



HIV Health Services Planning Council  
CONSUMER AND MINORITY AFFAIRS  
Tuesday, June 7, 2011  
Department of Public Health  
25 Van Ness Avenue, 3<sup>rd</sup> Floor, Room 330A  
3:00-5:00 pm

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**Committee Members Present:** Billie Cooper, Mary Lawrence Hicks, Carol Hudson, Lee Jewell, Rachel Matillano, Gerardo Ramos

**Committee Members Absent:** Aaron Chandler [E], Michael Scarce[E], Michelle Spence [E]

**Others Present:** Celinda Cantu [DPH-HHS], Ayako Miyashita [ALRP-HCAP]

**Support Staff Present:** William Ching, Mark Molnar

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### *Minutes*

#### **1. Introductions**

The meeting was called to order at 3:10 pm by CM Jewell. Everyone introduced themselves and quorum was established.

#### **2. Review/Approve June 7<sup>th</sup> 2011 DRAFT Agenda – VOTE**

The June 7<sup>th</sup> 2011 DRAFT Agenda was amended, reviewed and approved by consensus.

**AMENDMENT:** Tabling agenda items #8 and #9 to next month's meeting.

#### **3. Review/Approve May 3<sup>rd</sup> 2011 DRAFT Minutes – VOTE**

The May 3<sup>rd</sup> 2011 DRAFT Minutes was reviewed, amended and approved by consensus.

**AMENDMENT:** Celinda Cantu clarified a few statements she made last month.

#### **4. Announcements**

- CM Ramos announced that the San Francisco AIDS Foundation has mailed approximately 1000 letters to clients on the housing wait list and have heard back from about 126 clients. CM Ramos strongly encouraged the Council to participate in helping to formulate the new process around housing referrals and waiting lists. More information to come.
- CS Molnar announced that the Summit 2011 survey has been sent out and encouraged all Council members to complete it as soon as possible. For those who do not have computer access, alternate arrangements may be made with Council Support.

#### **5. Public Comments**

There was no public comment.

#### **6. HIV Consumer Advocate Report – VOTE**

Consumer Advocate Ayako Miyashita presented monthly reports for March, April and May. Overall, the Advocate admits to having a full plate but is determined to continue outreaching to providers, as well as participating in Community Outreach and Listening Activities (COLA).

The Committee discussed issues around disclosing the names of particular agencies detailed in the Advocate's monthly reports. The Advocate stated that project management is outside of the Project's purview – it is a

role more for the Grantee. She stated that the role of the Advocate is not inherently neutral. Instead of focusing on individual agencies, the Advocate suggested looking at more general trends that arise from cases she handles. The Advocate has not and will not disclose agencies' names.

Council members wondered if there a way to better or further communicate the status of cases to the public as a means of mitigating community distrust. The Advocate emphasized the fact she makes clear the Project's role to both providers and consumers. She is a licensed attorney, which offers a bit of confusion. Her role primarily deals with access to and the quality of care – but not litigation. The Advocate gives clients referrals should they choose to pursue litigation. The Advocate stated the need to prioritize cases, citing examples of two clients who soon face eviction.

Celinda Cantu stated that the Grantee continues to monitor agencies that have surpassed their contractual obligations. Underproduction, rather than overproduction, is more of an issue, and will require an adjustment to the contract. CM Matillano said that it is the minimum measurable standard.

CS Molnar acknowledged the Advocate's tireless efforts. That being said, CS Molnar noted that keeping agencies anonymous, a decision that contrasts with previous practices. In the past, CMA members have shown a desire to learn about the names of particular agencies to better inform their own medical care.

## **7. Community Outreach and Listening Update – VOTE**

CM Andrews and CS Molnar had a fruitful discussion regarding COLA before the CMA Committee met. The conversation centered around two topics: (1) Overall structure and (2) the upcoming meeting Marin County. Regarding the structure of COLA, CM Andrews and CS Molnar reached a consensus that Council Support will provide materials, note transcription and dissemination and if and when needed, logistical planning. The COLA team will be in charge of setting its agendas, meeting spaces and if necessary, food and snacks.

CS Molnar questioned the need to conduct evaluations at COLA events, seeing that these events as extensions of in-services. He has rescinded his offer to pay for a space and food for the upcoming meeting so as to avoid setting an unsustainable precedent.

CM Ramos agrees with the overall structure and relationship between the COLA team and Council Support, but advocate for the use of evaluations in COLA events, given that the team works on behalf of the Planning Council. He said that he would like to know whether or not these outreach events are effective – and evaluations are an important part of that process.

The Consumer Advocate also agrees with CM Ramos, stating that these events are not mere 15 or 30 minute events, but rather, stretch to an upwards of two hours. Furthermore, the Advocate is contractually obligated to offer evaluations as a part of the Advocate's outreach. The Advocate stressed the need to create safe and neutral spaces where consumers are comfortable voicing their thoughts and concerns, but admitted that this is not always feasible given time, space budgetary constraints. CM Jewell also expressed an interest in reviewing evaluations.

CS Molnar noted that COLA events would be ideally held outside provider spaces. But he said that Council Support will no longer weigh in on what is an independent arm of the Council.

The Committee suggested postponing the COLA event scheduled in Marin next week to July and that after July, to suspend all COLA activities until after the Annual Prioritization and Allocation Summit in August.

**8. Trans Needs Assessment Update – VOTE**

This agenda item has been tabled until next month's meeting.

**9. Discussion of Second Needs Assessment – VOTE**

This agenda item has been tabled until next month's meeting.

**10. Next Meeting Date & Agenda Items – VOTE**

*The next Government and Provider Affairs Meeting is tentatively scheduled for Tuesday, July 5<sup>th</sup> 2011 at 25 Van Ness, Room 330B from 3:00-5:00 pm.*

Parking Lot:

**11. Adjournment**

The meeting was adjourned at 4:18 pm by CM Ramos.