

Consumer Advisory Council Meeting Minutes May 12th, 2020

Meeting Date	Meeting Time	Location
May 12 th , 2020	3:00 – 4:30 p.m.	Zoom Meeting

Participant Name and Attendance

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Jeffrey G. Beadle		Christiane Pimentel	X		
Alan Coker	X	Jason Prignoli			
Robert Krzys		Soneprasith Phrommavanh	X		
Velandy Manohar	X	Kelly Ray			
Terry Nowakowski	X	Ann R. Smith	X		
Others Present					
Terry Gerratana (OHS)		Dashni Sathasivam (HES)			
Ormand Clarke (OHS)		Sarah Howroyd (Touchpoints)			
SB Chatterjee					

Meeting Information is located at: <https://portal.ct.gov/OHS/SIM-Work-Groups/Consumer-Advisory-Board>

	Agenda	Responsible Person(s)
1.	Welcome	Terry Nowakowski
	<p>Call to Order The scheduled meeting of the Consumer Advisory Council (CAC) was held on Tuesday, May 12th via zoom. The meeting convened at 3:04 p.m. Terry Nowakowski chaired the meeting.</p> <p>Members and other participants introduced themselves.</p>	
2.	Public Comment	Terry Nowakowski
	There was no public comment.	
3.	Approve January 28th, 2020 Meeting Summary	Terry Nowakowski
	The motion was made by Velandy Manohar and seconded by Alan Coker to approve the minutes of the Consumer Advisory Council meeting of April 14th, 2020. Motion carried.	
4.	Nursing Homes and COVID-19 with Sarah Howroyd from Touchpoints	Sarah Howroyd
	<ul style="list-style-type: none"> Sarah Howroyd, the Director of Mental Health and Addiction Services of iCare Health Network. She oversees addiction counseling patients brought into nursing homes. The majority of her patients require an inpatient level of care while they are in the process of rehab. Sarah Howroyd shared that her organization was the first to test all of their 1200 residents. She was personally tested twice in March, however it required significant self-advocacy at the time; however, now the testing has been prioritized and iCare is working with the state labs and Yale. Most of their residents were asymptomatic. There have been over 700 positive cases and over 100 deaths. There have also been staff deaths. There have also been issues with staffing. Overall, this has been challenging for patients in long-term recovery. She noted that the 	

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clinicians she oversees are engaged in telehealth. Because they serve a 98% Medicaid population and many either do not have smart phone or tablets or capability to do so. Also, her providers are dealing with an old WIFI network. DPH did provide them with 50 iPads and they have been increasing their laptop capacity, however there are logistics challenges. They have started to see recovery cases. She also noted that the situation is changing daily and it has been a long road.

- Terry Nowakowski asked how many residents are struggling with housing issues post discharge?
- Sarah Howroyd stated that housing is a major issue and a significant population dealing with substance use disorder are homeless. It is challenging because there is a cycle between hospital, nursing home homelessness. They try to connect patients to the Money Follows the Person program, however, there are times that patients are discharged to homeless shelters and this is even higher among those facing substance use disorder and recovery.
- Alan Coker asked: What do you for see for treatment for grief among staff and residents?
- Sarah Howroyd noted that she has been trying to support and appreciate staff by providing food from various restaurants. Related to counseling, they have brought in different pastors and offered support groups for staff and residents who are experiencing loss. Many residents are scared, particularly those who are conserved or homeless and nowhere else to go. There is even greater anxiety among those with comorbidities. In buildings that have had outbreaks, residents are contained to their rooms. There are trying to bring in telehealth and virtual recovery support meetings. They are committed to providing support and engagement.
- Alan Coker expressed his appreciation for the workers on the frontline, particularly those in nursing homes including CNAs
- Sarah Howroyd shared that earlier in the pandemic during shortages with ventilators, the guidance from the state, if a resident does not need a ventilator, treat in place. While these residences are a skilled nursing facility, they are not a hospital and built for providing that type of care. Staffing has been an ongoing challenge.
- Velandy Manohar offered to share his organizations safety protocols for residents and staff as well protocols for testing. He was also concerned that data from nursing homes was not being robust.
- Sarah Howroyd shared that her sites have been collecting robust data and have been divided into cohorts based on testing strategies. She realizes that this requires resources and may not be happening in smaller facilities and is happy to share protocols.
- Terry Nowakowski shared that there will be an expanded Medicaid benefit, ideally by September, which will support the health and housing supports for most vulnerable and at-risk clients. Also, if someone is homeless, everyone in the homeless delivery services will be able to be tested with 3000 tests, masks and PPE equipment have been approved.

5. Standing Committee Reports	Terry Nowakowski
<ul style="list-style-type: none"> • Terry Nowakowski, the chair of the membership committee shared that 5 applicants have been interviewed and that the committee will be meeting to discuss the slate at the meeting directly following the CAC meeting. • Velandy Manohar, the chair of the consumer engagement and outreach committee. He shared that the committee discussed various possible priorities for the CAC engagement events. 	

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	<p>Nursing home staff and residents as well as LGBTQ communities were two areas that were identified for deeper discussion at the next committee meeting.</p> <ul style="list-style-type: none"> • Terry Gerratana also shared that the meeting will be on Thursday, May 21st. She has also discussed these priority areas with OHS leadership and they are supportive. • Terry Nowakowski shared that the Statewide Reaching Home campaign is working to create COVID-19 dashboards specific to youth. It will be important to stay connected to the various initiatives that are going on. • Ann Smith noted that she is interested in the growing numbers of homeless youth particularly as that intersects with food security and that many youths are going hungry. AfCamp was awarded funds to do direct services and one of the target populations being homeless youth. • Terry Nowakowski shared that her agency has employed youth peer engagement workers. She was happy to further share these resources. 	
<p>6.</p>	<p>Approval of the final New Britain and New London Listening Session reports</p>	<p>Terry Nowakowski</p>
	<ul style="list-style-type: none"> • Terry Gerratana recapped that there had been discussion by the CAC, provided comments and Velandy Manohar had submitted comments. • Velandy Manohar asked if his comments had been integrated into the report, • Terry Gerratana responded that his comments were not incorporated into the final report as they were specific to the surveys. She suggested taking those observations and incorporating into the events that will be planned by the Consumer Engagement and Outreach committee. • Ann Smith asked if the Membership Committee had enough members to convene given the members being absent. • Terry Gerratana responded that attendance 50% of the committee was sufficient and a quorum was not needed per the by-laws. • Terry Nowakowski moved to approve the final reports of the New Britain and New London Listening sessions. Alan Coker seconded. Ann Smith and Velandy Manohar Abstained. Motion carried. • Additional Discussion ensued on how to address Velandy Manohar’s comments. • Velandy Manohar stated that he sent his feedback and questions about structure and process of the meeting itself prior to the listening sessions. He felt that the demographic representation of the individuals engaged in the listening session did not represent many of those most in need. He would like the report to be better contextualize the data and who was represented in the report and he would like to have an addendum. • Alan Coker moved to amend the final reports by adding Velandy Manohar’s notes and feedback as an addendum to the report. Terry Nowakowski seconded. Motion carried. 	
<p>7.</p>	<p>June Annual Meeting: Time of day & Location</p>	<p>Terry Gerratana</p>
	<p>Terry Gerratana stated that the meeting will be on June 9th and likely virtual. She shared the tentative agenda will include a report from Vicki Veltri. Also, there will be a vote on the chair and the approval of the slate of new members recommended by the Membership Committee. The July 14th meeting will include speakers from the head of the Department of Public Health’s Office of Health Equity and the</p>	

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	Director of the he Office of Multicultural Healthcare Equity, Department of Mental Health and Addiction Services. There will be no CAC meeting in August.	
8.	CAB Announcements	Terry Nowakowski
	<ul style="list-style-type: none"> • Terry Gerratana asked those who have not already submitted their COIs to do so. She will send a reminder to them. • Ann Smith brought up the issue of COVID-19 testing disparities in communities of color. She asked when it would be relevant to discuss in the CAC. • Terry Nowakowski felt that this is a hugely relevant issue and felt that a significant portion of the CAC meetings should be spent on disparities in healthcare during the pandemic. She suggested having a keynote speaker in feature meeting • Alan Coker and Velandy Manohar agreed with Ann Smith and Terry Nowakowski. • Terry Gerratana suggested a discussion and speaker at the Annual Meeting. For example, bringing in Tekisha Dwan Everette from Health Equity Solutions to speak as she has given other presentations. She would make an inquiry if the council is amenable. • Velandy Manohar was in favor. • Ann Smith encouraged the CAC broaden the idea by pulling together a panel of individuals with different perspectives on disparities in COVID-19. There are many people in CT doing this work with different lenses. She suggested Theanvy Kouch or Dr. Wizdom Powell. She would like to see the data and information paired with discussion on strategies to inform future action of the CAC. She felt that the devastation of COVID-19 pandemic and the light it sheds on disparities should be used as a positive force for change among existing system. • Velandy Manohar mentioned Dr. Bruce Gould. And he felt that medical students could be engaged in facilitating greater access for testing among communities of color. ho • Alan Coker was. in agreement with Ann Smith’s suggestion to bring others to the table. • Terry Nowakowski stated that if ever there is a time, the time is now to focus on the racial equity issues impacting health care and that have been exacerbated by COVID-19. She mentioned Community Solutions was trying to encourage primary care connections among African American men and suggested including them on a panel. • Velandy Manohar expressed that he is willing to be involved in any efforts regarding prioritizing testing among communities of color. • Terry Nowakowski and Terry Gerratana agreed to help contact and organize. • Terry Gerratana suggested putting this discussion on the agenda of the Community Engagement and Outreach committee on May 21st. • Terry Gerratana highlighted the successful community townhall that Quyen Truong organized for the Ministerial Health Fellowship. This included 110 participants. She will follow up with Quyen. • Ann Smith feels encouraged by the robust interest expressed by her fellow CAC members. She encouraged the members to be Zoom zombies, by thinking about the various capabilities of Zoom, such as breakout rooms, to facilitate discussion of particular themes. She felt that there is opportunity to engage a broader or diverse group of participants in this virtual platform than in in-person events which can be challenging for sub-populations. 	

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	<ul style="list-style-type: none"> • Ann Smith noted that she is not able to take on a substantive planning role in this type of event, but if there is a specific role she can play or support, she is willing to help as she can. • Terry Nowakowski agreed that many people are currently stretched and thanked Ann Smith for her passion and commitment. 	
Adjourn		Meeting adjourned at 4:11 p.m.
Alan Coker motioned to adjourn, and Ann Smith seconded. Motion carried.		