


OHS CONNECTICUT
 Office of Health Strategy
Consumer Advisory Council
Meeting Minutes
March 10th, 2020

| Meeting Date | Meeting Time | Location |
|------------------|------------------|---|
| March 10th, 2020 | 3:00 – 5:00 p.m. | Office of Health Strategy, 410 Capitol Ave. Hartford, CT |

Participant Name and Attendance

| | | | | |
|-----------------------|---|------------------------------|---|--|
| Jeffrey G. Beadle | X | Kelly Ray | X | |
| Robert Krzys | X | Ann R. Smith | | |
| Velandy Manohar | X | Denise O. Smith | | |
| Terry Nowakowski | X | | | |
| Christiane Pimentel | X | | | |
| Jason Prignoli | X | | | |
| Others Present | | | | |
| Terry Gerratana (OHS) | | Dashni Sathasivam (HES) | | |
| Ormand Clarke (OHS) | | Quyen Truong (Amplify, Inc.) | | |

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

| | Agenda | Responsible Person(s) |
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| 1. | Welcome | Robert Krzys |
| | <p>Call to Order The scheduled meeting of the Consumer Advisory Council (CAC) was held on Tuesday, March 10th at the Office of Health Strategy, 410 Capitol Ave. Hartford, CT. The meeting convened at 3:04 p.m. Robert Krzys chaired the meeting.</p> <p>Members and other participants introduced themselves.</p> | |
| 2. | Public Comment | Robert Krzys |
| | <p>There was no public comment.</p> | |
| 3. | Approve February 11th, 2020 Meeting Summary | Robert Krzys |
| | <p>The motion was made by Terry Nowakowski and seconded by Kelly Ray to approve the minutes of the Consumer Advisory Council meeting of February 11th, 2020. Christiane Pimentel abstained. Motion carried.</p> | |
| 4. | Propose motion to amend CAC By-Laws | Robert Krzys |
| | <ul style="list-style-type: none"> Robert Krzys presented the two proposed motions to amend the By-Laws as discussed at the previous CAC meeting. He noted that the new sentence being proposed for addition was drafted by Ann R. Smith. Terry Nowakowski expressed her appreciation for Ann R. Smith's text for its inclusivity. Christiane Pimentel moved to approve the Motion #1 to modify Article II, Section II-Composition proposing to delete the second sentence of the current Article II, Section II-Composition and insert new second sentence as follows: "The CAC shall strive to maintain membership composition that includes individuals representing a variety of healthcare | |


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perspectives and will recruit members without regard to disability, genetics, race, color, religion, gender, sexual orientation, or national origin.” This was seconded by Terry Nowakowski. Motion carried.

- Robert Krzys discussed Motion #2 Article II – Duties and Composition of CAC. He explained that there was discussion about how the CAC would hold themselves accountable to the motion that was just approved. To address that, the suggestion was to formally add having representative membership as one of duties of the CAC.
- Robert Krzys also clarified that subsections A. through L. was a listing of occupations and interests that the CAC would like to prioritize in its membership composition.

Terry Nowakowski moved to approve Motion #2 to add to Article II, Section 1-Duties and Composition of CAC the following: Section I. D., “have the duty to select a membership that meets the intent of Article II, Section II herein and the intent of Article III-Membership, Section II, Categories of Membership, subsections A. through L.” This was seconded by Kelly Ray. Motion carried.

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| | 5. Motion to Ratify By-Laws | Robert Krzys |
| | <ul style="list-style-type: none"> • Terry Nowakowski moved to approve the ratification of the draft CAC By-Laws as amended by actions of the CAC on March 10th, 2020 and seconded by Jeffery Beadle. Christiane Pimentel abstained. Motion carried. | |
| 6. Status of Recruitment | <ul style="list-style-type: none"> • Robert Krzys reminded everyone of Soneprasith Phrommavanh, a member of the Lao community and Taylor Edelmann, who identifies as transgender, also works as a community health worker, specifically a Ryan-White outreach worker at Optimus Health. He had contacted them in the past and at that time were still interested in coming onto the CAC. Both individuals have also already received appointment letters by Vicki Veltri, Executive Director of OHS. He asked the CAC to share their thoughts about moving forward with approving these individuals to join the CAC and reaching out to ask if they are still interested in serving. • Christiane Pimentel noted that she feels more comfortable welcoming new individuals to the CAC because there are now guidelines about the role of the CAC, how it will function, and the expectations of members. She asked if these new members would be given a packet of materials for onboarding. • Robert Krzys noted that the by-laws state that it is a responsibility of a new standing committee, the Membership Sub-Committee to develop an onboarding packet. • Robert Krzys asked Terry Gerratana about her thoughts on the first CAC onboarding process. • Terry Gerratana noted that as a volunteer organization, it is important to welcome members. The by-laws outline the creation of the membership committee of at least 3 people. They would review applications and make a recommendation to the board for approval and at the June annual meeting would be when members would be installed into the CAC. The by-laws also allow members to be brought on as needed. She suggested that these new members be invited to the next CAC meeting and given the newly ratified CAC By-Laws, member handbook and conflict of interest form. She believed that it would be within the membership committee’s purview to invite the new members to the OHS building, greet them and go over the By-Laws | Robert Krzys |

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and expectations as an on-boarding activity. The CAC can notify Terry and she will be able to reserve space at OHS.

- Velandy Manohar asked if membership committee can organize their own meetings and if there would be staff or consultant support to keep minutes and provide support
- Terry Gerratana affirmed that the committee could do this and there could be an agenda for the onboarding meeting. There would be support available either from OHS or the CAC consultant. Terry Gerratana would look into this, but affirmed that yes, the CAC would have support.
- Robert Krzys noted that the membership committee has not been formed and proposed putting this on the agenda for the next meeting.
- Robert Krzys noted that this onboarding would be different because there is not existing membership meeting. In this instance, he is willing to notify these individuals by phone that they have been accepted and email them a packet of the by-laws and anything else that would be appropriate and then invite them to join the April meeting.
- Robert Krzys also thought that it should be appropriate to onboard people in a non-public meeting because this would not be a meeting where action is taken. When the Freedom of Information (FOI) Ombudsman attends the CAC meeting in April, this issue can be clarified.
- Terry Gerratana also agreed with this. However, the standing meeting of the membership subcommittee meeting would likely be public, because they are discussing business of the CAC.
- Velandy Manohar asked that they be sent an updated letter that included the updated name of the Consumer Advisory Council
- Robert Krzys stated that these individuals did receive a letter from Vicki Veltri in 2018.
- Velandy Manohar noted that the letter, given the date, was from the Consumer Advisory Board (CAB) and that the name has changed and asked for a new letter with the CAC name to be sent from OHS and signed by Vicki Veltri.
- Robert Krzys moved to have the CAC chair contact the two approved individuals, assess if they are still interested and inform them that the CAC has voted to bring them onto the Council and that they would be receiving a packet of information and invited to the subsequent CAC April meeting from OHS. Terry Nowakowski seconded. Motion carried.
- Terry Gerratana reported that Quyen Truong and herself have sent out over 400 emails including advocates, community-based organizations, and former participants in events organized by the previously named Consumer Advisory Board (CAB). Terry Gerratana noted that Leslie Greer will put out a notice regarding CAC vacancies.
- Terry Gerratana suggested that the list of the names should be divided between the existing CAC members and those individuals should receive a personal follow up via phone or email saying that they are council members etc. She volunteered to draft a text template for CAC to have when outreach for recruitment. She felt it was important to have a personal touch with recruitment
- Jason Prignoli stated that he was favor of that plan.
- Terry Nowakowski strongly favored this relationship-centered approach, as she agreed that the CAC would be more likely to be successful by establishing a personal touchpoint.
- Terry Gerratana stated that she has been reaching out to her networks and this has been informed by the asset mapping findings of the current CAC in order to have a robust list of

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potential candidates. She recognized that the task of the CAC to fill 33% of seats by consumers with lived experiences would require significant effort on the part of the CAC.

- Terry Gerratana will clean up the list that Quyen Truong has populated so that it is in an easily readable format to pass on to the current CAC members. She also hoped that by June at least 5 – 7 candidates would be identified. She emphasized that having representative membership of the CAC is a duty of the Council and will require a group effort.
- Robert Krzys also agreed to Terry Gerratana. He referenced a previous comments made by Christiane Pimentel her “sink or swim” experience with joining the CAB, and how that was an issue of the previous CAB and important to address because the CAC is only as good as its members, and part of that will depend on the support provided to members.
- Robert Krzys asked for the April agenda to include the selection of the membership committee and CAC member reporting who they know and identify a baseline outreach plan after reviewing the list of potential contacts.
- Terry Gerratana stated that she will work on cleaning up the list over the next few weeks and she and Quyen will try to do some follow up with certain people.
- Robert Krzys stated that if the CAC is intending to bring 33% of members with lived experience into the CAC, then, as raised by Ann R. Smith in the last meeting and affirmed by Terry Nowakowski, the membership committee must address ways or renumeration and addressing barriers of transportation or other barriers to having an inclusive membership.
- Terry Gerratana noted that as a state entity, OHS is limited in the types of support of that they can provide. Transportation to members to attend a council meeting unless they are a state employee, is not possible. Due to liability, childcare is also not able to be provided.
- Terry Gerratana updated everyone that Laura Morris applied to and received a grant from Connecticut Health Foundation to have funds for food for all consumer engagement events so that participants have food available to them.
- Terry Gerratana also suggested that the timing of the meetings and geography/location can be flexible. This may help in allowing more participation.
- Terry Nowakowski stated that addressing the social determinants of health is one of the most significant factors and inclusive of multiple issues. She feels that the more that outreach can be done in those neighborhoods and communities experiencing the greatest barriers.
- Terry Gerratana noted that the consumer engagement outreach sub-committee could include some of these ideas. For example, the CAC could meet for an hour instead of 2 hours in the same location as a consumer engagement event hosted in the community. She affirmed that going where the people are in the community is highly valuable in terms of having people be and feel a part of the efforts. She feels that the CAC acts as a communicator that is a part of the community in order to get that information or feedback from communities to OHS.
- Terry Gerratana noted that there will be an individual that is interested in becoming a member of the CAC that will be attending the next meeting.
- Terry Nowakowski asked about the potential for recruiting other potential members sitting at various groups. For example, joining a group of people that have been doing community health work around a specific issue, a group that is multidisciplinary, in order to learn about what they are doing and things that they are hearing from their communities. She felt that this could be a valuable experience for the CAC in terms of improving their capacity for engagement.


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- Terry Gerratana affirmed that the CAC is able to recruit individuals from beyond the list that is being provided and urged members to think of people among their own networks.
- Terry Gerratana also shared some of her findings from analyzing the asset-mapping results, for example – having a member with health information or IT knowledge.
- Velandy Manohar asked Terry Gerratana for suggestions on what she would say when making recruitment calls.
- Terry Gerratana provided an example and noted that she could write up a brief script to share with CAC members for cold calls. She also stated that this could look different for calls made to familiar contacts that are being called to serve. She also suggested texts, calls and emails.
- Christiane Pimentel asked about the goal in terms of the number of people that the CAC is aiming to recruit.
- Robert Krzys stated between 12 – 15 total people on the CAC.
- Velandy Manohar asked about what materials members should send out when recruiting.
- Terry Gerratana clarified that there would be a packet sent out to everyone of materials to re-distribute.
- Robert Krzys also reminded everyone of the CAC one-pager and the member application.
- Robert Krzys noted that the CAC cannot function in isolation, but rather in coordination with larger OHS consumer engagement efforts. If OHS is having an event, he asks the CAC to continue to think about innovative ways to reach consumers.

| 7. | Review of New Britain and New London Listening Session | Quyen Truong |
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| | <ul style="list-style-type: none"> • Robert Krzys prefaced the documents. He also suggested that all members review the recommendations in each report and prioritize them for OHS. He also highlighted the pre- and post-survey comments. He feels that those comments were instructive and identified areas of consistency between both sessions. For example, people don't want someone to be knocking on their door, but everyone uses social media. Also, New Britain featured a big participant demographic that was highly-educated. He felt that these reports would contribute to the CAC's and OHS's learning about outreach and community participation. This would also serve to inform future CAC consumer engagement events. He also felt that the CAC's learnings from the findings identified in the reports should also be communicated to OHS. • Quyen Truong responded to Robert Krzys's comment about the demographics on the New Britain event, noting that while there was a diversity of community members present, many of whom may not have had college or graduate degrees, that they might not have all completed the survey. Not all pre-surveys were able to be collected for every single person, particularly for community members who either came late or left early, which may have contributed to not being able to capture accurate demographic data. She also noted that New London session was smaller and included some policymakers and decision-makers, such as the Mayor, a Councilman, and a State Representative. In comparison, while New Britain's session included more health care providers, no decision-makers or policymakers were present. However, the New Britain session featured a wider range of people in that audience. Quyen Truong felt that moving forward, it would be important to think more intentionally about outreach efforts and better targeting efforts to get participation from specific communities. • Quyen Truong felt that Dr. Wizdom Powell articulately summarized what people said and aggregated comments thematically through a health equity lens. She noted that drafting the | |


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report was easier as a result of Dr. Powell synthesizing participant comments throughout the sessions.

- Quyen Truong recommended the CAC think about how to make conversations more targeted and focused. Though these events were more focused on behavioral health, this was still a broad topic. In the New Britain and New London events, there was a strong facilitator – Dr. Powell – who was able to bring everything back to a central point. Nonetheless, conversations can easily go off-topic without a strong facilitator.
- Quyen Truong also described how she created the report and that she would normally go through each section and ask the CAC for feedback. She also noted that in the past, the SIM CAB had a section in their reports about the recommendations that they had in reaction to the findings. She offered the CAC the opportunity to share their thoughts via email.
- Robert Krzys agreed that it is important for all CAC members to read and reflect on the findings, particularly if they did not attend. In addition, he suggested CAC members rank recommendations for each event and identify overlap between sessions. He also noted the importance of the facilitator for future event planning purposes. Without Dr. Powell's expertise guiding the conversation with the fishbowl approach, the sessions may not have been as effective. Robert Krzys also agreed that targeting an audience and a specific topic for an event would be valuable, as Quyen Truong suggested. He summarized for the CAC that everyone should prioritize recommendations and include additional observations and send that feedback to Quyen Truong before the next meeting.
- Quyen Truong stated that she would provide a Word document so that individuals can make track changes.
- Terry Gerratana noted that it would be the outreach and engagement committee's responsibility to go back and look at the recommendations.
- Terry Gerratana will also discuss the findings of the report with OHS.

| 8. | Announcements | Terry Gerratana |
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| | <ul style="list-style-type: none"> • Terry Gerratana mentioned the Department of Public Health, Office of Health Equity and proposed to the members inviting someone from their office to a CAC meeting. • Terry Gerratana brought up the CAC annual meeting in June and inquired about logistics for planning purposes. • Robert Krzys also mentioned that the FOI Ombudsmen will be attending the next meeting and that he has already provided the questions that were asked by the CAC. | |
| 9. | Adjourned | Meeting adjourned at 4:24 p.m. |

Robert Krzys motioned to adjourn, and Christiane Pimentel seconded. **Motion carried.**