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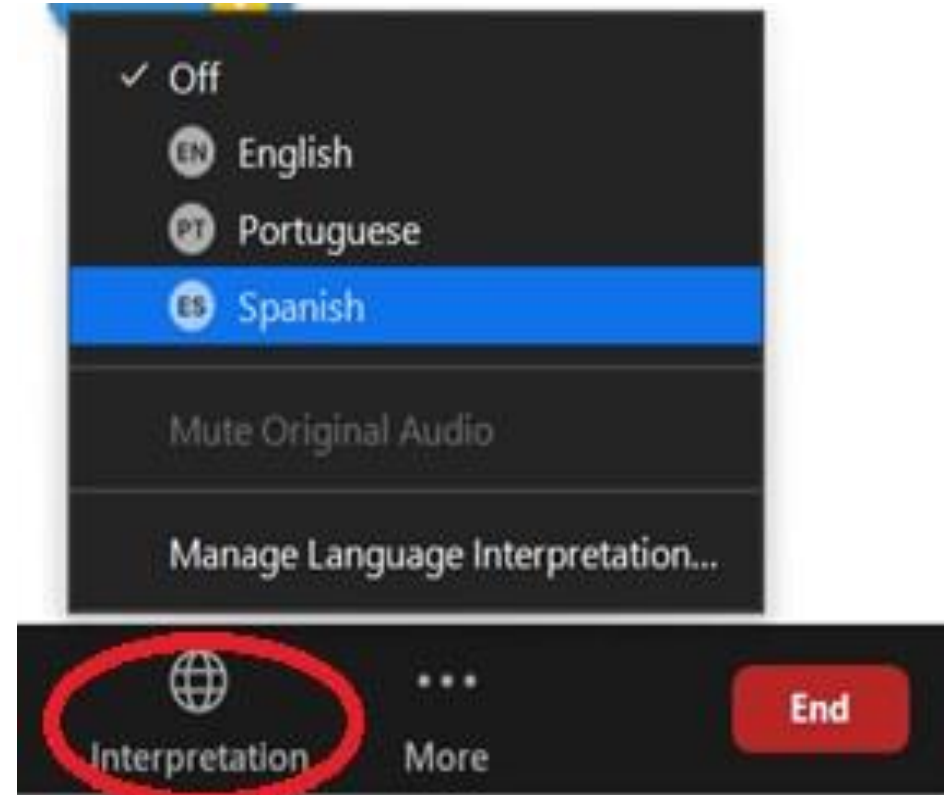
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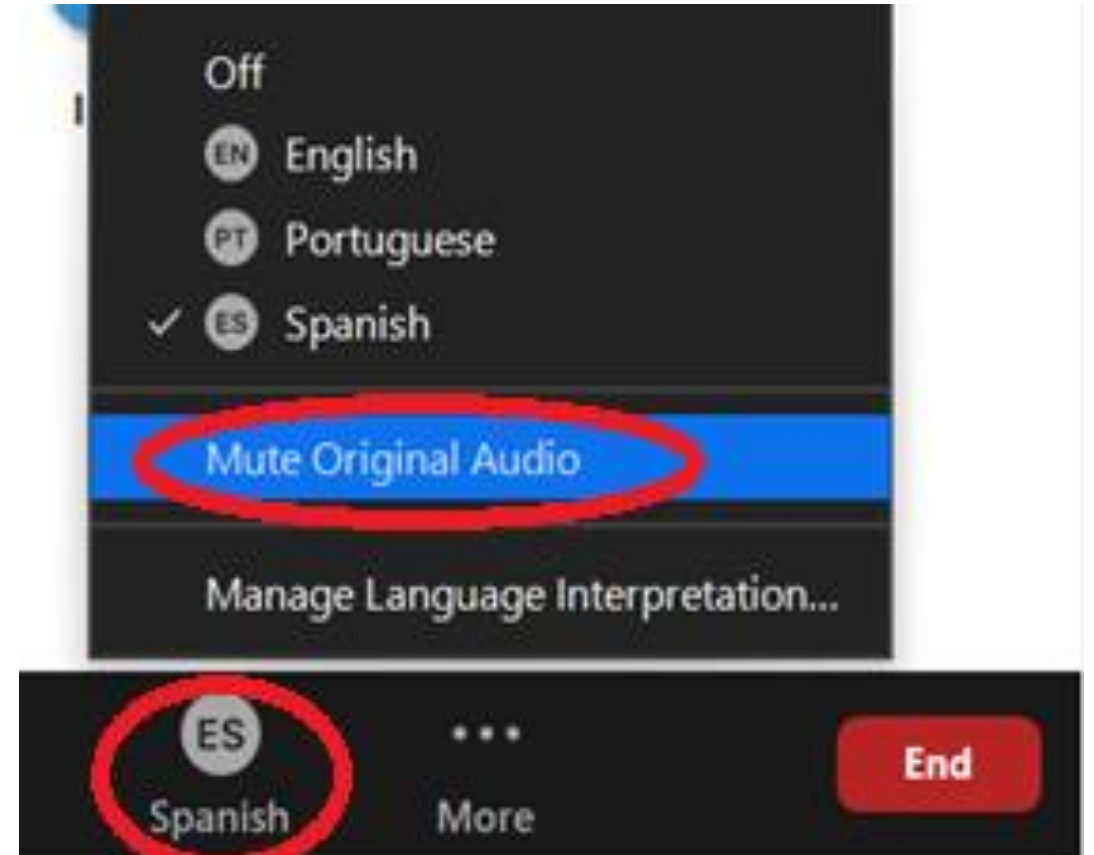
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Zoom Webinar Chat

From Me to All panelists:
Hi! I just joined!

To: All panelists ⌄

Your text can only be seen by panelists
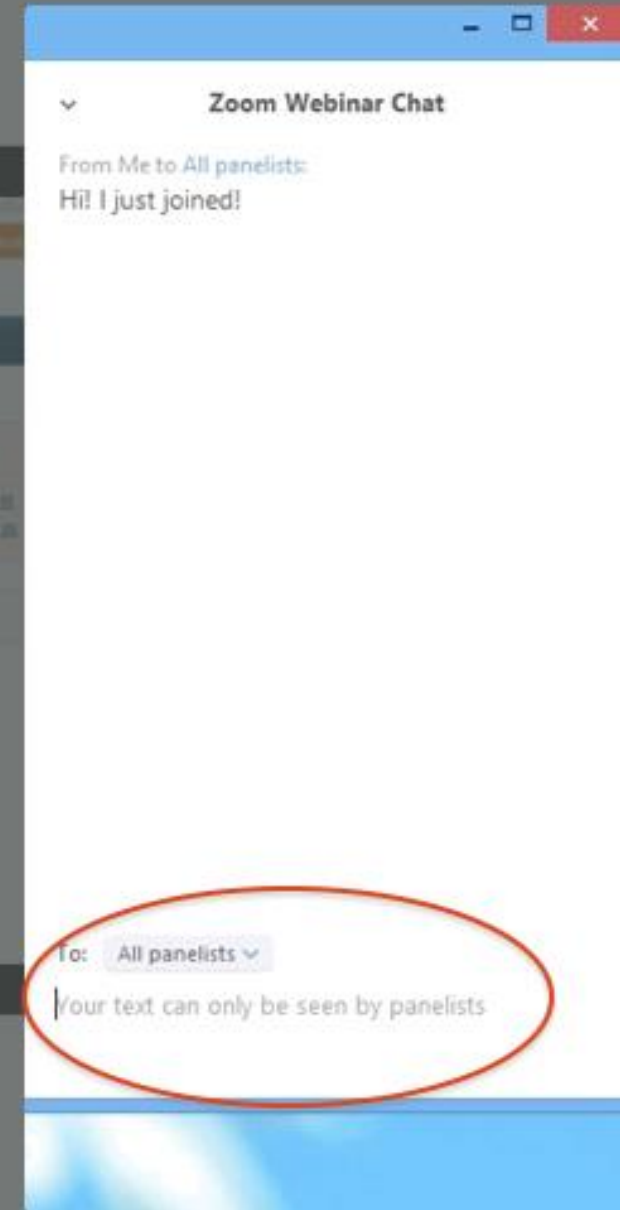
Agenda

1. Learning Objectives and Introductions
2. Establishing, Reworking, and Maintaining Operations
3. **Jurisdictional Spotlights**
4. Monitoring Operations in the Next Normal
5. **Jurisdictional Spotlights**
6. Questions and Answers

Objectives

By the end of this webinar, you will be able to:

❑ Describe 3 characteristics of successful PC/PB and committee meetings.

❑ Explain the importance of having an established process for running meetings and making decisions.

❑ Describe 3 practices for adapting your PC/PB operations when outside events disrupt regular operations.

Part 1: Introductions

Webinar Interpreters

Pablo and Diana Donatti, Donatti Translation & Interpreting

Today's Interpreters: Grisel Villafaña and Adriana Arias de Hassan

US Federal Court Certified-Conference-Medical & Technical Translations

Planning CHATT: A HRSA-Supported Cooperative Agreement (U69HA39085)

Lennwood Green
Project Officer
Division of Metropolitan HIV/AIDS Programs
HIV/AIDS Bureau, HRSA

Webinar Presenters

Carissa Weisdorf
(she, her, hers)
HIV Services Planner
(formerly Coordinator of
Minnesota Council for
HIV/AIDS Care and
Prevention)

Christina Bontempo
(she, her, hers)
Miami-Dade HIV/AIDS
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Glossary

- ❑ **EMA** - Eligible Metropolitan Area
- ❑ **TGA** - Transitional Grant Area
- ❑ **PC/PB** - Planning Council / Planning Body
- ❑ **HRSA** - Health Resources and Services Administration
- ❑ **HAB** - HIV/AIDS Bureau
- ❑ **PCN** - Policy Clarification Notice
- ❑ **PO** - Project Officer
- ❑ **PSRA** - Priority Setting and Resource Allocation
- ❑ **RWHAP** - Ryan White HIV/AIDS Program

Part 2: Establishing, Reworking, and Maintaining Operations

HRSA/HAB Expectations for PC/PB Operations

- Policies and procedures meet RWHAP Part A requirements and are consistently followed

- Meetings are open with public notice, a public comment period, and materials and minutes available to the public

- There are appropriate committees with regular meetings, agendas, and minutes

HRSA/HAB Expectations for PC/PB Operations

- PC/PB and Committee Chairs or Co-Chairs have clearly defined roles and appropriate training and support

- Recipients provide support staff and budget to support PC/PB operations

- Bylaws are regularly reviewed, updated, and consistently followed

Operations During "Normal" Times

- PC/PBs have legislatively-defined tasks that must be completed on time each year

- Resources available for PC/PB planning are limited

- Efficient operations – committee structure, staffing, implementation of bylaws and policies & procedures – make it possible for a PC/PB to meet its responsibilities

- Work of committees needs to be coordinated – sometimes one committee must complete its task before another committee can do its work
  - For example: Needs Assessment data must be available before the PSRA process can be carried out

PC/PB Bylaws
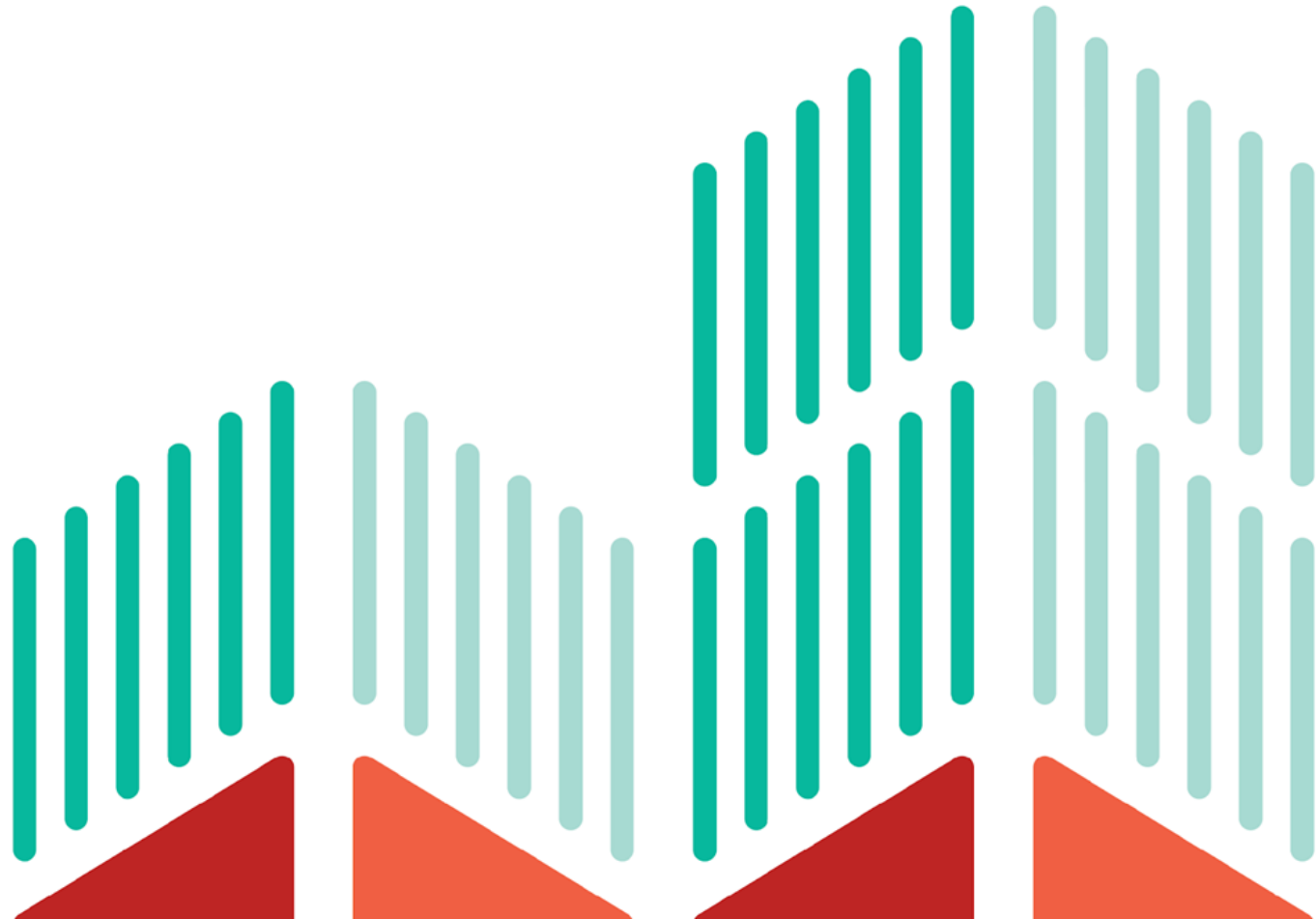
Use and Importance of PC/PB Bylaws

- Describe key elements of PC/PB structure and policy, including how the PC/PB will:
  - Carry out its legislative responsibilities
  - Ensure diverse community and consumer participation in planning
  - Help provide a comprehensive, accessible system of care
  - Reduce HIV-related health disparities

- Define PC/PB leadership, members, and committees

- Provide institutional memory for the PC/PB, regardless of changes in membership or staff

Bylaws Review and Amendment

- Bylaws are used to answer questions about correct PC/PB structure and operations, so they need to be up-to-date and consistently followed

- They should be reviewed and revised:
  - Immediately after Congress amends RWHAP legislation
  - When HRSA HAB issues new requirements/guidance (e.g., a new PCN)
  - When the PC/PB changes its scope of activity, membership, or operations
    - Big example: Bylaws state meetings are in-person but COVID restrictions make that requirement challenging to meet
  - At least every 2-3 years, to ensure that bylaws reflect current PC/PB practice

Quick Scenario: Bylaws

Consider the following, then chat in your answer:

- ☐ Which of your PC/PB committees is responsible for reviewing and recommending amendments to the bylaws?

- ☐ When a question arises about PC/PB structure or rules, who usually checks to see what the bylaws say?

Establishing a Process for PC/PB Discussion and Decision-Making
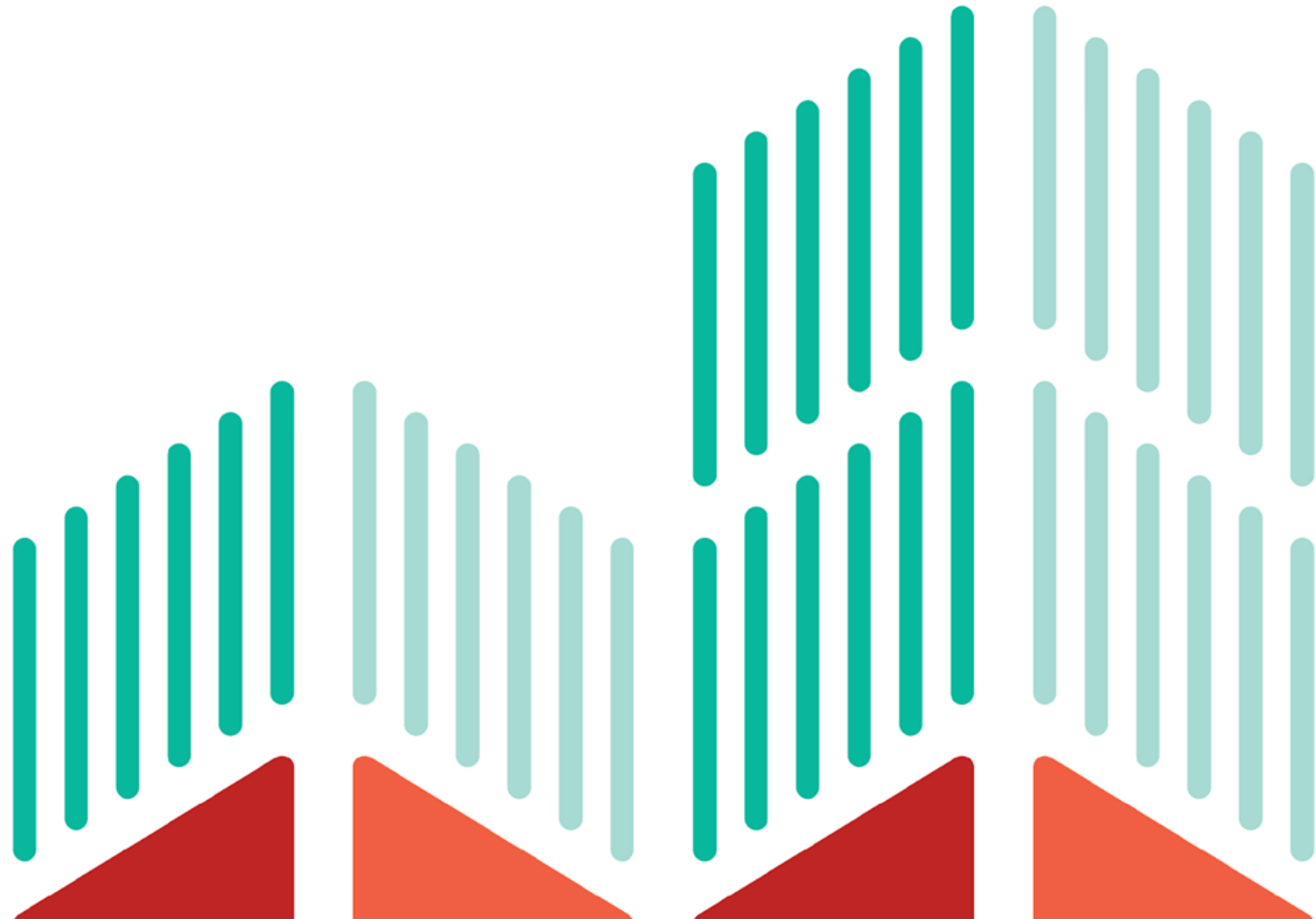
Benefits of an Established Process for PC/PB Discussion and Decision-Making

- Provides an orderly process for meetings
- Is fair and democratic – everyone follows the same rules and has the same opportunities to participate
- Supports open decision making
- By managing discussion, protects the organization from individuals who want to put their own interests first

Choosing a Process for the PC/PB

Options:

- Some form of parliamentary procedure, usually based on *Robert's Rules of Order*

- A consensus model

- A combination, with voting if consensus is not reached

- Your own process, usually including basic elements of parliamentary procedure

Key Principles of *Robert's Rules of Order*

- All members have equal rights and obligations*

- Majority rules – based on one person, one vote

- Respect for the minority – some decisions require a supermajority

- Only one question/motion is considered at a time

- Right of everyone to speak once before anyone speaks a second time

- No member can speak until recognized by the Chair

- Chair should be impartial

- The group's bylaws and other rules apply

*https://ryanwhite.hrsa.gov/sites/default/files/ryanwhite/grants/planning-council-planning-body-requirements-expectations.pdf

Flexibility in Robert's Rules of Order

- "Some of the formality that is necessary in a large assembly would hinder business" in a small group
  (Robert's Rules of Order, 11th edition, p. 487)

- Special rules exist for small groups (suggestion is less than 12 people), like PC/PB committees

- Examples of flexibility in provisions:
  - No limit to number of times member can speak to a question
  - No need for motions to close or limit debate
  - Informal discussion permitted if no motion pending
  - Chair can speak in discussion and vote on all questions

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Newark EMA Roberts Rules Video

PC/PB Committees
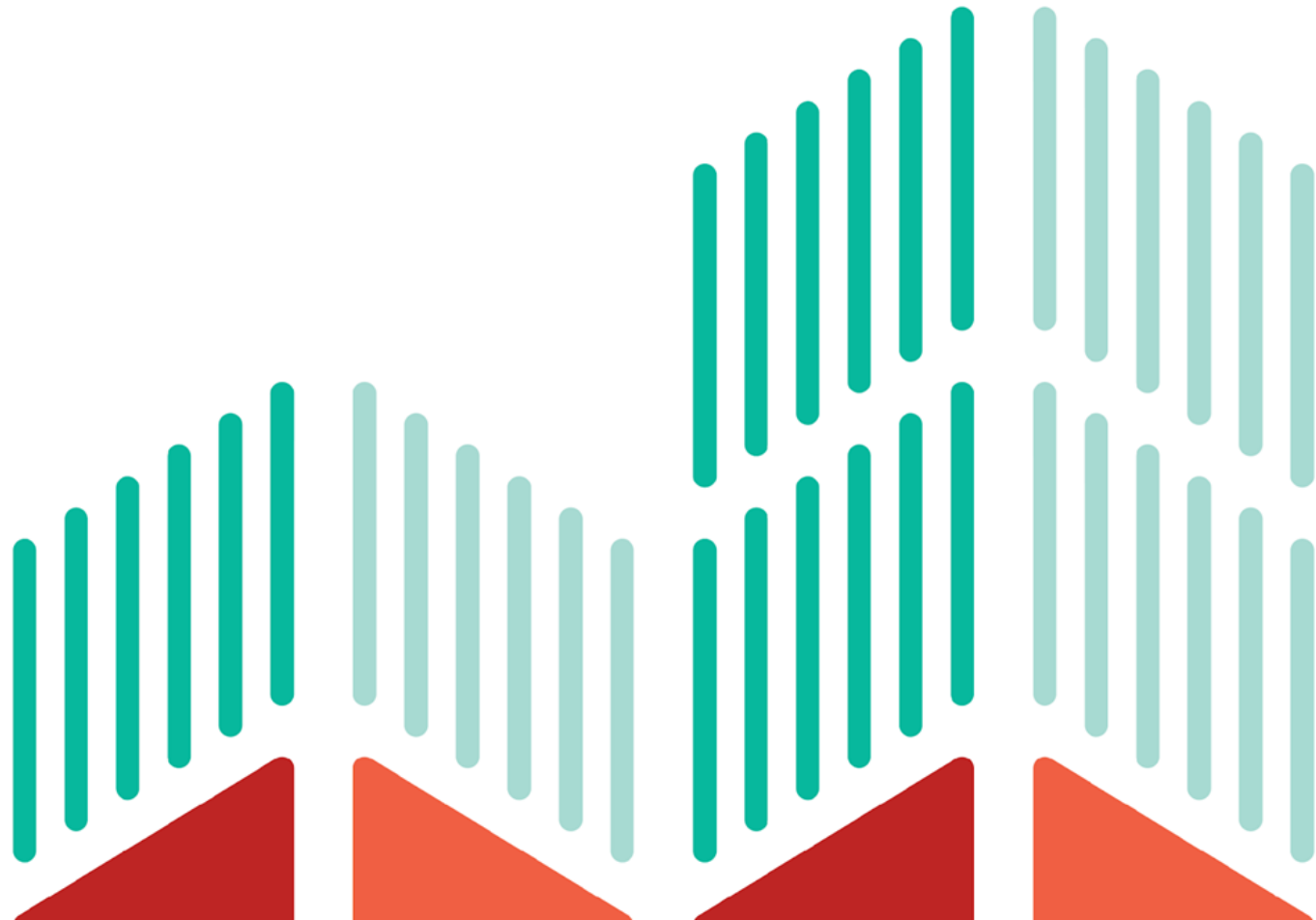
Importance of Committees

- In most PC/PBs, the actual work happens at the committee level, where legislative duties are assigned

- Because of a higher focus on and more time dedicated to specific issues/tasks, committee meetings generally allow more time for:
  - Public input
  - Consultation with outside experts
  - In-depth discussion

- Members often participate more actively in committees than in full PC/PB meetings

Importance of Committees

- Can make recommendations to PC/PB through Executive Committee (Committee Chair/Co-Chairs are part of Executive Committee)

- Voting members in committees can include non-PC/PB members

- Committees are a great training ground for new and potential PC/PB members!

Types of Committees

- **Governance:** responsible for internal operations (e.g., membership/open nominations, member training, bylaws, policies & procedures, Memorandum of Understanding (MOU) with the RWHAP Part A recipient, and coordination of PC/PB tasks)

- **Planning:** responsible for carrying out legislatively-defined responsibilities (e.g., needs assessment, integrated/comprehensive planning, priority setting and resource allocation, and assessment of the efficiency of the administrative mechanism)

Sample Committee Structure

Executive Committee

Planning

Governance

Needs Assessment & PSRA Committee

Roles:
- Needs assessment
- PSRA coordination
- Expenditure review
- Reallocation
- Assessment of the Administrative Mechanism (AAM)

Consumer Committee

Roles:
- Consumer outreach and engagement
- Consumer input to needs assessment, PSRA
- Consumer training

Service Strategies Committee

Roles:
- System of care
- Service Standards
- Comprehensive/ integrated planning
- Review of performance/ outcomes

Membership & Operations Committee

Roles:
- Membership/open nominations
- Member orientation & training
- Planning body operations/support
- Bylaws/policies & procedures outcomes

Work Groups and Caucuses

Committee Success Strategies

- **Limit the number of committees and have clearly defined purposes for each:** Use annual work plans to spread out required tasks and determine which tasks can be completed by the same committee

- **Roles and responsibilities:** Use leadership structure that keeps things moving even if someone is out (chair/vice-chair, 2 co-chairs); delineate between member responsibilities and PCS responsibilities (e.g., who takes minutes?)

- **Develop an annual work plan:** Help ensure tasks are completed in timely manner, helps with setting agendas

- **Consider a consensus process for decision making:** Lighten up on PC/PB more formal processes to encourage discussion and quicker movement on action items

Poll

I understand the purpose/responsibilities of all of my PC/PB's committees:

1 - I don't understand the purpose/responsibilities of any of the committees

2 - I understand the purpose/responsibilities of one or two of the committees

3 - I understand the purpose/responsibilities of about half the committees

4 - I understand the purpose/responsibilities of almost all of the committees

5 - I fully understand the purpose/responsibilities of all committees

6 - My PC/PB does not have any committees

7 - Not applicable

Jurisdictional Highlight: Managing Disruptive Events

Christina Bontempo
Miami-Dade HIV/AIDS Partnership

Firsthand Experience with Managing Change

- **Reactive v. Proactive -** Regular communication and being able to get ahold of everyone important; having updated contact information important
- **More focus on checking in on people v. just business as usual -** Pandemic is/was isolating; important to make time for people to check-in and socialize
- **Adequate/Correct technology -** Not having the technology to facilitate hybrid meetings was a challenge
- **Disaster policies and procedures -** Policy needed to be established to operational procedures for natural disasters and health emergencies

Adapting to New Circumstances

- After some time, started to think about what the PC would look like in a "new normal"
- Checking in on a human level first helps guide what the PC can accomplish realistically
- Tried to get everyone in together virtually

" it was less SERVICES and more emotional support."

-Christina Bontempo

Adapting to New Circumstances

- Steps to take before going virtual
    - Send material ahead of time for accessibility in advance
    - Make sure everyone knows how to connect to the link (explanation of walkthroughs conducted to train folks)
    - Incorporate the right tech equipment
    - Include in the agenda more time to go over voting process and questions and answers due to technology usage
    - Make sure to balance topics vs duration of meeting in the virtual environment.

Adapting to new circumstances and situations Cont.

- During virtual meetings
  - Voting process changed so that if you did not have comments it was assumed that you were voting in favor
    - Robert's Rules of Order "light version"
  - If there was someone struggling, what did that process look like?

Jurisdictional Highlight: Adapting to Change

Carissa Weisdorf
Minnesota Council for HIV/AIDS Care and Prevention

Responding to Emergencies

Approach to unforeseen events

- Bylaws related to proactively responding to emergencies

Operation during disrupting events reflected in:

- Policy and procedure in place for electronic voting between meetings

Adapting to the Circumstances

- **Before going virtual**
  - Make sure that there is a process in place for the virtual meeting
    - Example: be on camera, voting procedure
  - Make sure folks have access to technology and know how to use technology

- **During**
  - Noticed that people really missed the in-person connection
  - Add 15 mins before each council meeting, to check-in with one another
  - Check-ins had a good level of participation

Adapting to the Circumstances

- **Parental leave** can also impact the normal functioning of the PC/PB if the person taking the leave has certain roles and responsibilities that need to be reassigned in the meantime
    - Roles pivoted during that time
    - Plan accordingly while remaining flexible
- Work in committees to move forward with the work
    - It was important to gain consensus from the council and how they wanted to proceed

Part 3: Monitoring Operations in the "Next Normal"

Uses for Group Process Observation

- Helps in understanding current levels of group interaction and team building
  - Can be used by a new Chair or Co-Chair or a new PC/PB support staff member to understand group status
  - Also helpful when operations have significantly changed, e.g. from in-person to virtual meetings
- Focus can be on one or several elements of group process
- Observations should be documented and main findings discussed with the group
- If change is needed, group should agree on action plan

Observing PC/PB Group Process - Communication

Observing different elements of your PC/PB's interactions can identify strengths and areas for improvement.

- **Communication** *(points to observe)*
  - Who talks most/least often?
  - Do certain members typically guide conversation?
  - What are the styles of communication – suggestions, assertions, questions, disagreement?
  - What is the tone of communication – respectful, friendly, neutral, negative?

Observing PC/PB Group Process - Participation

Participation *(points to observe)*

- Who is paying close attention to the discussion?

- Who is – and is not – speaking?

- Do you see changes in the level of participation by some members?

- What members typically help guide or direct the discussion?

- Are there members whose views tend to be ignored?

Observing PC/PB Group Process - Decision Making

Decision Making *(points to observe)*

- Are all members encouraged to participate in reaching a decision – before a vote is taken?

- Do some members try to force a decision without full discussion?

- Which members support taking the time to hear and understand all viewpoints before a decision is made?

- When a decision is made, how do those in the minority react? Those in the majority?

Observing PC/PB Group Process - Roles

Roles *(observe which members are playing the following roles)*

- *Task roles* that focus on getting the work done*,* like initiating, information/opinion seeking, orienting, assessing, clarifying, summarizing, consensus testing, and recording

- *Group maintenance or social roles* to improve relationships, like encouraging, compromising, and supporting

- *Dysfunctional or self-oriented roles* like dominating, being aggressive, withdrawing, ignoring, blocking, seeking recognition, or disrupting the process

Assessment and Monitoring Process

- Evaluation was held after each meeting as we went through the change:
  - Had some instances where we needed to "scrap ideas" and tailor strategies in order to function
  - Hybrid did not work for us because we had an in-person quorum requirement
  - People felt that having virtual meetings did not let them participate like they wanted
  - Not having the adequate technology to facilitate the process was a challenge

Moving Forward After the Experience

- Implementation of change (new meeting places)
- Incorporate PPE materials for hybrid and in-person meetings
- Update our Policies and Procedures to make sure they include:
    - In the event of an emergency what to do (offer examples)
    - Guidelines of the county
    - How to Communicate with PO when these events occur

- Always keep people informed and up to date
    - Make sure we update contact information of members continuously
    - Post materials online for ease of access

Assessment and Monitoring Process

- While assessing make sure to listen to your members
  - Learned that people were eager to meet in-person

- Ask folks how they feel meeting in-person again
  - Take note of recommendations
  - Incorporate recommendations in for planning process

Moving Forward

- The virtual transition sometimes doesn't work as expected, that is ok
- Acknowledge the particularities of your PC/PB and tailor the strategies
- Our PC/PB members like to see each other in-person

Questions and Answers

Help Us Help You

Please complete the evaluation!

Building Resilience to Thrive in the "New Normal" Webinar Evaluation

Thank you for participating in this Planning CHATT Webinar. Please take a moment to provide us with feedback on your experience of the webinar. Your feedback is important to us, and will help us provide high quality training/TA in the future. All of your responses will be kept confidential and will only be presented in summary form. *Thank you in advance for your feedback!*

The objectives for this webinar were:

By the end of the webinar, participants will be able to:

- Describe 3 characteristics of effective PC/PB and committee meetings.
- Explain the importance of having an established process for running meetings and making decisions.
- Describe how a Boundaries, Authority, Roles, and Tasks (BART) analysis can contribute to understand a committee or the full PC/PB as a group or team.
- Describe 3 best practices for adapting your PC/PB operations when outside events (e.g., natural disasters, pandemics) disrupt regular operations.

○ Fully met

○ Mostly met

○ Somewhat met

○ Not at all met

Next

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