



SETTING THE FOUNDATION FOR A GOOD RELATIONSHIP BETWEEN PC/PB AND RWHAP RECIPIENT

- Michelle V.: Hello everyone and welcome to today's webinar. Setting the foundation for a good relationship between the planning council planning body and the Ryan White HIV AIDS program recipient.
- Michelle V.: My name is Michelle Vatalaro and I'm technical assistance coordinator for the Planning Chatt project. Before we get started, I just want to go over some technical details. First, attendees you're in listen only mode but we encourage you to communicate with each other and ask lots of questions using the chat box. I already see folks making great use of that. Please know that you can submit your questions at any time during the call or during the question period at the end.
- Michelle V.: Our presenters along with the Planning Chatt staff will take as many of your questions as we can at the end of today's session. If you think of a question after the webinar, that's fine too. You can always email questions to us at Planning Chatt, with two Ts at JSI dot com. You can see it right there on your screen.
- Michelle V.: Now the easiest way to listen to our webinar is through your computer. If you can't hear very well, check to make sure your computer audio is turned on. If you still can't hear us or if you're experiencing a sound delay at any point, try refreshing our screen. And finally, if you need to, you can mute your computer audio and listen through your telephone at the number you see on the screen. It's also in the chat. You'll need to use a passcode which is also listed here. We put this, again into the chat for you. You can always also reach out with technical questions to us and we can try to help you out.
- Michelle V.: So for our agenda for today, we'll start off with a welcome, some introductions and objectives. Then we'll move into a review of the division of responsibilities between the entities. From there we'll start a discussion of the tools that you can use to help manage the relationship between the planning council, planning body, and the recipient. We'll also look at attitudes and behaviors and how that can affect the relationship. We'll go over some resources that you can refer to after the webinar. We'll also take question at the end and we'll answer the

questions at the end but we'll be taking them throughout. So please do feel free to be chatting them in as we go.

Michelle V.: Okay for our objectives for today's webinar. By the end of the webinar, you'll be able to delineate between the responsibilities of the planning council, the planning body, and the Ryan White HIV program recipients. You'll be able to identify possible points of tension between the planning council or planning body and the recipient. You'll be able to identify three strategies to manage and respond to points of tension. You'll be able to find resources to support relationship building.

Michelle V.: Now I'm pleased to introduce our HRSA [inaudible 00:02:58] colleagues. Steven Young is the Director of the Division of Metropolitan HIV AIDS programs in the HIV AIDS Bureau at HRSA. Lenny Green is the Project Officer at the Division of Metropolitan HIV AIDS Programs in the HIV AIDS Bureau at HRSA. I'm going to hand it over to them to say a few words before we get started.

Steven Young: Sure thank you Michelle and good afternoon or good morning everyone depending on where you work and live. Within the division, we're really excited about this continuing webinar series that JSI has pulled together for us as part of our planning chat initiative. You know the concept of a fully functional planning council and planning body and how they work within the community and with the recipient, really remains a core tenant of the Part A program. Within our division, it's actually a stated programmatic priority for this fiscal year 2019. That's to provide some resources that support proactive technical assistance to all the councils and bodies so that they can meet their legislative requirements, engage and maintain people living with HIV, as full engaged and representative in the planning process and really look towards increased involvement of all the stakeholders that should be part of a Part A planning process.

Steven Young: So I really want to thank our Part A colleagues from Los Angeles and Memphis who you'll be hearing from on this webinar. They've joined us today to share in what I know will be a very informative webinar. Lenny?

Lenny Green: Hello and thanks for joining us today as we discuss one of the most vital relationships in Part A and how essential it is to the eradication of HIV in our communities. So I hope you get as much out of this as we're hoping. Have a good webinar.



- Michelle V.: Thank you both for your support of the planning councils and planning bodies and to the whole Part A program and as well as your support for the Planning Chatt project. We're so excited to be doing this work.
- Michelle V.: So as you know, these webinars are put on by the Planning Chatt project as Lenny and Steven just mentioned. Planning Chatt is intended to build the capacity of the Ryan White HIV AIDS program Part A planning councils and planning bodies across the United States. Our goal is to help the planning councils and planning bodies meet legislative requirements, strengthen consumer engagement, and increase the involvement of community providers in HIV service delivery planning.
- Michelle V.: So now I want to take a moment to introduce our wonderful presenters for the day. Our presenters join us from Los Angeles, EMA, and Memphis TGA. So from Los Angeles, we have Cheryl Barrit who is the Executive Director for the Los Angeles County Commission on HIV. She is joined by Al Ballesteros who is a Co-Chair of the Los Angeles County Commission on HIV. Then from Memphis, we have Mr. Denford Galloway who is the clerical specialist, planning council support, a member of the Memphis planning council and a consumer. As I mentioned, I'm Michelle Vatalaro and I'm with Planning Chatt. My colleague, Hila Berl, from EGMC will also be with you in the chat responding to questions as they come up.
- Michelle V.: So before we get going I do want to note some important differences between planning councils and planning bodies because I know we have people from both joining us today. So planning councils and planning bodies are similar in that they are both community planning bodies established to provide input into decisions about service priorities and the use of funds. Both have a focus on insuring input from people living with HIV. However, while planning councils are legislatively defined decision-making bodies that determine service priorities and decide how funding is to be allocated to those services, planning bodies are advisory bodies. They make recommendations to the recipient about priorities and allocations.
- Michelle V.: We just want you to bear this in mind as we go through the webinar. If you're from planning body, though you might not have the same requirements, HRSA does encourage you to try to align as closely as possible to the planning council model. Okay so let's get started talking about some of the tools that planning

councils, planning bodies, and the Ryan White HIV AIDS program recipient can use to help them manage their relationship.

Michelle V.: The first tool that we're going to discuss is the federal legislation. Now it might not seem intuitive to call legislation a tool, but it can be really helpful to go back and review what your tasked with by HRSA in order to get everyone on the same page. We're going to go through the division of responsibility quickly, but if you'd like more detail on the topic, I recommend that you watch or review the two-part webinar series that we did on this topic last year. You can get the links to access them from the chat box.

Michelle V.: So just looking at this diagram here, you can see that the planning council and planning body are separate ... I'm sorry, the planning council or planning body and the recipient are separate entities. Both under the direction of the CEO and should be partnered. They have different duties, which we'll get into. But they are partners in the shared goal of ensuring community input into HIV care and service delivery.

Michelle V.: So while a planning body might be under the recipient, a planning council is legislatively established and is not. If both entities understand that, then the relationship can be really ... It tends to be pretty good. So it's really important that we know that we have independent partners in achieving this goal that we have.

Michelle V.: So quickly, as we just discussed the CEO is tasked with establishing the planning council and planning body and appointing members. The planning council is responsible for conducting the needs assessment using data that they generally get from the recipient, conducting and priority-setting and resource allocation, establishing directives, and assessing the administrative mechanisms. The recipient is responsible for procuring services, monitoring contracts, and conducting quality assessments. The planning council and planning body and the recipient share responsibility for the needs assessment, integrated or comprehensive planning, coordination of services, and planning council and planning body operations and support.

Michelle V.: In this table here on this slide is just a continuation of the one we saw on the last slide, the rest of the responsibilities. Again, if you'd like more detail on this topic, I really recommend you check out the archived webinars on the Planning Chatt website that Tunmise chatted out. So let's take a minute to get used to

this polling that we're going to do throughout the webinar. So using the polls that you see on your screen, tell me whose responsibility is priority setting and resources allocation? Is it the CEO, the Ryan White HIV AIDS program recipient, or the planning council and planning bodies responsibility?

Michelle V.: Okay, I'm seeing the responses roll in. With 100% certainty, I see that everyone got this right that it is the planning council and planning bodies responsibility. So I am really happy to see that. 100%, that's great. So now, whose responsibility is the procurement of services? Is it the CEO, the Ryan White HIV AIDS program recipient or the planning council and planning bodies responsibility? And again, we're rocking and rolling at 100% certainty that it's the Ryan White HIV AIDS program recipient responsibility and that is 100% right. So great job everyone.

Michelle V.: So another tool that can be really useful in helping to ensure a positive relationship between the planning council or planning body and the recipient is a memorandum of understanding which we also refer to as an MOU. MOUs are documents that help to create a shared understanding of the relationship between entities and the approach that the two will take in their interactions with each other in order to ensure that they are able to work together effectively to create a comprehensive HIV continuum of healthcare.

Michelle V.: MOUs usually contain descriptions of the roles, responsibilities, and expectations of each entity. They might also detail the information sharing and reporting expectations for each entity. Things like, what information should be provided, how often, and when during the year. So, for example, if the recipient is responsible for providing data to the planning council for the needs assessment process, the MOU should detail that they're responsible for that, how often and when that data should be provided to the planning council.

Michelle V.: The MOU might also detail conflict of interest policies, which we'll talk more about as we go, and grievance procedures which we'll also talk about. It's good to have an MOU because the MOU is between entities, the is the planning council or planning body and the recipient. It's not between individuals and so it provides an institutional memory and lives past any one persons tenure on the planning council or in the recipient's office. So it's not between two people, it's between the entities themselves.

Michelle V.: So MOUs are sometimes developed after a conflict arises as a way to sort of manage that. However, there are really great tools to prevent conflict. The MOU

should be developed and negotiated between the recipient and the planning council with planning council leadership and consumer representatives playing an active role in their development. The planning council support staff should actively assist and support the process. Once drafted, the planning council as a whole should approve the completed MOU. So now I'm going to hand it over to our presenters from Los Angeles who are going to talk to us about how their MOU was developed, what it contains, and how and when they update it.

Cheryl Barrit: Great so hello everyone. This is Cheryl Barrit from the Los Angeles County Commission on HIV. We serve as the local planning council for the Los Angeles metropolitan area. I'd just like to share a little bit of how we went about developing our memorandum of understanding with our recipient, The Division of HIV and STD programs. We developed this in concert with the Ryan White Part A HRSA manual. Following very closely what items and specific task and responsibilities are delineated towards the recipient versus the planning council. It has specific sections on what roles each of us would play, how often we would review the MOU. In this case, we do that annually with the co-chairs providing additional input, feedback, or any changes that's necessary every year.

Cheryl Barrit: I think it's important to note that one of the useful things about our MOU is that the annual review of the MOU, even if we don't engage in major changes, it allows for all of the parties to be reminded of the key principles of collaboration and open communication and data sharing. So we had agreed upon to ensure that the planning council members have the information that they need to make the best informed decision with regards to planning, priority setting and allocation process. Along with other shared responsibilities like needs assessment or systems planning and looking at other issues to ensure that people living with HIV are getting the best care possible.

Cheryl Barrit: With regards to some of our development process, we also had to get feedback from the county legal team just to ensure that we were writing the language in a way that also was respectful of the local ordinances and our responsibilities to the Los Angeles Board of Supervisors. Also, delineating how we would go about the negotiation of the annual operating budget for the planning council support staff. The other thing as well is that we do have a section in our MOU that talks about what kind of data the planning council would need on a regular basis to be able to support their decision making.

Cheryl Barrit: Some of those are epidemiological data, some of them are financial information but it gives a broad range of categories of information that would allow us to work with our leadership within the division of HIV and STD programs and align that information accordingly during the year to assist our planning council members. So that's our Los Angeles example.

Michelle V.: Thank you so much. So I'm going to actually hand it back to you in a just a second because I would love to go to an example of how an MOU can be used to help ensure that the membership of the planning council feels and is a partner of, but also independent of the recipient. So can you tell us how you negotiated your way through a point of tension when the planning council support staff was physically sitting with the recipient.

Cheryl Barrit: I think having clear language on how those specific responsibilities and how we would go about the process of resolving conflicts, is very important. So, we made every attempt not to use jargon or confusing language in developing that MOU and making sure that it's reviewed in a way that is from a cooperative lens and understanding that we will have conflicts. However, that those conflicts are not necessarily negative or bad but they are there in order to help with the decision making process and reviewing the terms of the agreement periodically. For instance, even just a basis of how do you communicate data requests to the recipient. Having a designated point of contact and making sure that all data requests or information sharing items are funneled through that individual and agreeing to, who that individual would be.

Cheryl Barrit: The other item as well, I think being articulate and clear in the MOU as to what those principles are. So we actually use words like ensure positive open communication, seek to resolve conflict internally, and strive to work it out before elevating that to higher authorities within the county. 'Cause that's from the shared belief that by ensuring open communication, we should be able to work through from a problem solving perspective, some of the issues that arise, that might be perceived as conflict between the planning council and the recipient.

Michelle V.: Thank you. I would like to go to the example that you gave where you talked about ... You were telling me that your planning council support staff used to physically sit at the recipient office. Then you fought for it to move to a different

location to separate because there was a perceived lack of independence. Can you talk about that example?

Al Ballesteros: Sure I can take that. This is Al Ballesteros. I'm one of the co-chairs of the LA county HIV planning council. So the situation was such that the staff of the planning council was using office space that was located right in the offices of the Grand Tee. Now this was early on in our EMA's history. So we had the staff situated there so when we would go and visit our staff at the commission, we would have to go through the offices of the Grand Tee. Our staff for the commission and planning council was also working there in that office as well. What that did was it created this perception amongst the planning council members as well as the community, that the planning council staff and it's activities were not exactly separate from the Grand Tee. So we began to get that feedback from the community and we knew at that point that we needed to take some action.

Al Ballesteros: So what we did was, we began working with our CEO, which is the Los Angeles County Board of Supervisors, the elected officials, the individuals that received the Part A grant. We begin talking about the perception problem and then we gave them the solution that we wanted to see enacted. That solution was to assist us to completely remove our staff from the office of the Grand Tee, to be able to rent our own space that is located about a mile and half, a couple of miles from the Grand Tee. But it's our own unique space with our own name on it that is the office that's used to house our staff.

Al Ballesteros: So Cheryl, being the executive director and all of the support staff are there and all of the meetings of the planning council that are specific to committees and executive committees and those types of things are done in our office. So what that did was it created this visually separate two entities. It also, in the commissioner's mind, so the members of the planning council, clearly showed them that we are a very separate entity. Then it also, in the minds of the CEO, the Grand Tee itself, I'm talking about our LA County Board of Supervisors. In their mind then, if they needed something from the commission, products, questions, they would contact this office. Call these individuals and if they need something from the Grand Tee, they use these telephone numbers and contact the Grand Tee.

Al Ballesteros: So we created a visual separation and a complete separation that worked for multiple levels of the perception issue that we were dealing with.

Michelle V.: Great thank you so much for that example.

Al Ballesteros: You're welcome.

Michelle V.: I'm glad to see that you were able to work through that and that it led to a really great solution for you all. So now let's hear from Memphis. Denford, the planning council support that's you know, you. You are tasked with supporting the planning council but you're employed by and report to the Ryan White HIV AIDS Program recipient. This structure can sometimes lead folks to question your loyalty to the planning council or people might think that it somehow infringes on the independence of the planning council, which isn't necessarily true. So how have you navigated this tension and how have you been able to build the planning council's trust, particularly the trust of your consumer members as you support them?

Denford G.: Good day every one. How is everybody doing? Yes, let me answer that by saying first of all, my status as a consumer and living with HIV for over fifteen years. Not only that, serving as a co-chair on a planning council for a few years as well as other positions on the planning council. I think that alone stands out and know that I have the same interests that they have. Also, the challenges and the fight that we're fighting for to get better quality of life, they understand that I've lived that same life. As far as even not only just consumers on the planning council, but the consumers that are not planning council where we intertwine with them as well. I think they know that I have their best interests at heart because I have to and I'm needing the same type of service that they need as well.

Denford G.: On the other hand, as far as the non consumer that's on a planning council, I think I carry myself in a professional manner that they know that I'm going to do whatever it takes to get them support being their go between as a support staff for the planning council and Ryan White office to get them what they need to get the goal accomplished. When the days over, that's the main thing is getting the goals accomplished so they know and they have seen me walk in the same light that they walk in, serving the same purpose that they serving to get the job done.

Michelle V.: Thank you so much. Yes I think those are great strategies, great points to make and I'm happy to see that this works for you. So let's take a moment to check

what we've learned so far. So true or false, an MOU should only be established after a conflict has erupted. True or false?

Michelle V.: Okay you are correct. Everyone is doing so well. The MOU should be established before the conflict erupts or is optimally established then because they can help to prevent conflicts from starting. When everyone knows their role and has something to refer to in regards to their role, there is less of a chance of overstepping.

Michelle V.: So the next tool that we're going to talk about to help to establish a strong foundation for a good relationship, is the planning council or planning body bylaws. Now bylaws describe the key elements of the planning council or planning body structure and policy. They typically specify how the planning council or planning body will conduct business. They guide the planning council or planning body leadership and members as they operate the planning council or planning body, and help to ensure smooth and fair operation. The bylaws also support consistency in operation and again provide that institutional memory for the planning council or planning body or recipient. But the planning council specifically so that they ... That regardless of changes in planning council or planning body membership, leadership, support staff or turnover, that there is that consistency over time. There's always something to refer to.

Michelle V.: Planning council or planning body bylaws typically detail the legislative authority for the entity as well as the purpose and service area that they're going to serve. The bylaws provide a description of the activities and the duties that the planning council or planning body will carry out and provide a high level description of the rules and requirements of planning council or planning body membership and participation. The bylaws may include a description of the positions, duties, selection process, term limits and removal process for planning council or planning body officers. There's also typically a section that details standing committees and it might include information about how standing committees are established and what their duties are.

Michelle V.: The bylaws will also contain the rules guiding the planning council or planning body meetings and will detail things like the frequency of the meetings, the requirements around public notice and public comment, as well as quorum and voting requirements. Those will be detailed in the policies and procedures. Bylaws typically include a summary of key policies including conflict of interest, code of conduct, and grievance procedures. Bylaws will also include

requirements around taking minutes and keeping records as well as public access amendments.

Michelle V.: They could also include things like definitions or funding administration guidance, expense reimbursement sorts of things, things about staffing or prohibited activities, confidentiality laws, official communications and public representation bylaws. It varies by what's decided to be important to include there for you.

Michelle V.: So I've already mentioned the next tool that we're going to discuss. That is, the planning council or planning body policies and procedures. Policies and procedures supplement the guidelines and the bylaws by providing greater detail about how the bylaws are going to be implemented. So essentially, the bylaws create a framework within which to operate and the policies and procedures detail how it actually happens. They lay out the processes that everyone associated with the planning council or planning body is expected to follow which is why they need to be written in plain language and made available to all planning council or planning body members.

Michelle V.: Policies and procedures help to ensure that the planning council or planning body meets legislative requirements and helps the planning council or planning body to prevent conflict and avoid confusion. By ensuring that everyone has access to and knows the policies and procedures, it can help to avoid complaints or grievances.

Michelle V.: Bylaws and policies and procedures typically include a conflict of interest policy that everyone associated with the planning council or planning body is expected to follow. The policy typically defines what a conflict of interest is, who must abide by the policy, a requirement to declare when appropriate, and a description of how that conflicted member is expected to behave. Whether that recusing themselves or abstaining from voting or something else. There's also usually a conflict of interest declaration form that people might have to complete. There should be a policy that explains how violations will be dealt with by the planning council or planning body.

Michelle V.: By setting this out in the policies and procedures and holding everyone accountable, everybody knows what's expected of them. Grievance procedures, which should also be detailed in the policy and procedures, can help to ensure that everyone knows what to do when there's a formal complaint about a

funding related decision. Grievances are made by an affected individual or entity and involve a formal request for resolution. Grievances are different from other types of complaints which might be informal or formal and often involve issues like violation of the code of conduct.

Michelle V.: By establishing clear procedures around topics such as PSRA or minute-taking, the planning council or planning body can prevent grievances and know how to appropriately address them if they do arise. Grievance procedure should explain who can grievance, what type of conflict is eligible to be a grievance, the rules around how they'll address it, the process that'll be used and the process to bring about resolution. There should be procedures for non-binding measures and for the use of binding arbitration.

Michelle V.: The open nominations process should also be spelt out in your policies and procedures. Now the Part A manual states that the CEO should approve or appoint as planning council members only people who've gone through the open nominations process. So planning council or planning body members must be selected through that open nominations process that's approve by HRSA. The process should be detailed in the policies and procedures and be designed to ensure that the membership meets the legislative requirements and practical program requirements. We want there to be policies that ensure that the community is represented in the planning council or planning body and that the membership is reflective of the local epidemic.

Michelle V.: We also want policies that ensure that nomination deliberations include a diverse range of perspectives and experiences in order to ensure that the final planning council or planning body membership is appropriately representative. This slide shows some other topics that your planning council or planning body might want to consider developing or include in your policies and procedure. So you can refer to these later.

Michelle V.: So that was a lot of talking. So let's take a break and check what we've learned so far. So true or false, policies and procedures should be followed consistently in order to prevent conflict and confusion. Okay great. You're right. The answer is true. Planning councils or planning bodies want to make sure that they work to consistently follow and enforce the policies and procedures that they develop. This helps to ensure that everyone is treated fairly. It prevents conflict and avoids confusion. It avoids people saying things like, "Well last time, we did this, it didn't seem to be a rule or we didn't enforce it." If we enforce it

consistently, if we follow it consistently we can avoid those conflicts that we don't particularly want to have.

Michelle V.: Now let's take it to a real life example from Memphis of how policies and procedures can help to ensure that everyone is able to participate effectively and avoid confusion or conflict. Sometimes planning council or planning body members want to allocate money to an impermissible service, for example housing and the recipient will not provide the funds because it's impermissible. This can be a complicated situation for the recipient who can't fund impermissible categories and therefore might look intransigent or unresponsive to community identified needs.

Michelle V.: So can you explain how Memphis works with planning council or planning body members to ensure that they understood the PSRA process and how this helped to prevent conflict between your planning council and the recipient.

Denford G.: Yeah I can speak to that. In Memphis, for the past few years we've always done what we call a pre-PSRA session. We may have two or three sessions depending on how much time we have and how much information we need to put out. We have found that it has been a success when we have those pre-PSRA because therefore we get a chance to, and especially with the newer members, to kind of go over everything as far as the previous years slides, previous years service categories and kind of see where we need to go. Not only that, it kind of heads off any, what I may say, individuals that may want to have their own personal agenda as far as putting money in categories that affects them and only think about them rather than serving every consumer that's in the Memphis TGA.

Denford G.: So we have found that having those and not only that, having a mentor with some of the newer members and refreshing the old members, that everybody is up to par when it comes time to actually start allocating those funds in certain categories where it won't take a whole day all night to do it. We actually get it in the right area that's serving everybody and what's the priority areas that need to be served.

Denford G.: Also, when it comes time for that actual PSRA, we have already gone through that. So we can cut back on any conflicts or arguments that may take place in those stressful moments.

- Michelle V.: Great thank you so much. It's really good to see that the training and making sure that everybody is on the same page following the policies that you've established, can really help to avoid conflicts has been a way that you've grown over time. It's really been beneficial to ensuring that the process goes well and helps to meet the needs of your entire community.
- Denford G.: And also Michelle, if I may add, a lot of times some of the newer members don't know what HRSA or federal legislation will allow to be used in what category. So that's something else that we can train them on.
- Michelle V.: Right, that's a great use of the training because it's again going back to what your tasked with doing and reminding everybody what you are working towards. Thank you.
- Denford G.: Yeah.
- Michelle V.: So of course, it's not just policies and procedures that help us to avoid or work through conflict or tension. Just like in ordinary life, attitudes and behaviors play a large part in how conflicts arise and how they're dealt with. It's really important that leaders model the behavior that they want to see from the rest of the planning council or planning body. They should always be certain to model respectful, courteous interactions. Leaders, both planning council or planning body leadership and the recipient or their delegates, should be mindful of the boundaries established both by HRSA and by their local bylaws or ordinances in order to ensure that the planning council or planning body remains an independent entity. So let's hear from Los Angeles where the recipient or representatives from that office is a voting member of the planning council and a part of committees. Can you tell us about why the recipient and how they avoid asserting undo influence over the planning council or planning body activities?
- Al Ballesteros: Sure, this is Al Ballesteros. I can take that one. So the director of the office of AIDS who is the Grand Tee, sits on our planning council as a member. So along with all the other representatives, that individual sits there and has voting rights. Now what usually happens when we're taking up an issues is that the Grand Tee representative will usually abstain from those votes. So that is able to again create a situation for them where they're not perceived as weighing in and influencing a decision on a particular issue. So we have found that ... And

they sort of have done this as a matter of routine just to help to alleviate any perception of that. We also have representatives of the Grand Tee that participate in our various committees and they do the same thing in those meetings where they will typically abstain from voting. Then the consumers and the other representatives of the planning council would be voting on the item.

Al Ballesteros: Now we in Los Angeles feel that it is very important to have the Grand Tee at the table for the larger planning council meetings and in the committees because it brings a certain amount of transparency. It also brings a certain amount of technical input that we need from the Grand Tee in order to ask the questions that we need to ask have answered as well as for us to query on particular topics that might be related to the issue at hand. So we find that it's very beneficial to have the representatives there but the way that we've been able to manage that ... The perception is that the Grand Tee will recuse themselves and not vote on issues so that they don't influence the body.

Michelle V.: Thank you for that.

Al Ballesteros: You're welcome.

Michelle V.: So thinking back on what we just learned, well take a moment to answer another question. True or false, the recipient or the representative serving as a voting member of the planning council or planning body brings into the question the independence of the planning council or planning body. True or false?

Michelle V.: Right, the answer is false. So if the recipient is respectful of the legislative responsibilities, the bylaws and the conflict of interest procedures, then they might operate well in this way. But again, it's really being mindful of the jurisdictions policies and the bylaws that you have in your local communities. I'm seeing a little bit in the chat about how it might be different in other places but again, as long as we're operating within the policies, procedures, bylaws that we've established, it might be okay in your community.

Michelle V.: So additionally, regular communication is important, both formal and informal communication. Everyone needs to be as transparent as possible with regards to data to events going on in the community or things going on with the planning council or planning body. So we want to make sure the information is flowing in both directions between the planning council, planning body and the

recipient. By ensuring that everyone involved knows what's going on, everyone feels equally a part of and invested in the planning council or planning body activities. Now there should be regular communication between the planning council or planning body both in person or through other mechanisms, just emails and phone calls in accordance with the policies and procedures that you've established. Where possible, you want to build it time to build natural connections. Whether that's through socialization a few minutes prior to a meeting or after the meeting, at retreats or community events. Because when people have those natural connections, it's much easier to remember that everyone is on the same team. We're all working together in partnership towards the same goal.

Michelle V.: So it's important to develop and foster mutual trust between the planning council, planning body, and the recipient. If mutual trust doesn't exist, the planning council members might not feel like they're providing meaningful input. One way to build trust, is to elevate the consumer voice. We can do that by providing training so that consumer members can actively participate. Another way, is to conduct evaluation surveys and use the data to improve your activities.

Michelle V.: Denford can you tell me, or tell us a little bit about why Memphis worked to train their consumer members and how that's helped to ensure that consumers have had a voice in planning council activities?

Denford G.: Yes Michelle I can speak on that. The main reason we train our [inaudible 00:46:57] ... It's normally because, if they are trained then they can have a voice and they can be educated about what the subject matter is and what they need to speak on. That's the thing, from the beginning, if they don't have a voice, then they don't feel like they can have trust in the system if it's not something that they are suggesting. It's hard for them to suggest something if you're not educated on what's going on about the date, about the numbers that's going forth or what have you. So that definitely ensures that the consumer will have a voice. If they're educated, they're confident. If you don't have any confidence, you're not going to have a voice. You're not going to want to speak.

Denford G.: So that's number one reason why we train them so they can be educated and can be confidence enough to have a voice to actually advocate for the things that they need to have done for the whole HIV community.

- Michelle V.: Thanks so much. I also liked what you told me in the past where you talked about it empowers people to be able to ask for what they want rather than feeling like they need to follow the lead or guidance of providers or the recipient's office.
- Denford G.: Yes Michelle in the past, when I first came on the planning council it was like 2013. I've seen a lot of that going on where the consumers and the planning council as a whole took the suggestions of what the recipient's office was asking them to do, to vote on, whatever allocation or reallocation. It seemed like they just follow whatever was said instead of questioning it or putting in their own input or asking questions about it.
- Michelle V.: Great. Thank you for sharing that. I'm glad to see that you've moved on from there and grown in that way.
- Denford G.: Thank you.
- Michelle V.: Okay so we want to prevent as much conflict as we can, but we are all together because we're passionate. Passion sometimes leads to tension around the best way to help. So what is important is how we deal with conflict. There are things that we can do before conflict occurs to prevent it or we can manage our response to it so that it doesn't cause lasting damage to the relationships that you've worked hard to build.
- Michelle V.: So things that you can do to work through conflict in a positive way is to hold conflict resolution training for the planning council, planning body, and the recipient. Also, don't ignore conflict if it is important. Small issues can become big issues if not addressed. So we want to, if we can, get to and address the root cause of an issue and we want to monitor conflicts that arise over time. We want to see if the resolution steps are being followed and whether any tensions remains.
- Michelle V.: So I want to take a moment for some engagement outside of the polls. In the chat, can you tell me what are some other strategies that your planning council or planning body that you that are listening to us today, what have you used to overcome conflicts that your planning council or planning body has experienced in the past?

Michelle V.: I see one person has said that they took the time to build positive relationships. Right, that is something that's really great to do and I think we've heard a little bit about that. That we want to make sure that we're taking the time to see each other as people who are all committed to the same cause. We can do that through team-building activities. Thank you for that.

Michelle V.: If an issue comes up we might have to have an ad-hoc meeting. Again, just being really transparent so that everybody knows what's going on. These are great strategies. Sometimes we have to go to mediation. Kind of getting to know people through these short presentations. That's a nice idea. Ground rules, right, again making sure that we have ground rules, making sure that we talk about them and at the beginning of our meeting so everybody knows the way in which we're supposed to operate. That can be really effective. Thank you for that.

Michelle V.: So feel free to continue chatting those. I'm really excited to see what is working for you guys and I know that everybody on the call benefits from each others shared experiences and opportunities that they've taken to grow over time. So please keep sharing them. They're really beneficial.

Michelle V.: So let's talk a little bit just briefly about tension. So again, we're all involved with planning councils because we care about and care for people living with HIV in our communities. We're passionate people. Sometimes that can lead to disagreements. But disagreements and tension are not inherently negative. There is such a thing as positive tension and that can be a good thing. It indicates passion and commitment and dedication and can lead to real progress if it's managed effectively and appropriately. Negative tension though, can lead to discord and hurt feelings. It can derail progress that you've made and negatively affect work that you want to do in the future. If negative tension arises, you need to be sure to reframe it, talk about it in a positive light, while working towards an intentional resolution.

Michelle V.: Okay so I see that you've been chatting in questions as we've going through this and we're going to get to them in a moment. I do want to direct you to some resources that you can access after the webinar. While I'm talking about these, think about any questions you have, chat them in, and we will get to them just after the resources.

- Michelle V.: So the first resources I want to bring your attention to is the compendium of materials for planning council support staff which you can access on the Planning Chatt website. The link is all here in the chat in the corner. The compendium contains some really great sample MOUs from other jurisdictions that your jurisdiction can use or can look at as a starting point to enhance or develop your own MOU. I really encourage you to take a look. There's really great materials in there.
- Michelle V.: Of course the planning council primer contains a great overview of the division of responsibilities and the legislative requirements for the planning council or planning body and recipient. That link will show up in the chat in a second. Lastly, the training guide is designed to help planning councils or planning bodies conduct orientation and ongoing training to prepare members to participate fully in the Ryan White HIV AIDS program Part A planning and decision-making. It's composed of ten modules and includes things like trainer notes, presentation slides, experiential activities and quick reference handouts.
- Michelle V.: It's a really great resource to help onboard new planning council or planning body members, or it can be a great refresher for those who might have been around for awhile. Okay so now we'll move into our Q and A portion. We're going to try to get to all of your questions but if we can't well answer them in a Q and A document that we're going to post to the Planning Chatt website. So let me take a minute and pop over to your questions and answers.
- Michelle V.: Okay so our first question. Who is the CEO? Lenny do you want to take that one?
- Lenny Green: Sure. The CEO is the chief elected official of any TGA or EMA. That designation changes from one place to another. It could be the mayor. In Texas it could be a judge. In Louisiana it could be the head of a parish. In various other communities it could be the president of a board of supervisors or the highest person elected in the county.
- Michelle V.: Great thank you for that. So our next question is going to go to Los Angeles. So this question is around resources. So physically relocating the planning council support office could be expensive. Is the space owned by the county?

Cheryl Barrit: Yeah so this is Cheryl from Los Angeles. Thank you for the question. The space, the building in fact is not owned by the county. There are several office buildings throughout Los Angeles that are leased by the county of Los Angeles. So within the building that the LA county planning and council support staff, there are a number of other Los Angeles county programs and departments that are housed within the same building. So having multiple programs allows the county's administrative unit to be able to negotiate the lease in bulk. So as planning council members or staff, we are not part of that negotiation process of the lease. There is a separate entity that coordinate the negotiation process for the leasing of buildings for county programs in a fairly large negotiation phase. We certainly try to maintain each year the cost of the overall operations of the planning council within our budgeted cost and find ways to minimize costs in other areas where we can. I hope that answers it.

Michelle V.: Thank you. That does. So there were some questions around let's see ... Okay so I can take a question around the ... Let's see, okay let's pose a question to Memphis. Can we talk about the membership of the Memphis TGA Denford? How many members of your planning council are members that are people living with HIV?

Denford G.: Yes at the present time, we have approximately 23 members out of 35 members living with HIV. I think HRSA requires 33%.

Michelle V.: Thank you for that. There were some questions around clarity about the recipient being a voting member and maintaining separate but collaborative relationships with the planning council. So this person said that they rely heavily on the data that the recipient provides to the planning council but they're not a voting member of the planning council. Lenny can you provide some of that clarity?

Lenny Green: Sure. The provision of data to the planning council in regards to utilization, especially utilization data where you have a plan with the planning council to meet your needs and other areas that are indicated in the needs assessment, shouldn't be aligned with the membership of a recipient of the planning council because that's information and data that's needed in order for certain analysis and comparisons to be done in regard to the planning council's priority setting and allocation activities. The membership on the planning council is something that the planning council or the planning body can consider but it really

shouldn't have an impact on the flow of information back and forth in regards to how the service categories perform and the utilization of the services and the expenditure data.

Michelle V.: Thank you for that. Okay so let's see here. I do know a number of the questions were responded to in the chat. So there were some questions about the difference in funding level for an EMA versus a TGA. I think it was in relationship to the funding level for the planning council. So I wonder if Lenny you could respond to that?

Lenny Green: The recipient and planning council or planning body should be looking at the mandated activities of the planning body or planning council and prioritizing that and describing the cost to that. In addition to that, you would look at the need for the essential support staff, budget out the cost of that and negotiate the budget in that way. That means that there is no standard percentage but because costs vary from region to region. So you really want to look at, like I said, prioritize the costs of those operations and then negotiate that budget out of the 10% admin cap.

Michelle V.: Okay so thank you for that Lenny. I think that was a great answer. I wonder if one of our presenters or Lenny can respond to what would be the best way to request new data provided by recipients for epidemiology data and consumer surveys?

Lenny Green: This is Lenny. That's where the MOU comes in. In planning out the annual work plan for both the planning council and the recipient, you would want to look at all the data requests that you will need [inaudible 01:03:21]. Describe what that request should look like, what that data should look like, how it should be presented, what it is, and if it's included in the MOU, it's something that can be anticipated and delivered on time as requested as needed.

Michelle V.: Thank you.

Michelle V.: Okay.

Michelle V.: Okay another question for Memphis, are all 23 consumer members unaffiliated consumer members? Denford do you want to take that?

- Denford G.: Yes I will. Yes we have 23 that's unaffiliated. We call them unaligned and we have two that's actually aligned. You okay with that answer?
- Michelle V.: Yes that's great thank you. So I think I have a question that I'll put up there for our speakers on the phone but I'll also put it back out to our folks who are listening 'cause everybody has great experience to share. How have others effectively addressed interpersonal conflicts between planning council members? I mean I would say that we should make sure that were, first of all, going back to the rules that we've established our policies and procedures should be dealing with things like that. But again, I would put that back out to you all and also to our presenters on the phone if you have any suggestions.
- Michelle V.: I think that interpersonal conflicts can be a hard thing to talk about in a public space. So I think that perhaps people are weary of rehashing things that might have already been resolved in an effort to prevent future conflict. So we can think about some examples and maybe pull those together in a more anonymous format.
- Lenny Green: Michelle? I'd like to say that it's hopeful though that as we work through this, this I one of the most important relationships within the planning council and the planning council with the recipient. As we attempt to eradicate HIV in this country, in communities that are in severe need and really in a way relying on us to make good decisions and be good stewards of these funds. One of the most important things is to ensure that we can set aside some of the interpersonal conflict, abide by codes of conduct, and keep in mind that our biggest job is the eradication of HIV and being the primary folks in the community to make sure that folks in the most severe need ... Our energy goes in that direction and that we find a way to work together to make sure that's the priority.
- Michelle V.: Thanks so much Lenny for that. Okay so I'm going to ... I'm not seeing as many questions. I'm just missing ... I just missed a couple. Okay.
- Michelle V.: Yup okay so if you have any more questions about setting the foundation for a good relationship between the planning council, planning body, and the recipient, please go ahead and chat those in. I'm going to go ahead and start promoting our next webinars while some last questions roll in.

Michelle V.:

So I'd like to advise you that we have two more webinars coming up next month. The first, their going to be a series on using data for decision-making. Mark your calendars. Part one will take place on May 23rd, 2019. It will be from two to three thirty Eastern time or eleven to twelve thirty Pacific time. Part two will take place on May 30th from two to three thirty Eastern and eleven to twelve thirty pacific time. Registration details are going to be posted to the Planning Chatt website soon in the coming days. You can find that on our website which is here. They'll list the pages also in the chat. If you're not yet a member of our newsletter, I would recommend you sign up for that because then you will know right away when we put things out for the new webinar and you can get registered for that.

Michelle V.:

Okay, well I just want to thank everyone again for joining us today. You can again visit our website to sign-up for our mailing list, download tools and resources, view archived webinars and more. Thank you so much for joining us today. If you could just make sure to complete your evaluation when that's available that would be great. Thank you so much and I hope you all have a great day-