

Houston Area HIV Services Ryan White Planning Council

Operations Committee Meeting

12 noon, Tuesday, October 15, 2019

Meeting Location: 2223 W. Loop South, Suite 240

Houston, Texas 77027

AGENDA

* = Handout to be distributed at the meeting

-
- I. Call to Order Ronnie Galley and
Allen Murray, Co-Chairs
- A. Moment of Reflection
 - B. Adoption of the Agenda
 - C. Adoption of the Minutes

- II. Public Comments and Announcements
- (NOTE: If you wish to speak during the Public Comment portion of the meeting, please sign up on the clipboard at the front of the room. No one is required to give his or her name or HIV status. All meetings are audio taped by the Office of Support for use in creating the meeting minutes. The audiotape and the minutes are public record. If you state your name or HIV status it will be on public record. If you would like your health status known, but do not wish to state your name, you can simply say: "I am a person living with HIV", before stating your opinion. If you represent an organization, please state that you are representing an agency and give the name of the organization. If you work for an organization, but are representing yourself, please state that you are attending as an individual and not as an agency representative. Individuals can also submit written comments to a member of the staff who would be happy to read the comments on behalf of the individual at this point in the meeting. All information from the public must be provided in this portion of the meeting.)

- III. Old Business
- A. Election of 2020 Officers of the Ryan White Planning Council*
 - Nominations
 - Attendance Policy: revise for Officers?
 - B. Update on 2020 Council Membership Tori Williams
 - C. Update on Youth Committee Activities
 - D. Change the name of External Committee members?

- IV. New Business Tori Williams
- A. Ryan White Part A Memorandum of Understanding
 - B. Ryan White Part B/SS Letter of Understanding
 - C. 2020 Mentor Luncheon – Thurs. Jan. 16, 2020
 - D. 2020 Council Orientation – Thurs. Jan. 23 or 30, 2020
 - E. Quarterly Committee Report

- V. Announcements

- VI. Adjourn

OPTIONAL: Members meet with Committee Mentor Johnny Deal

Houston Area HIV Services Ryan White Planning Council

Operations Committee Meeting

11:00 am, Tuesday, September 17, 2019

Meeting Location: 2223 W. Loop South, Suite 240; Houston, Texas 77027

MINUTES

MEMBERS PRESENT	MEMBERS ABSENT	OTHERS PRESENT
Ronnie Galley, Co-Chair	Veronica Ardoin	Staff
Allen Murray, Co-Chair	Bobby Cruz, excused	Tori Williams, Director
Johnny Deal	Tana Pradia, excused	Rod Avila, Assistant Coordinator
Angela F. Hawkins		

Call to Order: Ronnie Galley, Co-Chair, called the meeting to order at 11:06 a.m.

Motion #1: it was moved and seconded (Deal, Hawkins) to postpone the start time of the meeting until later in order to interview three Council applicants. Motion carried unanimously.

At 12:40 p.m. Galley called the meeting back to order and asked for a moment of reflection.

Adoption of the Agenda: Motion #2: it was moved and seconded (Hawkins, Deal) to adopt the agenda. Motion carried unanimously.

Approval of the Minutes: Motion #3: it was moved and seconded (Deal, Hawkins) to approve the August 26, 2019 minutes. Motion carried unanimously.

Public Comment: none

New Business

Change name of External Committee Members to Associate Members? The committee agreed that they would like to consider changing the name of non-Council members. They will think about it over the next couple of weeks and discuss it again at the next meeting.

Old Business

Youth Recruitment: Williams presented an outline of a mini Project LEAP that will be designed specifically for youth to prepare them for Council membership. In the meantime, Galley, Murray and Williams will be meeting with the AIDS Foundation Houston's Youth Group on October 2, 2019 to get ideas for the Project LEAP classes and designing services.

Motion #4: it was moved and seconded (Deal, Murray) to approve a pilot project to start a Youth Committee that will be made up of youth and will advise the Planning Council on how to get input from and design services for youth living with HIV. Allocate \$3,000 from October unspent funds if needed to support the pilot project. Motion carried unanimously.

Announcements: None

Adjournment: *Motion 5#*: *it was moved and seconded (Hawkins, Murray) to adjourn the meeting at 1:30 p.m. Motion carried unanimously.*

Submitted by:

Approved by:

Tori Williams, Director

Date

Committee Chair

Date

HOUSTON AREA HIV HEALTH SERVICES RYAN WHITE PLANNING COUNCIL

EST. JUL 15, 1998

REV JANUARY 1, 2018

POLICY No. 600.01

QUORUM, VOTING, PROXIES, ATTENDANCE

1 **PURPOSE**

2
3 This policy establishes the guidelines as to what legally constitutes a Houston Area HIV Health
4 Services (Ryan White) Planning Council meeting. In addition, the policy will define and establish
5 how voting is done, what constitutes a roll call vote and who monitors that process. This policy
6 will define attendance, and the process by which a member can be removed from the council.
7

8 **AUTHORITY**

9
10 The adoption of the Houston Area HIV Health Services (Ryan White) Planning Council Bylaws
11 Rev. 01/18 Article VI; (Sections 6.01-6.04).
12

13 **PROCESS**

14 **QUORUM:**

15
16 A majority of the members of the Council are required to constitute a quorum. A minimum of one
17 (1) self-identified HIV+ member must also be present to constitute a quorum. If quorum is not
18 met, the Council Chair, in consultation with the Office of Support staff, will determine when to
19 dismiss those present. To constitute a Standing Committee quorum, at least two (2) committee
20 members and a Chair must be present; one of these must be a self-identified HIV positive member.
21

22 **VOTING:**

23 Each council member will have only one vote on any regular business matter coming before the
24 Council. A simple majority of members present and voting will be required to pass any matter
25 coming before the Council except for that of proposed Bylaws changes. Proposed changes to the
26 Bylaws will be submitted in written form for review to the full Council at least fifteen (15) days
27 prior to voting and will require a two-thirds (2/3) majority for passage. The Chair of the Council
28 will not vote except in the event of a tie. The Chairs of the Standing Committees shall not vote at
29 Committee meetings except in the event of a tie. In a case where standing committees have co-
30 chairs, only one of them may vote at Steering. The Chair of the Council is an ex-officio member of
31 all committees (standing, subcommittee, and work groups). Ex-officio means that he/she is
32 welcome to attend and is allowed to be a part of committee discussion. He/she is not allowed to
33 vote. In the absence of the Chair of the Council, the next officer may assume the ex-officio role
34 with committees. In an effort to manage agency influence over a single committee or workgroup,
35 only one voting member (Council or External) per agency will be permitted to vote on Ryan White
36 Planning Council committees and workgroups. If there is an unresolved tie vote and the Chair of
37 the Committee works for the same agency as another committee member, then the information
38 will be forwarded to the Steering Committee for resolution.
39

40 **ALTERNATE PARTICIPATION:**

41 During committee meetings any HIV+ full council member may serve as an alternate on a
42 committee for any absent HIV+ committee member. The Chair of the Committee will

43 communicate to the rest of the committee that the alternate HIV+ person is there to conduct
44 business. Alternates have full voting privileges. This rule is not applicable in full council meetings.

45
46 **CONFLICT OF INTEREST AND VOTING AMONG EXTERNAL MEMBERS:**

47 External members must declare a conflict of interest.

48
49 The number of external members on a committee (not a subcommittee or work group) should not
50 equal or exceed the number of council members on that committee.

51
52 **ROLL CALL VOTE:**

53 When a roll call vote is taken, the Secretary will call the roll call vote, noting voting, and will
54 announce the results of the roll call vote. The Secretary will monitor voting for possible conflicts
55 of interest (RWPC Policy No. 800.01). The Secretary will process inquiries into votes made in
56 conflict of interest.

57
58 **ATTENDANCE:**

59 Council members are required to attend meetings of the Houston Area HIV Health Services (Ryan
60 White) Planning Council. External Committee members are required to attend meetings of the
61 committee to which they are assigned. The Secretary shall cause attendance records to be
62 maintained and shall regularly provide such records to the Chair of the Operations Committee. The
63 Operations Committee will review attendance records quarterly.

64
65 If a Council or external committee member has 4 absences (excused or unexcused) from Council
66 meetings or 4 absences from committee meetings within a calendar year or fails to perform the
67 duties of a Council member described herein without just cause, that member will be subject to
68 removal. In order to avoid such action, the following will occur: Step 1: Office of Support staff
69 will contact the member by telephone to check on their status. Step 2: If the member continues to
70 miss meetings, the Chair of the Planning Council will formally notify the member in writing to
71 remind them of Council policies regarding attendance and to give the member an opportunity to
72 request assignment to another committee. If assignment to another committee is requested, the
73 Chair of the newly selected committee and the Planning Council Chair must approve the change.
74 Step 3: If the Council member continues to miss meetings, the CEO will be informed of the
75 situation and the steps taken by the Council to address the situation. If an external committee
76 member continues to miss meetings, the Chair of the Council will be informed of the situation and
77 the steps taken by the Council to address the situation. Step 4: The CEO has the sole authority to
78 terminate a Council member and will notify said member in writing, if that is their decision. The
79 CEO or the Chair of the Planning Council has the authority to terminate an external committee
80 member and will notify said member in writing, if that is their decision.

81
82 If for two consecutive months the Office of Support is unable to make contact with a Council or
83 external committee member by telephone and receives returned email and/or mail sent to that
84 member, staff will send a certified letter requesting the member to contact the Office of Support
85 by telephone or in writing to update their contact information. If the member does not respond to
86 the certified letter within 30 days, or if the certified letter is returned to the Office of Support, the
87 Operations Committee will be notified at their next regularly scheduled meeting. At the request
88 of the Operations Committee, the Chair of the Planning Council and the CEO will be informed of
89 the situation and the steps taken by the Council to address the situation. As stated above, the CEO
90 has the sole authority to terminate a Council member and will notify said member in writing, if
91 that is his/her decision. The CEO or the Chair of the Planning Council has the authority to terminate
92 an external committee member and will notify said member in writing, if that is his/her decision.

93

94 Reasons for absences that would be used to determine reassignment or dismissal include: 1)
95 sickness; 2) work related conflicts (in or out of town and vacations), and 3) unforeseeable
96 circumstances. Any Planning Council member who is unable to attend a Planning Council meeting
97 or standing committee meeting must notify the Office of Support prior to such meeting. The Office
98 of Support staff will document why a member is absent.
99

100 **PROXIES:**

101 There will be no voting by proxy.

Questions for Youth Group

AFH – 10/02/19

- 1.) Introduce ourselves and say what is important to you. (What makes you want to get up in the morning or what gets you through a bad day?)
 - Stray cats on property
 - 3 year old sister
 - Strive to do better
 - Just make more positive idea

- 2.) If you get sick and have to go to the doctor, what is important to you while you are:
 - making the appointment
Time

 - getting to the doctor's office
Wait time, transportation, distance from home, location, car

 - checking in with the receptionist?
customer service, attitude, friendliness

 - talking to the doctor or healthcare worker?
Good when they ask how I am feeling, wait time, prefer to choose their physician or change their physician and see the same doctor, case manager, wish the clinic had a physician strictly for "walk in" patients, on call.

- 3.) Let's say that a doctor, a case manager or a counselor don't treat you well. What options do you have to make the situation better so that you don't have to go through the experience again, and other people don't have to go through the same experience that you went through?
 - A. I would switch doctors
 - B. Who can I notify?
 - C. What can I do if not feeling comfortable?

- 4.) We work with a group of older people who design services for people living with HIV and we need some people with younger ideas to give us their perspective. So, we are creating a group of people between the ages of 16 and 24 to share their experiences and tell us what they think people living with HIV need. What could we do to encourage you to attend the group and feel comfortable sharing your ideas? (For example: do you like to meet in person, like today? Do you prefer to meet through Skype/Face Time or Zoom?)
 - A. Prefer person to person meetings
 - B. Group meeting
 - C. The outcome is important

- What day of the week would work for you? Do you prefer weekends?
Everyone has his or her own schedule
Timing – give them advance notice
- What time of day works best for you?
Morning (11 am – noon)
- How long do you want the meeting to be?
1 hour
It is much better when the facilitator is organized and can keep the meeting moving
- Do you prefer to meet where you are or come to our office?
A. Meeting away
B. Good environment
C. Fellowship, games, include fun activities
D. Social meetings
- If the meeting were in our office in the Galleria area, would you need help getting to the meeting?
A. Bus
B. Would need gas money
- Would you want food at the meeting? What kind of food? Beverages?
A. Finger food D. Tea
B. Good food E. Soda
C. Sweets

- 5.) You can have a voice in making services better for you and for other people. If you want to join a group like this, I am going to pass around a clipboard. Please give us your name and a way to reach you (phone number for a text or an email address).
- A. Education on Medication side effects, feedback
 - B. Deaf
 - C. Explain medicine
 - D. Service provider
 - E. “Project Text”

Williams, Victoria (County Judge's Office)

From: Angela Hawkins <afhawkins1964@gmail.com>
Sent: Tuesday, September 17, 2019 1:33 PM
To: Williams, Victoria (County Judge's Office)
Subject: Alternative Names for External Committee

Auxiliary Committee Representatives or Members
Fellow Members
Assistant Committee Members
Affiliate Committee Members

Memorandum of Understanding

(Approved by the Council on 12-08-11)

Parties to the Memorandum of Understanding:

1. Harris County Judge – The “Chief Elected Official” (CEO)
2. Houston Eligible Metropolitan Area (EMA) Ryan White CARE Act (as amended) Part A Planning Council – The “Planning Council” (RWPC)
3. Houston EMA Ryan White CARE Act Part A Planning Council Office of Support – The “Office of Support” (RWPC/OS)
4. Harris County Public Health Services Department, Ryan White Grant Administration Section – The “Administrative Agency” (HCPHS/RWGA)

PURPOSE

This Memorandum of Understanding is created to facilitate cooperative and collaborative working relationships between and among the Houston Ryan White Planning Council, the Council’s Office of Support and the Houston Administrative Agency. The Health Resources and Services Administration (HRSA), the federal agency that administers the Ryan White program, encourages stakeholders to draft a Memorandum of Understanding (MOU) to better define responsibilities. This document is not intended to restate all HRSA rules but to clarify entity roles and outline procedures that will foster productive interaction and efficient communication between and among the three stakeholders.

This MOU is a dynamic tool to help the aforementioned stakeholders avert misunderstanding. The underlying foundation of the memorandum is the principle of mutual respect. Mutual respect is created through open communication, active listening, seeking understanding, and acknowledging our mutual goals. This document is built upon the understanding that the three entities are equal stakeholders in the Ryan White process with the mutual goal of helping eligible individuals and families living with HIV/AIDS obtain the highest quality and most appropriate Ryan White Program services.

HRSA DEFINED ROLES AND DUTIES

The following is taken from the 2002 HRSA Title I/Part A manual and the Title I/Part A Planning Council Primer and describes the role and duties of the:

Chief Elected Official (CEO or grantee): Harris County Judge

The CEO is the person who officially receives the Ryan White Part A funds. In Houston the CEO is the County Judge making the Judge ultimately responsible for administering all aspects of the Part A program funds (Part A includes Minority AIDS Initiative, or “MAI” funds). Duties include: ensuring that all legal requirements are met, appointing members of the Planning Council and selecting the Harris County Public Health and Environmental Services Department to be the Administrative Agency for the Part A grant.

Planning Council: Houston Area HIV Services Ryan White Planning Council

The Houston Ryan White Planning Council is a group of volunteers appointed by the CEO whose purpose is to plan for and oversee the delivery of services to persons living with HIV in the Houston EMA. Duties include: setting up planning body operations; setting service priorities; allocating resources to those priorities; and assessing the administrative mechanism which means reviewing how long the grantee takes to pay providers, reviewing whether the funds are used to pay only for services that were identified as priorities by the planning council and whether all the funds are spent”. The Council also works with the Administrative Agency to assess

need, develop a comprehensive plan, coordinate with other Ryan White programs and services, and reallocate funds. The Council reports to the CEO.

Planning Council Support: Office of Support

This entity provides administrative support to the Council. Duties include: coordinating and staffing all Council processes; interfacing with HRSA, the CEO's Office and other County Offices regarding Council business; and assisting Council members to stay in compliance with federal and county rules and regulations as well as Council bylaws, policies & procedures. The Manager of the Office of Support reports to the Planning Council and the CEO.

Administrative Agency (the CEO's Agent, also called the grantee): Harris County PHS/Ryan White Grant Administration

This entity carries out the day-to-day administrative activities required to implement and administer services in the Houston EMA according to the plan set forth by the Planning Council. Duties include: procuring services for PLWH/A consistent with Planning Council priorities and allocations, including all aspects of the RFP, review, award and contracting process with service providers; establishing intergovernmental agreements; ensuring services to women, infants, children and youth with HIV disease; ensuring that Ryan White Part A funds are used to fill gaps; ensuring delivery of quality services; preparing and submitting Part A applications; assuring all services are in compliance with the HRSA Ryan White National Part A and Universal Monitoring Standards; limiting grantee administrative costs; limiting contractor administrative costs; monitoring contracts; implementing Quality Management activities, advising the Council on HRSA mandates; and working with the Council to assess need, develop a Comprehensive Plan, coordinate with other Ryan White programs and services, and reallocate funds. According to HRSA, an employee of the grantee may serve as a co-chair to the Planning Council, provided the bylaws of the planning council permit or specify that arrangement. The Manager of RWGA reports to the Executive Director of the Harris County Public Health Services Department (HCPHS) or his/her designee.

LOCALLY DEFINED RESPONSIBILITIES

HRSA clearly assigns responsibility for certain work products to specific entities. For example: the Planning Council is the only entity allowed to set service priorities and determine annual allocations. Similarly, the Administrative Agency is the only entity allowed to monitor contracts and collect agency-specific information. In areas where there is shared responsibility, it is agreed that, in the Houston EMA, the entity named below will have primary responsibility for initiating and completing the following:

Planning Council:

- Through the Needs Assessment process, determine the size and demographics of the population of individuals with HIV disease (Section VI, page 2).
- Determine the needs of such population.
- Adapt the HRSA defined service definitions to meet the local needs.
- Indicate to the grantee, through the service definitions and standards of care, how the services are to be purchased.
- Determine the annual Part A service priorities.
- Determine the annual Part A allocations.
- Collaborate with the Administrative Agency in determining the Part A Standards of Care.
- Collaborate with the Administrative Agency in determining the Part A Outcome Measures.

- Reallocate unspent or carryover funds in a timely manner (see below under Administrative Agency for an explanation of the 10% rule).
- Through Council membership and joint activities, such as the Needs Assessment process, coordinate with other Ryan White programs and services.
- According to HRSA mandates, produce the Comprehensive Needs Assessment that is currently required at least every three (3) years.
- According to HRSA mandates, produce and update the Comprehensive Plan that is currently required at least every three (3) years.
- Produce the Blue Book so long as it is a Council-approved priority. Work with the Harris County Purchasing Department to procure a printer for the final product.
- Procure vendors for specific work products where the contract is under \$25,000 and no formal RFP process is needed. Provide system-wide guidance regarding the Continuum of Care, client eligibility and preferred treatment strategies, at a minimum meeting HHS treatment guidelines, in order that HCPHS/RWGA can implement the Centralized Patient Care Data Management System (CPCDMS) in a manner supportive of the Council's annual implementation plan and approved Comprehensive Plan. Examples of such guidance include the Council's approved stance on de-identified client-level data collection (i.e., no names or other identifying information stored in the CPCDMS) and applicable goals and objectives listed in the Comprehensive Plan.

RWPC Office of Support Staff:

- Provide guidance to the Council on HRSA and County policy that relates to Council processes and work products.
- Provide guidance and leadership to the Council in order to ensure the Council accomplishes all required and necessary goals and objectives.
- At the beginning of each grant year (i.e., January and February) meet with all stakeholders in the Ryan White Part A process to provide guidance and leadership in the Council's development and implementation of a timeline for all required Council work products that is consistent with published deadlines. Inform and advise the Council on multi-year and/or recurring processes such as needs assessment and comprehensive planning in order that the Council is appropriately informed of its deadlines and expected work products.
- Coordinate and staff all Council processes except the workgroups for Standards of Care and Outcome Measures.
- If an outside vendor is utilized, supervise the vendor contract for the Comprehensive Needs Assessment.
- If an outside vendor is utilized, supervise the vendor contract for the Comprehensive Plan.
- Work with the Council to develop the Blue Book. The Office of Support will work with the Purchasing Department to secure and supervise the printer and other vendors needed to produce the document.
- Provide RWPC-related information required for the submission of the annual HRSA grant application in a timely manner in order that HCPHS/RWGA can prepare the annual grant application for review and submission by the CEO.

Administrative Agency:

- Provide the Council with accurate, timely, aggregate service category and other information needed for the different Council processes such as the *How to Best Meet the Need*, priority setting, annual allocations and other processes.
- Collaborate with the Planning Council in determining the Part A Standards of Care.

- Collaborate with the Planning Council in determining the Part A Outcome Measures.
- Coordinate and staff the Part A Standard of Care and Outcome Measures workgroups in order to ensure appropriate interface with the Quality Management Program and because Standards of Care must also reflect the HRSA Ryan White Part A National Programmatic, Fiscal and Universal Monitoring Standards, the current Part A grant guidance, conditions of award and more.
- Reallocate funds per Council-approved decisions. Inform the Council no later than the next scheduled Planning Council Steering Committee meeting of any allocation changes made under the Houston RWPC-approved "10% rule". The 10% rule allows the administrative agency to shift funds between Service Categories without prior Council approval so long as the funds shifted are no more than 10% of the current approved Council allocation for either service category affected by the change.
- Prepare the Houston EMA HRSA grant application for review and submission to HRSA by the CEO.
- Implement and maintain the de-identified client-level data system used in the Houston EMA. The data system used by HCPHS/RWGA is the Centralized Patient Care Data Management System (CPCDMS). The CPCDMS is the property of HCPHS/RWGA and is used to securely collect and store HRSA- and RWPC- required data on client utilization, client demographics, medical and co-morbidity information, health outcomes and to enable the grantee to implement the HRSA-mandated Quality Management program.
- Inform the Council in an ongoing and timely manner of issues surrounding automated client-level data collection, changing data requirements from HRSA and other stakeholders, future technology changes and potential future issues of concern to Houston EMA stakeholders (e.g. interface with the State's ARIES data system for RW Part B data collection by TDSHS).

PROCEDURES

Meetings: Please refer to Council bylaws, policies and procedures for details regarding protocol for Council members. This section is devoted to outlining staff functions in relationship to Council protocol. Regarding the Administrative Agent and Office of Support:

- Staff representation from the Office of Support will be provided at all regular Council meetings including standing committees, ad-hoc and workgroup meetings. Staff representation from RWGA will be provided as appropriate.
- In an effort to help chairs and other attendees delineate between members of the voting body, staff and the general public, neither staff nor members of the general public will sit at the table with Council or committee members while business is being conducted. Because of the more informal nature of workgroups, the chair of the workgroup may choose to make an exception to this rule.
- Staff will provide data and give periodic reports to the Planning Council during time allotted on the meeting agenda.
- Additional insights and suggestions from staff will be given to the Planning Council during meetings in the following manner:
 - Staff and Planning Council members will request permission from the Chairperson before providing input or requesting information from other members of the group.

Requesting Information: Council committees and workgroups will follow Council-approved policy and procedures to request information from the Office of Support or RWGA. This may be done via a standardized form or, in more informal situations, by request of the Council Chair or Vice Chair, Committee Chair or Co-Chair, or workgroup Chair as applicable. Individual Council members should make requests for information through the Committee or workgroup chair as described above.

Distributing Information to the Council, its Committees and Work Groups: Information will be delivered to the Manager of the Office of Support for distribution to the Council, its Committees and workgroups. The Manager will determine the appropriate process to be used to disseminate the information. When providing information, please keep the following in mind:

- 1.) Requests requiring Council or committee approval must be submitted in writing eight days before the date of the meeting.
- 2.) If the information does not require approval, submission of the information eight days before the date of the meeting is preferred.
- 3.) Once a workgroup or committee has created a recommendation in response to the request, the chair of the Committee, workgroup or designee will be responsible for moving the request forward and speaking on behalf of the request.

Verifying Information. Any member of this MOU can question accuracy and request sources to support or verify reports and other information. When accuracy is questioned within the context of a Council or Committee meeting, the chair can ask the entity that submitted the document or report to verify the information at the next meeting. It is incumbent on the one who submitted the document or report to verify the source and attest to its accuracy. While the information is being verified, it is important that decision-making continue and that the information be treated as valid to the extent possible.

However, it is the responsibility of HCPHS/RWGA and RWPC Office of Support staff to provide guidance to the Council regarding HRSA policy, County rules and procedures and other relevant information necessary for the Council to perform its responsibilities in an appropriate and timely manner. Therefore, information provided to the Council or its committees by staff is expected to be accurate and relevant to the issue or question being discussed and Stakeholders should respect such information. When necessary, more detail regarding the accuracy or applicability of such information may be requested, however such requests must not infringe upon established roles and responsibilities under the Ryan White Program (e.g., Council members may not, in their role as Council members, request agency or contract-specific information). Office of Support and HCPHS/RWGA staff are responsible for ensuring the overall Ryan White Part A grant process complies with all applicable HRSA guidelines and other Federal, State and local laws, rules and guidelines.

Proof Reading the Annual Ryan White Part A Grant Application: The Administrative Agency will provide the Office of Support with a draft copy of the application for review by the Council. Notwithstanding HRSA giving grantees less than the customary 60 days to prepare and submit the annual Part A grant application, the Council will nominally have one week (7 calendar days) to review the application and suggest corrections, edits or improvements. The Office of Support will be responsible for collecting and collating the comments and sending these to the Administrative Agency in a timely manner.

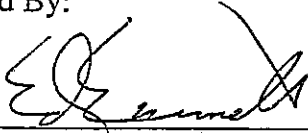
Contracting with outside vendors: Any contracting process that requires issuing an RFP or Interlocal Agreement shall be the responsibility of the Administrative Agency.

Reviewing and Updating the MOU: Annually in October of each year the Operations Committee of the Ryan White Planning Council will contact the principal Stakeholders (i.e., RWPC, RWPC Office of Support, CEO and Administrative Agency) in this MOU to see if any of the Stakeholders wish to review and/or revise the document. This annual process will provide an opportunity for Stakeholders to ensure the MOU will continue to be responsive to the needs and responsibilities of all concerned.

THE DO'S AND DON'TS OF COUNCIL PARTICIPATION: As members of a planning body, there are a number of areas where HRSA and/or county legislation mandates Council participation. The following is not a complete list, but strives to address areas where there are more likely to be questions.

DO's	DON'T's
✓ Do use Robert's Rules of Order in Meetings.	✓ Don't ignore the Chairperson and interrupt others who have been called upon to speak.
✓ When giving reports, do present key information your committee used to make a decision.	✓ Don't offer your personal opinion.
✓ Do ask for questions and think beyond your own situation.	✓ Don't force your point of view on others.
✓ Do make a motion for action.	✓ Don't repeat what everyone else has just stated.
✓ Do attend meetings in order to listen and learn.	✓ Don't feel intimidated and stop participating.
✓ Do share your concerns and ask questions.	✓ Don't vote for something you don't understand.
✓ Do come to meetings prepared.	✓ Don't ignore your meeting packets.
✓ Do work with other committee members to determine the information needs of the committee and have the committee chair ask the staff to prepare the information.	✓ As a Council member, don't ask the staff to prepare reports for your agency or personal use.
✓ Do assess how well services that are funded by the grantee address the planning council's priorities, allocations and instructions for addressing these priorities.	✓ Don't evaluate how well services are being delivered and the cost effectiveness of such services which are to be undertaken separately under the leadership of the grantee.
✓ Do assess the administrative mechanism in the following ways: 1.) evaluate how well the grantee manages to get funds to providers by reviewing how quickly contracts with service providers are signed and how long the grantee takes to pay providers. 2.) Review whether the funds are used to pay only for services that were identified as priorities by the planning council and whether all the funds were spent. 3.) Evaluate how well services funded by Ryan White Part A are meeting community needs.	✓ Don't evaluate the grantee or individual service providers, which is a grantee responsibility.
✓ Do review and discuss aggregate data about service categories.	✓ Don't get directly involved in the administration of the grant or be involved in the selection of particular entities as recipients of Part A funds.

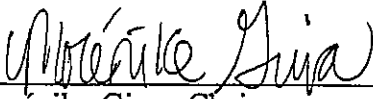
Signed By:



County Judge Ed Emmett

2/2/12

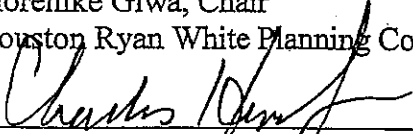
Date



Morenike Giwa, Chair
Houston Ryan White Planning Council

3/1/12

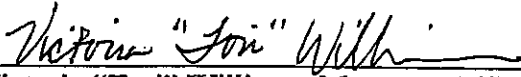
Date



Charles Henley, Manager
HCPHS/Ryan White Grant Administration

3/1/12

Date



Victoria "Tori" Williams, Manager, Office of Support,
Houston Ryan White Planning Council

3/1/12

Date

DRAFT
REVISED 11/01/18

Houston Area HIV Services Ryan White Planning Council
2223 West Loop South, Suite 240, Houston, Texas 77027
713 572-3724 telephone; 713 572-3740 fax

LETTER OF AGREEMENT

Parties to the Letter of Agreement:

1. Harris County Judge – The “Chief Elected Official” (CEO)
2. Houston Eligible Metropolitan Area (EMA) Ryan White Part A Planning Council – The “Planning Council” (RWPC)
3. Houston EMA Office of Support for the Ryan White Part A Planning Council – The “Office of Support” (OoS)
4. Texas Department of State Health Services (TDSHS) - Part B and State Services funding Recipient (Part B/SS Recipient)
5. Houston Regional HIV/AIDS Resource Group, Inc. - Houston HIV Service Delivery Area (HSDA) Part B and State Services funding Administrative Agency
6. Harris County Public Health, Ryan White Grant Administration Section (HCPH/RWGA) - Houston EMA Part A Administrative Agency

PURPOSE

This Letter of Agreement is created to facilitate cooperative and collaborative working relationships between and among the Ryan White Part B Administrative Agency (AA) and the Ryan White Part A Planning Council, its affiliated AA and the Planning Council staff. The Health Resources and Services Administration (HRSA), a division of the United States Department of Health and Human Services, encourages stakeholders to draft a Letter of Agreement (LOA) to better define responsibilities for the Houston Eligible Metropolitan Area (EMA) and the Houston Health Services Delivery Area (HSDA) designated by the Texas Department of State Health Services (TDSHS). The Houston EMA is designated by HRSA to receive Ryan White Program Part A funds to provide services to People Living with HIV (PLWH). The Houston EMA is a six-county area in southeast Texas that consists of Chambers, Fort Bend, Harris, Liberty, Montgomery and Waller counties. The Houston HSDA consists of these same six counties and four others – Austin, Colorado, Walker and Wharton.

This document is not intended to restate all HRSA and TDSHS rules, but rather to clarify entity roles and outline procedures that will foster productive interaction and efficient communication between and among the six stakeholders.

This LOA is a dynamic tool to help the principle stakeholders avert conflict and foster collaborative relationships and decision-making processes. The underlying foundation of the agreement is the principle of mutual respect. Mutual respect is created through open communication, active listening, seeking understanding, and acknowledging our mutual goals. This document is built upon the understanding that the six entities are equal stakeholders in the

Ryan White process with the mutual goal of helping individuals and families living with HIV/AIDS obtain the highest quality and most appropriate Ryan White Program eligible services.

HRSA DEFINED ROLES AND DUTIES

The following is taken from the 2013 HRSA Part A manual and the Part A Planning Council Primer and describes the role and duties of the:

Chief Elected Official (CEO or Grantee for Part A):

The CEO is the person who officially receives the Part A Ryan White Program funds. In the Houston Eligible Metropolitan Area (EMA), the CEO is the County Judge, making the Judge ultimately responsible for administering all aspects of the Part A funds. Duties include: ensuring that all legal requirements are met, appointing all members of the Planning Council and selecting Harris County Public Health (HCPH) to be the Administrative Agency (or recipient) for the Part A funding.

Houston Ryan White Part A Planning Council

This entity is a group of volunteers appointed by the CEO whose purpose is to plan for and oversee the delivery of services to persons with HIV in the defined EMA/HSDA. Duties include: setting up planning body operations; setting priorities; allocating resources to those priorities; and assessing the administrative mechanism which means reviewing how long the grantee takes to pay providers, reviewing whether the funds are used to pay only for services that were identified as priorities by the planning council and whether all the funds are spent. The Council also works with the Administrative Agencies to assess need, develop a comprehensive plan, coordinate with other Ryan White Program programs and services, and reallocate funds. The Council reports to the CEO.

Planning Council Office of Support:

This entity provides administrative support to the Council. Duties include: coordinating and staffing all Council processes; interfacing with HRSA, the CEO's Office and other County Offices regarding Council business; and assisting Council members to stay in compliance with federal and county rules and regulations as well as Council bylaws, policies and procedures. The Manager of the Office of Support reports to the Planning Council and the CEO.

Ryan White Part A Administrative Agency (CEO's Agent, also called the Part A recipient):

This entity carries out the day-to-day administrative activities required to implement and administer services in the defined EMA according to the plan set forth by the Planning Council. Duties include: procuring services for people living with HIV (PLWH) consistent with Planning Council priorities and allocations, including all aspects of the RFP, review, award and contracting process with service providers: establishing intergovernmental agreements; ensuring services to women, infants, children, and youth with HIV disease; ensuring that Ryan White Program Part A funds are used to fill gaps; ensuring delivery of quality services; preparing and submitting Part A applications; assuring all services are in compliance with HRSA rules and regulations; limiting recipient administrative costs; limiting contractor administrative costs; monitoring contracts; advising the Council on HRSA mandates; and working with the Council to assess need, develop a comprehensive plan, coordinate with other Ryan White Program grantees and service providers programs and services, and reallocate funds.

Texas Department of State Health Services (TDSHS)

This entity is the Ryan White Program Part B and State Services (SS) Recipient for the state of Texas. The Part B recipient is the entity that officially receives the Part B funds. In Texas, TDSHS is ultimately responsible for administering all aspects of Part B and SS funds. Duties include: ensuring that all legal requirements are met, selecting and contracting with Part B/SS AAs, providing oversight, monitoring and technical assistance to AAs in the planning and implementation of Part B and SS funds.

Houston Regional HIV/AIDS Resource Group, Inc.

This entity is contracted by TDSHS to carry out the day-to-day administrative activities required to implement and administer services in the Part B and State Services HIV Administrative Service Area (HASA) according to the comprehensive plan. Duties include: procuring services for PLWH consistent with the local priorities and allocation as approved by TDSHS, including all aspects of the RFP, review, award and contracting process with service providers: establishing intergovernmental agreements; ensuring services to women, infants, children, and youth with HIV/AIDS disease; ensuring services to rural residents with HIV disease residing in the HSDA; ensuring that Ryan White Program funds are used to fill gaps; ensuring delivery of quality services; preparing and submitting Part B applications to the State; assuring all services are in compliance with HRSA rules and regulations; limiting AA administrative costs; limiting contractor administrative costs; monitoring contracts; and assessing need, developing a comprehensive plan, coordinating with other Ryan White Program recipients and services, and reallocating funds.

DEFINED RESPONSIBILITIES IN THE HOUSTON EMA/HSDA

In areas where there is shared responsibility between the Part A Planning Council, Part A & B/SS AAs, and the Office of Council Support, it is agreed that, in the Houston EMA/HSDA, the entities named above will have primary responsibility for initiating and completing the following:

Houston Ryan White Planning Council and Part A and B/SS Administrative Agents agree to:

- Collaborate in developing the Part A and B/SS Standards of Care.
- Collaborate in determining the Part A and Part B/SS Outcome Measures.
- The Part B/SS AA, TDSHS, and Part A AA will develop procedures to ensure that Part A, Part B & State Services client level data is entered into the ARIES system whether through direct input or import.

Houston Ryan White Planning Council and Part B/SS Administrative Agency (The Resource Group) agree to:

- Collaborate to provide guidance and leadership in the development and implementation of a timeline for all required Part B/SS AA and Council work products that is consistent with published deadlines.
- Collaborate on planning and completion of multi-year and/or recurring processes such as needs assessment and comprehensive planning in order that the Council (**ADD: and Part B/SS are**) appropriately informed of its deadlines and expected work products.
- Collaborate on a Needs Assessment process to determine the size and demographics of the population of individuals with HIV disease in the Houston EMA/HSDA, and through this process jointly determine the needs of such populations in the defined geographic area.
- Collaborate on the production of, and updates to, the Comprehensive Needs Assessment for the defined EMA/HSDA.

- The Part B/SS AA and the Part A Planning Council will collaborate to develop a single list of service priorities for the Houston HSDA.

Houston Ryan White Planning Council agrees to:

- Indicate to the Part A and Part B/SS AAs, through the service definitions and the standards of care, how the services are to be configured.
- Develop recommendations for Part B and State Services allocations for the EMA/HSDA.
- Develop recommendations for the reallocation of Part B and State Services funds.
- Assess the Part B/SS AA administrative mechanism, which means reviewing how long the AA takes to pay providers, reviewing whether the funds are used to pay only for services that were identified as priorities by the planning council and whether all the funds are spent. Distribute copies of the final assessment to TDSHS, the Part B/SS AA and the Chair of the Board of Directors for the Houston AA for RW Part B and State Services. Data will be requested from the Part B/SS AA in November for an assessment that will be published annually the following January.
- Solicit input from the Part B/SS AA in the development of the Houston EMA/HSDA HIV/AIDS Resource Guide, commonly known as The Blue Book.
- Annually in September of each year, contact the principal Stakeholders (i.e., RWPC, RWPC Office of Support, CEO, Administrative Agency and TDSHS) in this LOA to see if any of the Stakeholders wish to review and/or revise the document. This annual process will provide an opportunity for Stakeholders to ensure the LOA will continue to be responsive to the needs and responsibilities of all concerned.

Part B/State Services Administrative Agency agrees to:

- Provide accurate, timely, aggregate service category and other information needed or requested for the different Council processes such as the *How to Best Meet the Need*, priority setting, annual allocations, reallocations and other processes.
- Coordinate and appropriately staff the Part B/SS Standard of Care and Outcome Measures Work Groups in order to ensure appropriate interface with the Quality Management Program and because Standards of Care must also reflect all HRSA Ryan White and TDSHS programmatic and fiscal guidelines and more.
- Within thirty days of receiving a notice of grant award for Part B or State Services funding, inform the Office of Support in writing of the date of the notice of grant award, award amount and dates of the grant cycle.
- At a minimum, inform the Office of Support after the initial grant awards are distributed and within 45 days after the end of the second quarter of any unobligated funds available for reallocation.
- Forty-five days before the Priority and Allocations Committee is to meet to allocate funds, notify the appropriate agencies that the Priority and Allocations Committee is preparing to allocate or reallocate funds. When funds are available for reallocation, provide agencies with the appropriate, Council approved forms. Ten days before the Priority and Allocations Committee is to meet to reallocate funds, provide the Office of Support with de-identified copies of the completed forms so that the Committee can review and make recommendations for reallocating the funds.
- When the Council recommends priorities, allocations and reallocations for the EMA/HSDA, the recommendations may not be changed by the Part B/SS Administrative Agency before being presented to TDSHS for approval.

- Inform the Office of Support within thirty days of any allocation changes made under the Houston RWPC-approved “10% rule”. The 10% rule allows the administrative agency to shift funds between Service Categories without prior Council recommendation so long as the funds shifted are no more than 10% of the current approved TDSHS allocation for either service category affected by the change.
- In the final quarter of the Ryan White Part B and State Services grant years, after implementing the year end Council-approved reallocation of unspent funds and utilizing the existing 10% reallocation rule to the extent feasible, the Part B/SS AA may reallocate any remaining unspent funds as necessary to ensure no funds are returned to the Texas Department of State Health Services (TDSHS). If funds are to be moved from the Houston HSDA, the Part B/SS AA will notify the Office of Support no later than when the information is submitted to the TDSHS. The Office of Support will notify the members of the Priority and Allocations Committee upon receipt and the Steering Committee and Council at their next scheduled meetings.

Distributing Information to the Council, its Committees and Work Groups: Information will be delivered to the Manager of the Office of Support for distribution to the Council, its Committees and workgroups. The Manager will determine the appropriate process to be used to disseminate the information. When providing information, please keep the following in mind:

- 1.) Requests requiring Council or committee approval must be submitted in writing ten days before the date of the meeting.
- 2.) If the information does not require approval, submission of the information eight days before the date of the meeting is preferred.
- 3.) Once a workgroup or committee has created a recommendation in response to the request, the chair of the Committee, workgroup or designee will be responsible for moving the request forward and speaking on behalf of the request.

Signed By:

Harris County Judge Ed Emmett

Date

Chair, Houston Ryan White Part A Planning Council

Date

Office of Support for the Houston Ryan White Planning Council

Date

(CONTINUED ON NEXT PAGE)

TDSHS, Texas Part B and State Services Grantee

Date

Houston Regional HIV/AIDS Resource Group, Inc.

Date

Harris County PHS RWGA Section

Date



Ryan White Planning Council Mentor / Mentee Luncheon

12 noon, Thursday, January 17, 2019

AGENDA

- | | |
|---------------------------------------|--|
| I. Welcome | Bruce Turner,
Chair, Ryan White
Planning Council |
| II. Roles of the Mentor
and Mentee | Bruce Turner |
| III. Expectations | New Members |
| IV. Experiences | Current Members |
| V. Attendance & Paperwork | Tori Williams |
| VI. Closing Remarks | Bruce Turner |



Ryan White Planning Council Mentor / Mentee Luncheon

12 noon, Thursday, January 17, 2018

AGENDA

- | | |
|---------------------------------------|--|
| I. Welcome | Bruce Turner,
Chair, Ryan White
Planning Council |
| II. Roles of the Mentor
and Mentee | Bruce Turner |
| III. Expectations | New Members |
| IV. Experiences | Current Members |
| V. Attendance & Paperwork | Tori Williams |
| VI. Closing Remarks | Bruce Turner |

JOB DESCRIPTIONS

MENTOR

- 🚫 Attend the Mentor/Mentee Luncheon.
- 🚫 Help Mentee fill out paperwork at the Luncheon.
- 🚫 At the first committee meeting of the year, determine if the committee mentors are going to make themselves available before or after committee meetings.
- 🚫 Be available to meet with new committee members before or after each committee meeting.

MENTEE

- 🚫 Attend the Mentor/Mentee Luncheon.
- 🚫 Work with Mentor to fill out paperwork at the Luncheon.
- 🚫 Ask LOTS of questions in meetings!
- 🚫 Contact committee mentors via email or telephone to let them know they will be needed for consultation before or after the next committee meeting.

JOB DESCRIPTIONS

MENTOR

- 🚫 Attend the Mentor/Mentee Luncheon.
- 🚫 Help Mentee fill out paperwork at the Luncheon.
- 🚫 At the first committee meeting of the year, determine if the committee mentors are going to make themselves available before or after committee meetings.
- 🚫 Be available to meet with new committee members before or after each committee meeting.

MENTEE

- 🚫 Attend the Mentor/Mentee Luncheon.
- 🚫 Work with Mentor to fill out paperwork at the Luncheon.
- 🚫 Ask LOTS of questions in meetings!
- 🚫 Contact committee mentors via email or telephone to let them know they will be needed for consultation before or after the next committee meeting.

Critique the 2019 Mentor Luncheon: Overall, the Committee felt that the Mentor Luncheon was useful and well attended.

Critique the 2019 Council Orientation: Harbolt presented the attached *2019 Council Orientation Evaluation Results*. Members were in agreement with the results. Next year, committee members would like to do the following: 1. Invite the County Judge to address the council. 2. Tighten up the morning portion of the agenda. 3. Provide more opportunities for open discussions related to new ideas. And, 4. Provide information about Ryan White, the young man, and how the Ryan White legislation came to be.

Statement of Confidentiality: Each member signed a *Statement of Confidentiality* form.

Elect a Committee Vice Chair: **Motion #4:** *It was moved and seconded (Pradia, Hawkins) to nominate Bobby Cruz as the Committee Vice Chair. After Cruz accepted the nomination, and since he was the only nominee, Cruz was elected by acclamation to be the committee Vice Chair.*

Old Business

2019 Council Training: See attached draft of the 2019 Council Training Schedule.

Interview one council applicant: Williams stated that there is a Council applicant whose forms arrived after the committee completed its interview process in the fall of 2018. The committee decided that the best way to handle it would be to have Williams to contact the one applicant and inform them that they will be interviewed at the end of the summer/early fall 2019.

Announcements: None

Adjournment: **Motion 5#:** *it was moved and seconded (Cruz, Hawkins) to adjourn the meeting at 12:52 p.m. Motion carried unanimously.*

Submitted by:

Approved by:

Tori Williams, Director Date

Committee Chair Date

2019 Council Orientation Evaluation Results

Introduction

The 2018 Operations Committee hosted the 2019 Houston Area Ryan White Planning Council Orientation on January 24, 2019 at Third Coast Restaurant and Conference Center. Staff asked members who attended Orientation to complete evaluation forms. Twenty-nine attendees completed an evaluation form, **41%** of whom were new members.

Members were asked to:

- Describe their favorite part of Orientation
- Rate the quality of logistic features of the event
- Rate the helpfulness of each session for preparing the members to serve on Council
- Rate their confidence in their ability to successfully participate in Council following Orientation
- Suggest any topics they thought would be useful to include in the 2020 Council Orientation

Successes

1. In descending order, the favorite parts of Orientation were:
 - a. BeeBusy presentation on Test and Treat
 - b. Dance the Hokey Pokey
 - c. Food, getting to know new members, and learning about Council structure
2. All meeting logistic features had mean quality ratings of **4.36** or higher. This means that, on average, the location, meeting space, food and drink provided, materials, overall agenda, facilitators, and staff communication were rated as **“Very Good”** or **“Excellent”**.
3. All Orientation sessions had a mean helpfulness rating of **4.24** or higher. This means that, on average, attendees rated all sessions as **“Very Helpful”**, or **“Extremely Helpful”**. The BeeBusy Test and Treat presentation received the highest mean helpfulness rating (**4.83**), followed by the Committee Orientation (**4.65**), and the Timeline of Critical Council Activities (**4.63**).
4. All new member sessions received helpfulness ratings of **4.83**, meaning that, on average, attendees rated all new member sessions as **“Extremely Helpful”**.
5. The mean confidence rating was **4.71**. This means, on average, members reported being **“Very Confident”** to **“Completely Confident”** following the 2019 Orientation.

Challenges

1. Though the overall agenda received a **“Very Good”** average rating (**4.36**), this logistic feature had the lowest mean quality rating compared to the other logistic features.
2. Though much enjoyed, Dance the Hokey Pokey received the lowest mean helpfulness rating (**4.24 – “Very Helpful”**). One attendee suggested doing a different dance in 2020.

Opportunities

The following are direct quotes from members who attended Orientation on what topics they would like to see included in the 2020 Council Orientation:

- “It would have been nice to hear from the new judge.”
- “More open table discussion of new ideas and practices which are in the city, tangible, or near for education and assisting as a volunteer or advocate.”
- “Overview and presentation on who Ryan White is and how the Council came to be”

2019 QUARTERLY REPORT OPERATIONS COMMITTEE

(submitted October 2019)

Status of Committee Goals and Responsibilities (* means mandated by HRSA):

1. Design and implement Orientation for Council members and new external committee members in January and February 2019.
Status:
2. When necessary, address member needs for additional orientation and training, including through the Committee Mentoring Program. (Example: create a “Frequently Asked Questions” form. The information for this document can be gathered from Project LEAP and others.)
Status:
3. *When necessary, review and revise the bylaws, policies, and procedures of the Ryan White Planning Council.
Status:
4. In November, review and, if necessary, recommend amendments to the Memorandum of Understanding among Part A stakeholders and/or the Letter of Agreement among Part B stakeholders.
Status:
5. When necessary, review and revise policies and procedures for the Council support staff.
Status:
6. *Investigate and make recommendations regarding complaints and grievances brought before the committee in order to assure member/staff compliance with bylaws, policies, and procedures.
Status:
7. *Resolve any grievances brought forward.
Status:
8. *Make nominations to the CEO, which ensure the reflectiveness and representativeness of the Council.
Status:
9. Evaluate the performance of the Director in conjunction with the Planning Council Chair and CEO.
Status:
10. Ensure that the Council is complying with HRSA, County and other open meeting requirements.
Status:
11. Annually, review the status of Committee activities identified in the Comprehensive Plan.

Status of Tasks on the Timeline:

Committee Chairperson

Date