph.lacounty.gov](mailto:dhspsupport@ph.lacounty.gov)

On the web:

<http://publichealth.lacounty.gov/dhsp/QuestionServices.htm>





# Estamos Escuchando



*Comparta sus inquietudes con nosotros.*

**Servicios de VIH + ETS  
Línea de Atención al Cliente**

**(800) 260-8787**

## ¿Por qué debería llamar?

La Línea de Atención al Cliente puede ayudarlo a acceder a los servicios de VIH o ETS y abordar las inquietudes sobre la calidad de los servicios que ha recibido.

## ¿Se me negarán los servicios por informar de un problema?

No. No se le negarán los servicios. Su nombre e información personal pueden mantenerse confidenciales.

## ¿Puedo llamar de forma anónima?

Si.

## ¿Puedo ponerme en contacto con usted a través de otras formas?

Si.

Por correo electrónico:  
[dhspsupport@ph.lacounty.gov](mailto:dhspsupport@ph.lacounty.gov)

En el sitio web:  
<http://publichealth.lacounty.gov/dhsp/QuestionServices.htm>

