

## Consumer Advisory Board Meeting Minutes July 9, 2019

Meeting Date	Meeting Time	Location
July 9, 2019	1:00 – 3:00 p.m.	Legislative Office Building, Room 1B, 300 Capitol Avenue, Hartford CT

### Participant Name and Attendance

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Jeffrey G. Beadle	X	Terry Nowakowski	X		
Linda Guzzo	X	Christiane Pimentel			
Robert Krzys	X	Jason Prignoli			
Theanvy Kuoch	X	Kelly Ray	X		
Nanfi Lubogo		Ann R. Smith			
Velandy Manohar, MD	X	Denise O. Smith	X		
Others Present					
Laura Morris (OHS)		Claudine Fox (HES)			
Leslie Greer (OHS)		Marcia DuFore (NCRMHB)			
Leslie Gable-Brett (OHS)					

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

	Agenda	Responsible Person(s)
1.	<b>Welcome</b>	<b>Robert Krzys</b>
	<p><b>Call to Order</b> The regularly scheduled meeting of the Consumer Advisory Board (CAB) was held on Tuesday, July 9, 2019 at the Legislative Office Building, Room 1B, 300 Capitol Avenue in Hartford CT. The meeting convened at <b>1:02 p.m.</b> Robert Krzys chaired the meeting. Members and other participants introduced themselves.</p>	
2.	<b>Public Comment</b>	<b>Robert Krzys</b>
	There was no public comment.	
3.	<b>Other Business</b>	<b>Robert Krzys</b>
	<p>Robert Krzys informed CAB that agenda did not include minutes from the May 24, 2019 special meeting. A motion was made to add minutes from 5/24 to agenda by Velandy Manohar and was seconded by Denise Smith. Discussion followed regarding the meeting minutes, including the introduction of an amendment to the recorded minutes, as OHS noted that they found important details to be missing from the original document. Bob Krzys inquired to the group if it was okay to have the meeting minute amendments emailed to the CAB group for review before formally approving the overall record of the May 24, 2019 meeting minutes. CAB members agreed.</p>	
3.	<b>OHS Presentation</b>	<b>Laura Morris</b>
	<ul style="list-style-type: none"> <li>• Laura Morris provided a presentation to address questions that were asked during the special May 24 meeting. Slides were sent out prior to the July 9, 2019 meeting for CAB members to review. A brief overview of the slides can be found below.               <ul style="list-style-type: none"> <li>○ OHS Mission &amp; values</li> </ul> </li> </ul>	

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- Questions from the CAB – Asked during the May 24, 2019 Special Meeting? (pg. 4 of slides):
  - What is the value and reason of the CAB?
    - To bring together consumer views that might not otherwise be heard and provide consumer perspective on health innovation reform. Connect OHS to communities. Support and advocate for consumers and ensures public has input on health reform policies in CT.
  - What is the authority/level of power of CAB?
    - Has the authority to: manage meetings, express opinions and expertise of members, activities are related back to values and missions of OHS, and gives advice and recommendations to OHS
    - Does not have authority or legal responsibilities to govern OHS
  - Relationship of OHS staff to CAB?
    - OHS has dedicated the Director of Consumer Engagement to serve as the liaison between CAB and agency and the Consumer Information Representative to assist the Director where needed.
    - Org Chart provided to address question of where CAB fits within the organizational structure of OHS
    - Jeff Beadle: In addition, people may recall that I am officially appointed to the CAB to be a liaison to the steering committee. Is that a position, that regardless of whoever is in it, may need to appear in the flow chart?
    - Laura Morris: Yes, correct. The flow chart is just a high level, but what I could do is go down and break down within the CAB and create an organizational structure of that – so who is on the CAB, who are appointed to certain committees, who are consumer representatives on different committees and workgroup design groups.
    - Jeff Beadle: Thank you.
    - Denise Smith: I'm also looking for some clarification as it is at a high level because it doesn't reflect for instance the Director of Consumer Engagement and the extent to which the Director of Consumer is an interface for steering committees, for other work groups, for other councils. So, I would actually want to see it fleshed out, I think in the context of future conversations around a feedback loop that becomes really important. How communication actually travels back and forth.
    - Laura Morris: Excellent point, thank you. I actually think I have that in the slides further down, that that's a point that we need to discuss as a group, because that has come up multiple times.
    - Velandy Manohar: Last question, are the co-chairs automatic members of the steering committee?
    - Laura Morris: The co-chairs are not automatic members of the Steering Committee. I believe they are appointed by the CAB members.
  - Relationship of Consultants and Contractors to CAB

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- Consultants and Contractors are paid by OHS funds and or grant funding. Dedicated to fulfilling the requirements of contract and to provide assistance and support.
- How will OHS interact or notify the Advisory Board
  - Laura Morris: This is one of those items I think we should determine this process as a group, with regard to how the CAB would bring forth to OHS specific engagement requests, or consumer issues/concerns/barriers. That's something I'd like to do as a board collectively.
  - Denise Smith: Is there a current process in place for the group to take a look at, including how the co-chairs were interfacing prior to this transition and if changes need to be made going forward?
  - Laura Morris: Sure, absolutely. It was sort of an informal process. They would just bring it to my attention, discuss with the CAB Members and then just let us know and vice versa. I think we still need to talk about that and if it still serves the board I'm happy to do it that way. But I'm open to discussing other ways of communicating as well.
- Mission and Vision of CAB shared to demonstrate that the CAB does align with the mission and vision of OHS.
- CAB Background (pg. 11 of slides)
  - CAB goes back to 2012 when it was officially created under the Office of Health Care Innovation which was born out of the ACA
  - The SIM Grant came along, and CAB was then incorporated into SIM
- What Does the CAB Do?
  - Can be found in membership guide distributed to new CAB Members. OHS needs to be added to this section.
- CAB Member Responsibilities
  - Can be found in membership guide, were developed by the CAB
- CAB Values
  - Developed by CAB members and align with OHS values
- CAB Conflict of Interest Policy adopted
  - Most committees at the state utilize this policy
- CAB Representative Recruitment Process
  - Developed by the CAB
  - CAB should be representative of Connecticut's geographic age, gender, race, ethnicity, and cultural diversity.
  - Asset Mapping should be completed to assess strengths and resources of current CAB Members. Can also demonstrate where we interconnect, and how to identify gaps, increase capacity of board, and how to build upon current work
- CAB Policy & Procedure

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- Governance Sub-committee is currently working to develop these. Questions arose about whether to refer to the new policies as bi-laws, but “Policy and Procedures” is just fine.
- Evaluation and Monitoring:
  - Currently no process is on file. Should be developed, either through survey, workgroup, sub-committee, or as a full group.
  - Denise Smith: Referring to slide 16, when we say there is an established and open solicitation process – do you mean “open” as in transparent or “open” like rolling ongoing. In other words, is it always open, folks can be always applying?
  - Laura Morris: You bring up a really good question! When I say open, I meant open as in transparent. However, you bring up a really good point as I don’t believe the board has had a continuous solicitation process, I think it’s just been a solicitation process as needed to fill the vacancies.
  - Denise Smith: Okay, we can leave that open for discussion. On slide 18, I have a small note to state that evaluation is different from monitoring. Monitoring means a process evaluation instead of outcomes evaluation.
  - Jeff Beadle: Do we have a set number of members on the CAB?
  - Laura Morris: The total number members is 17 members and we have 6 vacancies. I honestly don’t know how the CAB arrived at have a membership of 17 members, but it’s certainly something we can look at if you think there should be more or less.
  - Jeff Beadle: Thank you so much, Laura.
- Dedicated Resources
  - We all know effective engagement cannot exist without the agency commitment and support. We have staff dedicated to the work of the advisory board.
  - OHS has also allotted \$100,000 to consultant to assist with administrative support consumer engagement, and governance facilitation, and strategic planning facilitation – current contractors include North Central Regional Mental Health Board (NCRMHB) and Health Equity Solutions (HES)
  - Currently federal SIM dollars available for listening sessions and the convening and funding is contingent on the availability of any federal grant funds. OHS will look for additional funding if need be to further along the mission and vision of the CAB.
- Education and Information on OHS work (slide 20)
  - Laura Morris: I think it would be a great idea to convene another meeting to spend some time to outline the various work that OHS does and to brainstorm how CAB can support those various work streams
- Work Plan of Activities

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- Laura Morris generated a draft list of activities based on conversations from May 24 meeting
  - Consumer representatives on the design groups: Vacancies on the CAB (6), Health Care Cabinet (1), HIT Advisory Council (1), Quality Council (1)
- Revisit communities where work has previously been done, to meet with them, provide information on how their input was incorporated into the reform activities at OHS and the need to determine a continuous communication plan with all the communities where outreach is done and internally amongst board members and representatives of design groups. (pg. 23 of slides includes list of locations and what was done)
- Still looking at convening with Community Catalyst, needs to be revised and updated.
- Bob Krzys provided comments on presentation:
  - PG. 5, Power and Authority – reminded CAB that in their power is to critique policy proposals, while CAB doesn't have the authority to govern, CAB has the capacity to provide analysis
  - PG 7 – Requested a more fleshed out organization chart that explains the Director of Engagement and Leslie Greer's role as well and leading off to our representatives on Steering, Quality and IT, just so CAB members can figure out where their nominees have gone at a glance
  - Process for interacting between OHS and CAB members needs to be examined. Should it go through a chair, a few members, or should all CAB members be able to call Laura to raise a thought? Just so all can be aware of what is going on and what is being talked about
  - Pg. 12, understanding our linkage to the Office of Health Strategy is important
  - PG 13, The Governance Committee – these responsibilities to my mind are a matter that should be incorporated to the Policy and Procedures that the sub-committee has in front of them. There are members of the Sub-Committee in place, Denise Smith, Ann Smith, myself, and Jason Prignoli and Dr. Manohar. That is essentially where all of that lands.
  - Recruitment process will be discussed later in the agenda, but wanted to highlight the asset mapping of CAB's current membership is important and should be put into CAB's policies and procedures to know that the CAB is always trying to achieve a balance on the committee of respective view points of groups of consumers because there are various areas that are distinct and need representation.
  - Evaluation and Monitoring – The phrase that Denise spoke to is important to have an evaluation of the CAB, whether we do a self-evaluation tool or somebody else evaluates us, somebody should be monitoring our progress. We have some goals and we should be marked on how well we're achieving those goals.
  - Work plan - may get some help from Community Catalyst especially in terms of outreach

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- Question on dollars and cents in terms of the budget, “do we have a distinct amount left in the SIM Grant? And in terms of \$100,000 is that an annual amount?”
- Laura Morris: I’ll answer the second part of your question – the 100,000 comes out of the OHS Agency Budget and it overlaps budget years as it started in Mid-Mach and goes for one year. SIM Funding dollars started out at the beginning of the year with \$74,300, and of that about \$16,000 has been allocated, about \$15,000 is for Community Catalyst and there were some minor fees for the young adult engagement that we did for the photographer and rental of the library in New Haven. We have about \$60,000 left between now and the end of the year
- Discussion ensued around the slides.
  - Velandy Manohar: Thank you for a very good presentation around our concerns. I would want the entities mentioned on pg. 23 of the presentation to be a part of the monitoring and evaluation. I think otherwise it would be meaningless. We are a community advisory board, and unless the people we interact with to get the information to OHS also evaluate the process this whole exercise would be meaningless for me. So that’s one. This is an on-going concern of mine on slide 7, in slide number 9 you clarified it, but, there’s this dotted line between OHS and CAB. Whenever I see this on a Triple Aim map or any other map, this is a road to be on. You have eluded to that in number 9, we need to determine a process. This points back to page 2 of the minutes, Ann Smith has clearly defined the business of where we belong and how do we interact. And you may think I’m quite corny for this, but in a heart, there is 4 chambers, and you cannot have a healthy functioning heart without the fourth chamber, I recommend that the CAB be seen as a 4<sup>th</sup> chamber of the beating heart of the OHS. We are so integral to the mission of health care improvement, based on the slides, that we should be the 4<sup>th</sup> chamber.
  - Jeff Beadle: Are we on the federal fiscal year? So, when we’re talking about the actual \$60,000 that’s left, I’m not remembering our actual fiscal year.
  - Laura Morris: There are 2 fiscal years: State Fiscal Year – July 1 June 30, and the Federal Funding for SIM is on an “A.Y. – an Annual Year” which runs from Feb 1 – January 30. And that coincides with the timing of the actual federal grant, as the grant ends the end of January 2020.
  - Jeff Beadle: Thank you. So that means that we have this \$60,000 resource available to us through the end of January 2020.
  - Laura Morris: Yes
- Bob Krzys suggested putting the work plan front and center on the next CAB Meeting agenda, to think about the process of engagement between the CAB and OHS, and to follow up on Velandy Manohar’s suggestion of making the CAB the fourth chamber of the heart of OHS.

<b>M</b>	<b>Governance Sub-Committee (Review goals, set dates)</b>	<b>Robert Krzys &amp; NCRMHB</b>
	<ul style="list-style-type: none"> <li>● Bob Krzys reviewed the purpose of the Governance Sub-Committee which includes creating policies and bi-laws. Stated that there was an initial meeting with many handouts, and that the committee should refocus and set 2 dates to bring materials back to the CAB to review. The members include, Ann Smith, Bob Krzys, Dr. Manohar, Jason Prignoli, and anybody is</li> </ul>	

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welcome to come. We'll run a doodle poll with the sub-committee to get dates on the calendar.

- Velandy Manohar: We will need someone to help us with the process of what to do with creating the policies and procedures.
- Laura Morris: Yes, so we the sub-contractor Health Equity Solutions, so Tekisha Everette and also Quyen Truong will help facilitate the sub-committee in doing that. OHS doesn't want to set anything specific other than the CAB needs to have a structure, a policy in place for when a member leaves, what does it look like when a member leaves, because we don't want to find ourselves back in this situation again. We have to look at term limits, attendance, and anything else that the CAB thinks is important to have. But Tekisha and Quyen will help facilitate the sub-committee in doing that.

<b>5.</b>	<b>Consumer Advisory Board &amp; Consumer Rep Solicitation</b>	<b>Robert Krzys &amp; Laura Morris</b>
	<ul style="list-style-type: none"> <li>• Bob Krzys: Laura can you quickly describe the process and describe for us if we have any existing applications on file and how we would activate a search to fill the vacancies on the CAB. <ul style="list-style-type: none"> <li>○ Laura Morris: Sure. Right now, to reiterate the current vacancies there are 6 vacancies on CAB, 1 on the Health Care Cabinet, 1 on the HIT Advisory Council, and 1 on the Quality Council. So, the process the CAB has utilized in the past is utilizing the OHS efforts is to put out an open solicitation. We can put out one solicitation detailing all of the vacancies and it is left open for a good period of time to get applicants and responses. Once the applications come in, (interested in discussing a change in this process) the groups go into executive session to review applications, criteria of candidate versus criteria of CAB and completes scoring sheet individually and then collectively, discussion ensues and then a vote happens. Laura suggests that the scoring should maybe happen prior to the executive session to cut down on time.</li> </ul> </li> <li>• Bob Krzys: Do you have an existing pool because we had a lot of application from the last time, we filled 2 vacancies. Do you have them on file?</li> <li>• Laura Morris: We do. OHS keeps all of the applications received on file since 2014.</li> <li>• Bob Krzys: If a new solicitation were to be done again, how long does the solicitation typically stay open?</li> <li>• Laura Morris: Typically, we leave them up for 30 days, depending on the amount of responses received. Getting the word out is very important to ensure great applications are received.</li> <li>• Linda Guzzo: Asset Mapping of CAB members should be done prior to solicitation. It seems like the group has gone through dramatic changes and going back through the work plan raised earlier and put all of those action items to paper and prioritize instead of doing things without thinking through their impact on every other piece of the work plan. So, I want to raise that as a concern that I have, whether it is the solicitation of new members or some of the actions we've just been talking about.</li> <li>• Denise Smith: I want to add to that point which I think is excellent. I work only well with timelines, so you're starting to flesh out a process and a timeline which I think is really important. I want to add to that that we need as an input is the annual plan from OHS should be provided to ensure that timelines are in sync to build a quality work plan, asset mapping, and soliciting new members.</li> </ul>	

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	<ul style="list-style-type: none"> <li>• Terry Nowakowski: I agree with the asset mapping, I think we have to ensure that we have the voices that we need around this table going forward. The other piece of that I am curious, we did happen to some interesting communities around the state, voices we probably had not heard from other than this one occasion and I'm just wondering there was any willingness or desire on the part of the folks at the table during the conversations and focus groups to join the CAB as well. I think that would be something for us to look at.</li> <li>• Bob Krzys: I think that it all does fold back into work plan that we are going to develop, and the workplan would include for instance what does it mean to asset map and why are we doing it and who are we who are we doing it with. We would be informed It may include going back to revisit the people at the events, which also goes back to Dr. Manohar's statement about including those communities to monitor our work.</li> <li>• Bob Krzys: I just wondered if there are any CAB members available to meet between now and then because we may have a Community Catalyst meeting to go to and that may take the place of the next regularly scheduled meeting so that it may actually give us 60 days to come up with a work plan, so if we come up with a work plan it may be advisable to have 2 or 3 CAB Members batting around the idea and making up a draft work plan or at least components. Does that make sense to people?             <ul style="list-style-type: none"> <li>○ Linda Guzzo, Terry Nowakowski, Theanvy, and Velandy Manohar raised their hands.</li> <li>○ Laura Morris: If I can add that OHS can be available to help coordinate this meeting. We're happy to do that.</li> <li>○ Bob Krzys: That will be helpful, and it's probably easier to get together on the telephone to kick things off.</li> </ul> </li> </ul>	
<p><b>6.</b></p>	<p><b>Community Catalyst Pre-planning Review, Outcomes Discussion</b></p>	<p><b>Laura Morris, Denise Smith, Ann Smith</b></p>
	<ul style="list-style-type: none"> <li>• Denise Smith started with context around who Community Catalyst is and what they do, including generating health care transformation and advocacy hubs across the country. In 2017, the "Consumer Voices for Innovation" program was launched nationwide where 6 advocacy orgs were given grants to facilitate technical assistance, training, skill building, advocacy opportunities with consumers so they could engage fully in healthcare system transformation activities at their state level. Referenced a report generated to evaluate the process to their approach around Consumer Engagement entitled "Consumer Voices for Innovation: Grant Program Evaluation" and was issued in May 2019. Will send the report to Leslie to distribute to the group. Community Catalyst is trying to invest in "Transformational consumer leadership" and not "transactional consumer leadership". Noted that some of the critique and analysis of where the CAB has been in headed in the last couple of months is around the difference between "transactional" participation and "transformational" participation. Lead into the last convening with Community Catalyst in June 2017, where a half day retreat was completed, and Community Catalyst created action/priority items pulled from the retreat:             <ul style="list-style-type: none"> <li>○ Clarify CABs roles and authority                 <ul style="list-style-type: none"> <li>▪ Spheres of influence</li> </ul> </li> <li>○ Establish clear lines of communication and connection between:                 <ul style="list-style-type: none"> <li>▪ CAB and the workgroups</li> </ul> </li> </ul> </li> </ul>	



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- Steering Committees and the CAB
  - CAB workgroups and consumer groups in the community
- Create bi-directional feedback loop with community, decision makers, stakeholders
  - Connect the dots across community events to understand themes
  - Revise feedback loop diagram in order to reflect that consumers should be engaged at every level
- Inform for action – identify actionable items, bring forward, generate and execute action plan
- Community Catalyst also noticed that the agenda did not leave time to develop and commit to action items, so group is constantly reading old minutes. Denise will share both documents with group.
- Denise then reviewed preparatory survey distributed with group (distributed with agenda items via email). Reviewed the objectives of the retreat, to create discussion:
  - Onboarding new consumer representatives. Denise believes that this should not be one of the primary objectives with Community Catalyst. Believes it's premature at the meeting with Community Catalyst to look at how onboarding occurs as there is a lot of work to do prior to that. Believes what is important is reviewing the ongoing support needed to be successful – which is more robust.
  - Work together with fellow consumers representatives to address health equity – seems to general of an action item with community catalyst for a half day retreat.
  - Ensure an effective feedback loop – might not be able to build in a half day retreat
- Linda Guzzo: Who came up with the objectives?
- Denise Smith: I don't know.
- Laura Morris: They were predominantly created by the previous chairs with input from OHS.
- Dr. Manohar: This is a great overview. I do want to share an outstanding example that we have from May 9<sup>th</sup>, that could help us to move forward on objective 3. Mr. Alan Crocker had the great idea to go to the consumers. And the recommendations from the May 9 meeting is still there to be examined and used and just because Mr. Crocker is not on the CAB it does not mean the ideas go away as well. I participated with him and I am fully committed to being with them, going grassroots. I respect his leadership on that, and I think that could be a great project for this.
- Bob Krzys: I just want to comment on the report Denise referenced that Community Catalyst released in May 2019. I want to read you a sentence on it. It says, "the engagement of consumers and health systems transformation, particularly by vulnerable populations has emerged as a popular strategy for improving health, yet best practices for doing so are not yet well established." So that's our challenge. Our challenge is to establish those practices and to work with Community Catalyst to push us down the road to making Connecticut's practice the best. In terms of the document I would suggest, there is a committee, it's the Smith Sisters that are on that committee, but I would suggest that we quickly share our thoughts with them about those bullets points and sort of road map to a meaningful retreat and play of the suggestion that we chunk it into possible areas and action plans to be associated with those areas. If you haven't seen this document, (referencing the survey), may not be the be all or end all of surveys but it is in the nature of a self-evaluation that asks you what you think about

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CAB's accomplishments and challenges that I think we should all do, and we may want to suggest additional questions and then give those results to Community Catalyst. I think that is an excellent idea to shape a meaningful day.

- OHS will send it out to the CAB so the members can reflect.
- Terry Nowakowski: Thank you Denise. I really agree with you on point number 2 being too broad. As a new member, it took a little while to piece where the CAB has been. And I do think that's really important for that day to have someone that is kind of the historian to take that role and share what has happened, the purpose, and where they've been. And that sharing a common language to establish a clear process of the CAB is essential to consider with new members, especially the new groups that we're trying to work with.
- Theanvy Kuoch: Can you send the survey back to me because I don't think I received that.
- Laura Morris: Thank you, Theanvy. I don't think that was sent out in the package to everyone so I will be sure that we send that.
- Leslie Gable-Brett: If I may just offer my two cents and say that I am an Organizational Development Consultant at OHS, so this is what I do. If you have a half day, which is 3.5 to 4 hours, I would start with an asset based inquiry, which is sort of fancy language for list what you feel best about and what have you done well; and then I would say what are the best practices that the group aspires to; and then I would make a list, and then say what do we need to do them. We need staff, information, processes, guidelines, and if you get there in 3.5, 4 hours, I would say that's a good half day.
- Linda Guzzo: I agree coming from an Organizational Development background. Just to add to what you said, I feel like the goal is to develop the one-year action plan, and that we should have been asked information that drove those objectives. I feel like the objectives were decided and now we're being asked for information. So, I think, if Community Catalyst can reformulate the questions, but the ultimate goal is in that very first sentence of "Developing strategies of the one-year action plan".
- Discussion then ensued around the ask with the survey – which is to provide analysis and critique of the questions on the survey to help define objectives, not to actually complete the survey. Laura Morris then suggested that perhaps a presentation on the work that OHS is completing prior to the convening determining the objectives of the Community Catalyst event will be helpful to provide a roadmap of where work is headed.
- Discussion ensued around the status of the OHS strategic plan, where it was noted that the strategic plan will likely not be complete by the meeting with Community Catalyst, but that there are plenty of plans that can be shared to inform the CAB's path. Denise Smith: Yes, so this is why I'm asking for people's input on the objectives. We can make changes to these. reiterated that group input on the objectives will be helpful when creating the objectives for the half day retreat. Also reiterated the need to know the work plans of OHS to help inform the process of CAB so there is cohesion between activities. Once the survey is sent out, it is meant to critique the survey NOT complete it. Pre-work must be completed for an effective community catalyst meeting.
- Linda Guzzo asked for more clarification about the contract with Community Catalyst – would it be more effective to use Community Catalyst to inform the pieces highlighted in the initial presentation from OHS rather than creating action items. Laura Morris clarified that the initial

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	<p>contract was generated based on the objectives created in 2017. It is possible to go back and change the objectives if needed. It would be an amended contract.</p> <ul style="list-style-type: none"> <li>• Bob Krzys observed that the workgroup for this convening should be meeting to ensure that the meeting with Community Catalyst is effective. Highlighted that a little bit of asset mapping was completed here regarding learning more about Linda Guzzo’s background. Highlighted that it is important to look back to look forward, and that Denise’s review of the process was sobering.</li> </ul>		
<b>7.</b>	<table border="1" style="width: 100%;"> <tr> <td data-bbox="170 583 1071 625"><b>Old Business</b></td> <td data-bbox="1071 583 1521 625"><b>Robert Krzys</b></td> </tr> </table>	<b>Old Business</b>	<b>Robert Krzys</b>
<b>Old Business</b>	<b>Robert Krzys</b>		
	<ul style="list-style-type: none"> <li>• Bob Krzys read the motion passed during the May 24 CAB meeting “OHS and CAB coordinate an independent exit interview for members that have resigned and for members that have considered resigning”.             <ul style="list-style-type: none"> <li>○ Laura Morris: then stated that the motion was amended regarding funding. Stated that SIM funding is available to work on certain aspects of consumer engagement and the community catalyst work. The federal funding is extremely restricted, and this process will not be covered under any funding available to OHS. Laura then reviewed the contract with NCRHMB that is very detailed, discovered that there is not additional funding to complete this task as well.</li> <li>○ Bob Krzys: How do we bring closure to the issue raised in the motion? Closure does need to occur, as the issue was raised and needs to be addressed rather quickly because of the work that needs to be done to move forward. Asked the CAB for ideas of how to do this.</li> <li>○ Linda Guzzo: One idea that we could possible use is sending the survey generated for the Community Catalyst retreat to the members that resigned as they may have input.</li> <li>○ Jeff Beadle: I very much agree with that suggestion. From my own perspective, I’m more concerned with who is on the board now and determining who needs to be at the table, who are we missing, who have they reached out to, who hasn’t been able to get back to us. CAB just had terrific success with our outreach efforts and people were charged up and interested in our work. My personal preference would be Linda’s strategy as it’s a good idea to reduce extra work or meetings, which is to allow former members of the CAB to complete the new survey. And I’m sure in that survey that there’s an opportunity for additional commentary to allow space for statements that aren’t highlighted on the survey.</li> <li>○ Laura Morris then asked for clarification around which survey Linda was referring to. Linda Guzzo said that it was the survey completed with Community Catalyst. Laura stated this process would not be considered in the per-view of the federal funding objectives for SIM.</li> <li>○ Discussion ensued around the process of conducting exit interviews. Bob Krzys highlighted that the concept of surveying for the exit interview in organizations. Suggested that a document could be created to send to the former members with the option to include their names.</li> <li>○ Laura Morris asked if that would be a onetime project or a policy. Bob Krzys stated that for now it can be a one-time event but maybe it could be a policy?</li> </ul> </li> </ul>		

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**Meeting Minutes**

July 9, 2019

	<ul style="list-style-type: none"> <li>○ Velandy Manohar asked what can be done to improve this group to avoid future burnout. Laura Morris stated that some of the burnout will be alleviated with the governance structure.</li> <li>○ Discussion ensued around the purpose of polling and surveying former CAB members.</li> <li>○ Leslie Gable-Brett observed that everyone at the table wants to move on and build a group of positive work and there is a want to bring closure to the situation.</li> <li>○ Laura Morris clarified that the surveys would be anonymous not confidential as CAB is a public committee.</li> <li>● Denise Smith brought up the motion passed during the May 24 meeting to send a citation to the former members thanking them for their service to the CAB. Bob Krzys offered to draft a letter to send to OHS for review.</li> <li>● Linda Guzzo asked about the date of the next CAB Meeting. Bob Krzys asked the CAB to consider the idea of moving the CAB meetings to another day of the week. Laura suggested sending out a survey monkey to the group excluding Tuesday and Wednesdays. Claudine Fox will generate survey monkey to send to the group.</li> </ul>	
<b>8.</b>	<b>Adjourn</b>	Meeting adjourned at 3:06 p.m.
Jeff Beadle motioned to adjourn, and Linda Guzzo seconded. <b>Motion carried.</b>		

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Id: 494 414 873

DRAFT