

Consumer Advisory Board Meeting Minutes May 24, 2019

Meeting Date	Meeting Time	Location
May 24, 2019	1:30 – 3:00 p.m.	The Lyceum, 227 Lawrence St., Conference Room A, Hartford CT

Participant Name and Attendance

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Jeffrey G. Beadle	X	Nanfi Lubogo		Jason Prignoli	X
Linda Guzzo	X	Velandy Manohar	X	Kelly Ray	
Robert Krzys	X	Terry Nowakowski	X	Ann R. Smith	x
Theanvy Kuoch	X	Christiane Pimentel		Denise O. Smith	X
Others Present					
Laura Morris (OHS)		Claudine Fox (HES)			
Leslie Greer (OHS)		Kim Martone (OHS)			
Quyen Truong (NCRMHB)		Terry Gerratana			

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

	Agenda	Responsible Person(s)
1.	Welcome	Bob Krzys
	<p>Call to Order The special meeting of the Consumer Advisory Board (CAB) was held on Friday, May 24, 2019 at The Lyceum, 227 Lawrence St., Hartford CT. The meeting convened at 1:33 p.m. Members and other participants introduced themselves. Since the Co-Chairs resigned, Linda Guzzo made motion for Bob Krzys to run CAB meeting, Velandy Manohar seconded. Motion passed.</p>	
2.	Public Comment	Bob Krzys
	There was no public comment.	
3.	Discussion of the Consumer Advisory Board and OHS	Bob Krzys
	<ul style="list-style-type: none"> • Discussion prompted after the resignation of the two co-chairs and 3 other CAB members. OHS sent a response to the pending questions regarding the PCM to the CAB, and an email was received on behalf of Vicki Veltri regarding the next steps with the CAB. Bob Krzys handed the discussion over to Kim Martone, Laura Morris, and Terry Gerratana to discuss the CAB and the CAB’s role within OHS. • Ann Smith called a “point of order” for the letter received from Vicki Veltri to be read into the record. • Kim Martone volunteered and read the letter to the CAB members. • Denise Smith asked the following questions and statements: <ul style="list-style-type: none"> ○ Highlighted that there were several questions asked in the lengthy email chains prior to this meeting 	

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- Would like to have some sense of how the CAB got to the point of the CAB co-chairs needing to resign
- Bob Krzys referenced that CAB had a meeting on Tuesday May 7 and the resignations were received on Thursday May 9 and the governance meeting occurred Thursday afternoon where a decision was made to halt until the emergency meeting could be called. Several emails were received prior to the response to the PCM questions from OHS on Friday.
- Denise Smith clarified her question to state: did the former CAB co-chairs highlight displeasure with the process that the rest of the CAB members missed?
- Terry Nowakowski agreed with Denise Smith's point of feeling like she missed something leading up to the resignation. Noted that the last CAB meeting didn't feel like anything was off.
- Jeff Beadle also agreed with the sentiments raised by Denise and Terry that the resignation was perplexing.
- Theanvy agreed that there are many question marks with moving forward. She is committed to completing the project no matter what but needs to know what happened.
- Linda Guzzo apologized for not being able to be at meetings. Agreed with the group sentiment of wanting to know what happened and that she would like OHS to provide more information as we only have one side of the story.
- Ann Smith shared that she concurs with the sense of "dis"-ease around what the resignations. She has been hesitant to share how she has been feeling because she has been conflicted. She has contemplated resigning as well due to a sense of disrespect for the CAB and the work that it has done and the leadership provided by the former co-chairs. Ann left the Tuesday May 7 meeting very disheartened. Something has changed in the way the CAB is considered. They have asked repeatedly for a sense of how they fit into OHS, especially since many had concerns about CAB going under the wing of OHS. CAB had many questions and they went unanswered since February and they didn't receive the answers until later and decision making kept going forward.
- Bob Krzys stated that he noticed the angst started to ramp up with PCM and the work groups. Folks from the CAB have been placed on the work groups and the feedback loop had not been closed in that regard. Bob highlighted that there are two sides to every story as well.
- Laura Morris apologized for the name plate error. Referenced that she was also shocked by the resignations, especially since the planning meeting the week prior and the CAB meeting went well. She cannot provide more insight to the former co-chairs decisions besides for what was provided in their emails. Laura Morris also addressed the delay in response to the emails received and apologized. Laura Morris recognized that the CAB's questions had gone unanswered for too long and apologized.
- Kim Martone recognized that Laura Morris's position was created to address the confusion around PCM and CAB's relationship. Kim Martone stated that OHS will be growing and adding additional positions and wants CAB to be a part of that process. Kim Martone referenced the role of CAB and the certificate of need (CON) process.
- Laura Morris highlighted the work that the CAB has done up to the point. She highlighted that the CAB's mission is still the same and that there is broader reach now. She stated that healthcare is changing so rapidly and the CAB is critical to maintaining connection to the communities. She highlighted that OHS will provide education to the CAB about who they are and what they do. She addressed that structure is needed to move forward and that it is up to the CAB to determine the

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structure and leadership. OHS is asking all of the advisory committees to set up a governance structure. Terry Gerrantana is working on developing bi-laws for the advisory committees, especially to address the role of the volunteer committees within the overall OHS agency. Three new staff recently added to OHS to help with structure of the relatively new organization.

- Velandy Manohar referenced a shift in the roadmap. Requested a section in the proposal for the CAB's role in making the HEC community.
- Ann Smith reminded the group to identify themselves prior to speaking.
- Terry Nowakowski highlighted that she is involved in many of the SIM committees because of the integration of health and housing and that after being involved in this work for many years, people are still falling through the cracks and providers are also just as frustrated in this process of reforming healthcare. She stated that we haven't made it as far down the road.
- Kim Martone highlighted the proposed public option healthcare bill will also require the input of OHS and the CAB.
- Linda Guzzo asked if an exit interview will occur on the side of OHS with the people that have resigned to ensure that the same mistake aren't made again. Reminded the group to take advantage of this opportunity to stop and level set to ensure that everyone understands what has happened with OHS, the state, and even the CAB. Doing that will be helpful to moving forward.
- Kim Martone agrees and she will speak to Vicki Veltri about the exit interview idea. Is curious to learn more from the people that were considering resigning as well.
- Ann Smith made a motion that OHS and CAB coordinate an independent exit interview opportunity for the individuals that resigned and any other CAB members that would like to participate to address the concerns of people that have considered resigning. Velandy Manohar seconded.
 - Jeff Beadle asked for clarification regarding the intent of the motion. Ann Smith stated that the intent of the motion is to gather the concerns from former CAB members and others that have considered resigning. Stressed that the interviewer should be an independent entity selected by both CAB and OHS. Jeff Beadle not only wanted to hear the negatives from the interviewees but also the positive experiences.
 - Bob Krzys asked who is going to pay for the interviews. Stated that the exit interviews may not get to the meat of the reasons.
 - Denise Smith stated that she is not agreeing or disagreeing with the motion because the quality assurance of piece of the work is necessary. Stated again that the CAB should review the questions proposed by members in the emails. Denise highlighted a conversation had with Community Catalyst and the question raised around the expectations for value of the CAB and the process of the CAB.
 - Bob Krzys asked for further clarification around OHS's statement that the CAB's reach is broader and the integration of HEC and the lack of understanding on the side of the CAB for what those roles are. Agreed with Linda Guzzo's statement that there needs to be a point of education about the role of CAB. The process of advisory for OHS also needs to be clearly defined. Asked if there was any further discussion.
 - Linda Guzzo asked about the consultants and who can be independent in this process.
 - Laura Morris highlighted the NCRMHB and HES are contracted to facilitate governance and the strategic plan and that there isn't another consultant on retainer.

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- Ann Smith asked about the strategic planning session scheduled for June 11 and how it is being paid for. And if there is capacity to modify the scope of work under the contract.
- Laura Morris highlighted that that could be done, but the June 11 meeting might have to be postponed.
- Ann Smith highlighted that that's okay given the unclear ground the CAB stands on. Highlighted the concern that there was not a discussion around the willingness or interest to assume the broader scope of work that was being given to the CAB to let them know in advance where things were going. There is no clarity on what the CAB is, where the CAB is going, and who their related to, and that information is important to know so people can accurately assess their capacity to participate in this volunteer position.
- Kim Martone stated that OHS is working on providing that information to the CAB members.
- Laura Morris thanked Ann Smith for highlighting the lack of discussion around the transition.
- Ann Smith expressed that there is an opportunity to examine how the tiny oversights can add up and the message that has been sent overtime. Wants to understand how they can get to the point where consulting with the CAB is not an after thought and more of a fundamental and authentic part of decision making. CAB should not be a box to check and as things are going, this has not been a meaningful participation on her part.
- Velandy Manohar asked if the June 11 is going forward as planned, if the governance committee is going forward, and if an assessment of the 6 members will be reviewed.
- Bob Krzys re-routed to remind the group that there is a motion on the floor.
- Jeff Beadle stated that he is more concerned with the feedback from current CAB members.
- Bob Krzys suggested a timeline around determining the major questions around the process and work of the CAB. Returned to the motion on the floor.
- 6 people voted in favor of the motion. 2 voted nay. 1 non-vote. The motion carries.
- Motion made to call the roll on the vote by Ann Smith. Linda Guzzo, Ann Smith, Denise Smith, Velandy Manohar, Theanvy Kuoch, Terry Nowakowski vote yes. Bob Krzys and Jeff Beadle vote no.
- Bob Krzys motioned to make Ann Smith an intermediary between OHS and the CAB regarding the discussions on this process. OHS stated that they need to review and modify potential contracts on the floor. Ann Smith stated that there is an opportunity to restructure the contract with Community Catalyst. Conversation ensued around the logistics of this process.
- Laura Morris asked for a CAB member to volunteer to be the connection between doing the work if the Community Catalyst meeting on June 11 will go forward, as the CAB co-chairs were handling the logistics. Denise Smith volunteered.
- Bob Krzys made a motion for Ann Smith to engage with the OHS to determine logistics around the motion that just passed and to authorize Denise Smith to continue further with the work with Community Catalyst on June 11. Velandy Manohar seconded. Ann Smith moved to amend the original motion to include Denise Smith in both aspects of the

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	<p>endeavor. Velandy Manohar seconded; amended motion passed. Original motion passed unanimously.</p> <ul style="list-style-type: none"> ○ Ann Smith made motion to discuss Item #5 on agenda, Denise Smith seconded. Motion carried unanimously. 	
4.	Discussion of the Governance Sub-Committee Scheduling Additional Meetings	Bob Krzys
	<ul style="list-style-type: none"> • Ann Smith moved to postpone governance sub-committee meetings until relationship between CAB and OHS is clarified. Linda Guzzo seconded. Motion carried unanimously. 	
5.	Discussion of the June 11th CAB Convening	Bob Krzys
	<ul style="list-style-type: none"> • Bob Krzys posed the question regarding the steps that would need to happen if Community Catalyst does not get back to the CAB on the contract in a timely fashion. • Denise Smith shared who Community Catalyst is with the group and the possibilities around how the convening could go. Stated that the retreat objectives should be reworked considering where the CAB is right now and the discussion that have been had. Denise Smith is concerned about the level of power CAB has around how decisions are made. Asked CAB members to share their thoughts and feelings on the objectives of the CAB Convening either in person or via email. • Bob Krzys asked if CAB members are prepared to move forward with June 11 meeting. Terry Nowakowski asked for clarification on who Community Catalyst is and if they can carry this kind of conversation forward. Resounding yes from the group. Bob Krzys asked follow-up question about if Community Catalyst would have the time to readjust their agenda. If possible, should they all move forward. • Ann Smith highlighted that OHS previously stated that Community Catalyst had some feedback around the original agenda and scope of work and stated that with that information maybe June 11 should be postponed. Motion made to postpone June 11 meeting. Velandy Manohar seconded. Discussion ensued around the clarification of the motion and why the motion is supported. Motion carried unanimously. • Bob Krzys asked if the regularly scheduled CAB meeting for June 11 should occur in place of the strategic planning session. • Laura Morris asked if the planning meeting on June 4th should continue. • Ann Smith raised the motion that the June 4th CAB meeting should also be postponed due to the public option bill that is currently on the floor that could impact how OHS moves forward. Made motion to postpone June 4th meeting. Velandy Manohar seconded with the amendment to include postponement of June 4th planning meeting. Amendment carried. Original motion on the floor carried. 	
6.	Other Business	Laura Morris
	<ul style="list-style-type: none"> • Ann Smith asked the CAB to consider designating an individual with the authority to convene a CAB meeting as may be required – specifically Bob Krzys. Terry Nowakowski seconded. Bob Krzys asked for clarification about what this means. It was clarified that someone needs to chair and there needs to be a person that has the opportunity to call for emergency meetings. Ann Smith withdrew original motion. 	

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	<ul style="list-style-type: none"> • Ann Smith moved to have Bob Krzys be authorized by the CAB to convene an emergency meeting should one be necessary in the interim period. Terry Nowakowski seconded. Motion carried unanimously. • Velandy Manohar asked if a motion should be required to ask Bob Krzys to chair interim meetings until new chairs are appointed. Laura Morris agreed with that question. • Terry Nowakowski moved to have Bob Krzys serves as temporary chair until new chairs are appointed. Velandy Manohar seconded. Motion passed with one abstention from Bob Krzys. • Denise Smith asked if Bob Krzys will be involved in the strategic planning process of OHS. OHS clarified that it will not start until the fall but it is something to consider. • Ann Smith moved that formal letters of appreciation should be sent to the 6 members that have resigned to acknowledge the work done. Terry Nowakowski seconded. Point of clarification that it should be an official citation. Motion carried. 	
7.	Adjourn	Meeting adjourned at 3:46 p.m.
	Velandy Manohar motioned to adjourn and Ann Smith seconded. Motion carried.	

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