

Consumer Advisory Council

Consumer Engagement and Outreach Standing Committee

Meeting Minutes

July 9th, 2020

Meeting Date	Meeting Time	Location
July 9 th , 2020	2:00 – 3:00 p.m.	Zoom Conference Call

Participant Name and Attendance

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Alan Coker	X	Velandy Manohar	X		
Taylor Edelmann	X	Robert Krzys	X		
Adrienne Benjamin	X				
Others Present					
Terry Gerratana (OHS)		Ormand Clarke (OHS)			
Leslie Greer (OHS)					

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

QB

	Agenda	Responsible Person(s)
1.	Welcome	Velandy Manohar
	<p>Call to Order The meeting of the Consumer Advisory Council (CAC) Consumer Engagement and Outreach Standing Committee was held on Thursday, July 9th on Zoom. The meeting convened at 2:07 p.m. Velandy Manohar chaired the meeting.</p>	
2.	Public Comment	Velandy Manohar
	<ul style="list-style-type: none"> There was no public comment. 	
3.	Approval of May 21, 2020 Meeting Summary	Velandy Manohar
	<p>A motion was made by Alan Cocker and seconded by Taylor Edelmann to approve the meeting minutes of the Consumer Advisory Council Outreach and Engagement meeting. Motion Carried</p>	
4.	Updates on LGBTQ Community and Nursing Homes COVID-19	Taylor Edelmann and Alan Coker
	<ul style="list-style-type: none"> Taylor Edelmann provided an update on LBGQT communities and wanting to move forward with a virtual panel event. Taylor recently was a panelist at two large virtual engagements and would like to use some of the tactics for planning. <ul style="list-style-type: none"> Will need to brainstorm who we want on the panel and type of questions to ask. Ideally need 4 – 5 panelists. The challenge will be to find panelist that are comfortable with being on live camera and who are diverse throughout the LGBTQ community, such as providers, consumers, and community activists to ensure all communities are fully represented. Taylor will reach out to a few of his contacts and if CAC has any suggestions feel free to share with him. Timing of the event and finding the right panelists are the largest concerns. 	

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- Terry Gerratano suggested Taylor decide if he wants to do a panel discussion, listening session or virtual town hall meeting? The next full council meeting in September might be a good time to mention to the board about securing panelist for the event.
- Adrienne Benjamin suggested Tony Ferrallo, who is a LGBTQ transgender advocate and does a lot of educating around the state. Also suggested AJ Eckhart who also does a lot of transgender work within the community. Taylor has not had luck with contacting Tony Ferrallo in the past. He is also familiar with AJ Eckhart and will reach out to both. Taylor Edelmans is focusing on getting panelist with lived experience that are not providers. Taylor Edelmans will reach out to a few of his contacts within the community to see if they are willing to participate.
- Taylor Edelmans would like people to see each of the intersecting ways in which they are unable to access care or what the barriers are.
- Robert Krzys questioned depending on the method or process developed for the topic, if it's a panel the most effective ones are run by a skilled facilitator or moderator who has a series of five or six questions that he prompts everybody through and then draws them out. It would not be much different from the fishbowl experience when CAC used Dr. Powell at the listening sessions in New Britain and New London who put providers and people with lived experience in the fishbowl etc. Suggestion for CAC to look around to determine who the best moderator would be to keep the event moving. A panel can get bogged down by two people engaging in a debate.
- Alan Coker agreed with Robert Kris's to have a good moderator to facilitate the group. He was also thinking of doing a panel for the Nursing Homes events but now realizes it needs to be someone who can facilitate the group and held down to the subject for discussion.
- Taylor Edelmans has a few people in mind to facilitate. Quyen Truong provided Taylor Edelmans with a provider who is doing a lot of work on this subject from New York who might be able to connect CAC with other folks. Taylor Edelmans is not as concerned that the people specifically live in Connecticut, but instead having people talking about the experience of gender identity, expression, sexuality and all the different facets and how they tie together to inform providers and patients alike. Taylor agrees we would have to be mindful on the facilitator selected.
- Dr. Velandy Monahan would like Taylor Edelmans to provide a synopsis for having a virtual town hall, listening session or panel and CAC will flush out the best option as far as funding and the feasibility. Taylor Edelmans will provide a timeframe to complete the synopsis for CAC.
- Alan Coker provided a brief update on Nursing Homes. He will be contacting Riverside Nursing Home, Hebrew Homes in West Hartford, Crest field, and i Care to get a feel of what the situation has been with COVID-19. He can accomplish this within two weeks. Alan Coker also will contact the Local 1199 Union to find out what the healthcare workers have been experiencing as well as CT Community Care who deals with the elderly and home care to get the mental health aspect of what's been going on with everybody. Alan Coker discussed he feels a listening session might be the best option

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for the Nursing Home event. He will also provide a synopsis of the three recommended platforms listening session, panel discussion or virtual town hall meeting to determine the best option to hold the event.

- Robert Krzys commented that what is missing from a people point of view in nursing homes and assisted living facilities is an examination of the of everyday people who go through these institutions and sometimes come out and sometimes do not. Therefore, having a listening session or virtual town hall meeting would illicit comments of people who have either taken their family members or friends through one of these situations and what they found to be the gaps. Due to COVID-19 family and friends are not allowed to see them which has led to a lot of issues inside of the facility such as mental health issues and caregiver issues. Robert agrees contacting SEIU 1199 is important due to the tremendous staffing issues occurring in many of the nursing homes.
- Robert Krzys discussed the Department of Public Health (DPH) has awarded \$450,000 to Mathematica Research in Princeton, NJ. Over the next ninety days DPH will use the funds to do an assessment of how the nursing home and assisted facility group failed to handle the COVID-19 crisis and what CT needs to address a second wave. He will scan and send a copy of the description of services and email to CAC. DPH must issue an interim report by August 15th and the final report is due September 30th. The description of services is somewhat devoid of assessing what happened to the people. It does not speak about staffing challenges and other systemic issues or communication issues. Suggest CAC consider contacting DPH ,as the Consumer Advisory Council to suggest the scope of services include an outreach to people who were actually affected by them, so they can identify what they saw as gaps in the handling of the crisis. So, we can hopefully close those gaps when the second wave hits or the next pandemic. The council needs to think through the communication directly from CAC to DPH and Mathematica about what CAC thinks would be specific duties they should perform under the \$450,000 to get a good view. Not sure how to do it, or if we can wait until the July meeting to discuss, but we need to get inside of this program. Since DPH has the funds to do some outreach, perhaps a survey of the residents or caregivers who come in and out would be feasible since the nursing home situation is continuously changing. Senator Blumenthal held a press conference the other day at Riverside Nursing Home. This stuff is right in front of us.
- Velandy Manohar expressed CAC should write a document to DPH, Mathematica and perhaps the governor's office.
- Adrienne Benjamin shared her view in her role as a professional social worker. She's been acquainted with several people that have family members in nursing homes, and the consistent complaint prior to COVID-19 were staffing levels were never adequate, one nurse assigned for 100 patients and everyone is else are CNA's, lots of issues with poor hygiene, and a whole nightmare of problems. Lack of staff who work two or three jobs because they do not make enough contributes to the problem.
- Robert Krzys would like to see DPH hold a listening session or virtual town hall among people who actually came in and out during COVID-19 to determine what was good,

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	<p>what was properly handled or could not be handled by the facility due to lack of supplies, or a workforce that became overtired and stressed out. The purpose of reaching out to DPH as the council is to inform them CAC is considering doing a listening session, but wanted to vet the description of services and make a request that the duties of Mathematica include those type of outreaches. So, when we do make other changes rather it is staffing or the design of the building itself that the needs of the people in the building and families are taken into consideration.</p> <ul style="list-style-type: none"> o Alan Cocker agrees with Robert Krzys and is glad he read over the contract. o Velandy Manohar feels it is good for the committee to do it. However, in the past three- or four-years CAC has generally not been provided a public statement for CAC to go to OHS and OHS go to DPH. He is all in favor of doing the work, however there is a possibility CAC will not be permitted to go directly to DPH or the contractor. There were other locations CAC wanted to hold outreach but was told a committee of the council are not permitted for example to go to the LOB or anyplace. CAC can place it on the document on the website or send to the main advisory council meeting and move it on to OHS. He does not ever recall any situation where CAC has moved beyond that. 		
	<table border="1" style="width: 100%;"> <tr> <td data-bbox="170 1060 1096 1102">New Business: Current State of Our Mission</td> <td data-bbox="1096 1060 1531 1102">Velandy Manohar</td> </tr> </table>	New Business: Current State of Our Mission	Velandy Manohar
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	<ul style="list-style-type: none"> • Robert Krzys suggested adding to the full CAC July 14th agenda and add approaching DPH about the scope of services for Mathematica. Terry Gerratano can weigh in as OHS and along with everyone else. If we must send to OHS for council so be it. We should be involved and be able to comment on it. Robert will be contacting the governor’s office regardless as himself whether the council comments or not. He hopes the council is on the same page. • A motion was made by Adrienne Benjamin to accept Robert Krzys’s proposal to have a discussion at the July 14th CAC meeting regarding contacting DPH and Mathematica after the discussion with CAC. Alan Coker seconded the motion. Motion carried. • Velandy Manohar has emailed CAC information and Terry Gerrantano will have the new consultant add it to a central place where everyone can access it. 		
6.	<table border="1" style="width: 100%;"> <tr> <td data-bbox="170 1491 1096 1533">Adjourned</td> <td data-bbox="1096 1491 1531 1533">Meeting adjourned at 2:59 p.m.</td> </tr> </table>	Adjourned	Meeting adjourned at 2:59 p.m.
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	<p>Adrienne Benjamin motioned to adjourn, and Taylor Edelman seconded. Motion carried.</p>		