

**HIV Integrated Planning Council of the Philadelphia EMA
Comprehensive Planning & Needs Assessment Committees
Meeting Minutes**

Thursday, November 16, 2017

2:00-4:00p.m.

Office of HIV Planning, 340 N. 12th Street, Suite 320, Philadelphia, PA

Present: Katelyn Baron, James Breinig, Mark Coleman, Dave Gana, Pamela Gorman, La'Seana Jones, Gerry Keys, Jeanette Murdock, Joseph Roderick, Gail Thomas, Adam Thompson, Leroy Way

Excused: Cheryl Dennis, Ann Ricksecker

Absent: Peter Houle

Guests: Jessica Browne (AACO)

Staff: Nicole Johns, Stephen Budhu

Call to Order/Introductions: A. Thompson called the meeting to order at 2:07p.m. Those present then introduced themselves.

Approval of Agenda: A. Thompson presented the agenda for approval. **Motion: L. Way moved, K. Baron seconded to approve the agenda. Motion passed: All in favor.**

Approval of Minutes (October 19, 2017): A. Thompson presented the October 19, 2017 minutes for approval. **Motion: L. Way moved, K. Baron seconded to approve the minutes. Motion passed: All in favor.**

Report of Chair: A. Thompson stated the committee is in the process of looking for a co-chair. He stated he has not received any nominations, and he reminded the committee all are welcome to apply. He explained K. Baron or he was willing to mentor the new co-chair. K. Baron mentioned the HIPC also needed a co-chair. N. Johns added the PrEP Work Group was also in need of a co-chair. K. Baron stated there were many leadership opportunities and she invited the committee members to apply for co-chair leadership.

Report of Staff: N. Johns stated the Consumer Survey Report is in progress. She stated she and S. Budhu were in the process of drafting the report. N. Johns informed the committee the OHP is in the process of relaunching the website. She explained the website would be easier to use and feature updates to the epidemiologic profile and social determinants of health maps based off new census data. She informed the committee the Racial Justice Framework Group released a Declaration of Liberation building a racially just and strategic domestic HIV movement¹. She noted copies were available, and she encouraged the committee to take copies if they were interested. N. Johns notified the committee the Positive Committee has decided to make a memorial for past members of the HIPC, and also past staff of OHP. She explained the memorial was on display in the conference room and she invited the committee to add content and memories to the memorial.

1. <https://world-trust.org/about/resources/13-racial-equity-and-leadership-scan/>

N. Johns asked the committee about their December meeting. She explained the December meeting was scheduled for Thursday, December 21, 2017 from 2-4pm. She suggested attendance may be poor, and asked the committee if they still wanted to have the meeting or postpone the meeting until January 2018.

Motion: D. Gana moved, and J. Murdock seconded to cancel the December Comprehensive Planning Committee. **Motion passed:** All in favor.

N. Johns stated since the committee postponed the December meeting the housing first model conversation could be tabled. She noted the committee decided on bringing in a few representatives from New York and New Jersey housing agencies. A. Thompson stated he has been in touch with HIV/AIDS Services Application (HASA) and Hyacinth. He stated he reached out to HASA and he will be meeting with them in New York for World AIDS Day. He noted he would be discussing the housing first model that they use and he would bring back feedback to the committee. A. Thompson added he also had communication with Hyacinth and they have agreed to attend a committee meeting to discuss their housing model. He informed the committee no date has been agreed upon with Hyacinth at the current time.

Discussion Items:

- **Barriers to retention in care brainstorming activity.**

A. Thompson informed the committee they would be reviewing the barriers to retention in care from the Integrated Plan. N. Johns presented some of the Consumer Survey data to the committee. N. Johns informed the committee one of the main barriers to retention from the survey was transportation. She stated over half of survey respondents who reported having issues with transportation to and from their doctors were enrolled in either Medicare or Medicaid. She noted that both Medicare and Medicaid used LogistiCare LLC for transportation in some parts of the EMA.

N. Johns stated, aside from LogistiCare, there are problem with the SEPTA day passes that are mailed to consumers. She explained often the day pass arrives late in the mail, and people end up missing their appointments. She noted the day passes were mailed to consumers via bulk mail delivery instead of first class mail. She explained mail the delivery period is unpredictable when items were delivered bulk mail and it is much longer than first class mail. K. Baron inquired why the day passes were being delivered as bulk mail, and N. Johns replied that this was due to the high number of people who are on Medicaid in Philadelphia. She explained the issue was structural and does not have to do with the state agency that distributes the day passes, but rather the mail system. D. Gana asked if the day passes were dated. N. Johns replied the day passes were not dated and also did not expire so they could be used at a later date.

N. Johns informed the committee she attended the AACO Director's meeting last week and learned about the results from AACO's appointment wait time study. Results were mostly positive but 2 callers had no luck in securing an appointment after 3 tries, and 1 person was hung up on by the intake clinic. More information would be available in AACO's report to be released. She mentioned the main takeaway from the barriers discussion was co-pays, lack of social support, stigmas associated with HIV, lack of customer support, lack of confidentiality, and lack of empathy were significant barriers for PLWH.

N. Johns introduced a brainstorming activity about reducing barriers to retention in care to the committee. She explained the activity was more like brainwriting since ideas would be written instead of expressed verbally. She noted the idea of the activity was to get as many ideas as possible and not to be concerned with quality ideas. After introduction of the activity N. Johns asked the committee to separate in groups of 3 or 4. Each group was provided Post-it notes to record their ideas. The committee was allotted 15 minutes to record their ideas, and at the conclusion of the time, ideas were collected and posted on a whiteboard in the room. After all the ideas were displayed on the board A. Thompson read them to the committee. A. Thompson suggested grouping the similar ideas into categories for ease. The committee agreed and A. Thompson created four categories: 1. Medicaid/Medicare Transportation, 2. Cost Real and Perceived, 3. Lack of Social Support, and 4. Customer Service/Front Office. After creating the four categories A. Thompson rearranged the committee's ideas into the best suited category. A. Thompson displayed the new organization of the committee's ideas. A. Thompson stated the committee would be given three more Post it notes to stick next to the idea that they felt was most important/best. He noted this would be like a voting process and members could stick all three Post it notes on the same idea or spread them across ideas. A. Thompson invited the committee to cast their vote. A. Thompson shared the results with the committee.

Under category 1 Medicaid/Medicare Transportation:

- Monthly SEPTA passes (1 vote)
- Day Passes at Medical Case Management (4 votes)
- Reimbursing family/friends for transportation in lieu of day pass expense (2 votes)
- Lyft ride services (3 votes)
- Homeless access (review if there are barriers at shelters) (1 vote)
- Formal Complaint Process (advertise/develop process)
- Build Volume in LogistiCare
- Invite state-level contact (1 vote)

Under Category 2: Cost Real and Perceived

- Checklist for testers to identify who may need help with costs and insurance enrollment for linkage
- PLWH secret shoppers (6 votes)
- Co pay fees explaining flyer (1 vote)
- Case Management awareness of services (1 vote)
- Policy check on co-pays and fees at providers

Under Category 3: Lack of Social Support

- Non-HIV focused events (2 votes)
- Peer community health workers
- Support Group (4 votes)
- Enhanced person contact (2votes)
- Outreach consistency and services (1 vote)
- Home visits/calls (1 vote)
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Under Category 4: Customer Service/Front Office

- Environmental changes to facilities
- Personnel contact recovery training (2 votes)

- Non-medical case management addition (2 votes)
- Reporting issues guidance (how complaints should be handled and advertise process to PLWH (3 votes)
- Patient satisfaction survey (1 vote)
- PLWH secret shoppers
- Hire peer receptionists (1 vote)
- Onsite mental health (1 vote)

A. Thompson thanked the committee for their participation and ideas. He suggested that ideas that received 3 or more votes should be discussed in the January meeting and ideas with 3 or fewer should be discussed after with ideas with no votes tabled until a later time.

Old Business: None

New Business: None

Announcements: D. Gana announced the Philadelphia half marathon is November 18, 2017 and November 19, 2017 is the full marathon². He also announced Love Park³ would be reopening by month end.

K. Baron announced in Tacony, the AIDS Fund will be displaying 14 tiles of the AIDS quilt⁴. She stated the event is Friday, November 17, 2017 at 6pm. She invited all to attend and added there will be free drinks and food available.

Adjournment: Motion: L. Way moved, J. Murdock seconded to adjourn the meeting at 3:41p.m. Motion passed: All in favor

Respectfully submitted by,

Stephen Budhu, Staff

Handouts distributed at the meeting:

- Meeting Agenda
- October 19, 2017 Meeting Minutes
- OHP Calendar

2.For more information or to register visit <https://philadelphiamarathon.com/?rsuSessionAttempt=1>

3.For more information visit <http://www.phillymag.com/news/2017/09/08/love-park-re-open-november/>

4. For more information visit <https://www.muralarts.org/events/aids-memorial-quilt-display-tacony/>