

Activity 8.1: Quick Scenarios to Apply Knowledge

TIPS FOR TRAINERS



Suggested Use

Use these quick scenarios as part of your presentation on PC/PB Structure and Staffing to allow participants to apply what they have learned.



Time

The slide deck includes four Quick Scenario slides that each provide a scenario and questions for participant discussion. Each scenario takes about 15-20 minutes to discuss. You can choose to use some or all the quick scenarios.

If you have a group of 8 or fewer—the members of one of your PC/PB's committee, for example—most of the discussion can be in the full group. If you are training a larger group, you may want to have initial discussion for 7-10 minutes in small groups, which will add a few minutes to the total time required.



Materials

- PowerPoint slide for each Quick Scenario (included in the PC/PB Structure and Staffing slide deck).
- Handout for Participants: Quick Scenarios to Apply Knowledge (*Optional to distribute to participants at the beginning of your presentation*).



Knowledge or Skill Development

Participant understanding of the importance and components of PC/PB structure and staffing—Bylaws, legislatively required and other policies and procedures, PC/PB support, and maintaining a mutually supportive relationship with the recipient.

Activity Steps

1. Review the Quick Scenario slides included in the presentation, and decide which you want to use. Revise or “localize” the scenarios and questions as needed.
2. During the presentation, when you reach a Quick Scenario slide, provide instructions to participants.

If the group is small (up to 8 people):

- Ask the group to think individually about the situation and questions provided, or to discuss them with one other person for 5-7 minutes.
- Then begin discussion among the full group. Encourage as many participants as possible to provide input to the discussion.

If the group is larger:

- Ask participants to work with 1-2 other people if everyone is sitting around one big table. If participants are seated at small tables, have them work with the other people at their table.
 - Ask the groups to select a **recorder/reporter** to take notes summarizing the discussion for sharing the full group.
 - Give the groups 5-10 minutes to discuss the scenario and questions.
 - Have one reporter present first, then ask the others to agree, add, or offer alternative responses or approaches. If there are multiple questions, have a different reporter present first for each question.
 - Invite discussion from the full group.
3. Summarize the key points from the Quick Scenario, and continue with your presentation.



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HANDOUT FOR PARTICIPANTS

Time will be taken at intervals throughout the presentation on *PC/PB Structure and Staffing* to discuss one or more of the short scenarios and questions shown below.

Quick Scenario A: Bylaws

Consider the following, then discuss as a group:

1. How familiar are you with your PC/PB's Bylaws? Do you have a copy?
2. When were your Bylaws last amended?
3. What committee is responsible for reviewing and recommending amendments to the Bylaws?
4. When a question arises about PC/PB structure or rules, who usually checks to see what the Bylaws say?

Quick Scenario B: Grievance Procedures

Your PC/PB's new Co-Chairs and a PSRA Committee Chair have limited experience. You have a written process to guide PSRA, but some parts were not followed: no town hall meetings were held, and the public comment periods at the Data Presentation and the allocations meeting were cancelled since the meetings were running late. The approved allocations are virtually unchanged from the current year. A group of consumers that believes more resources are needed for mental health services, but had no chance to voice this need, has just filed a grievance.

1. How should the PC/PB respond?

Quick Scenario C: PC/PB Support

Your PC/PB Support Manager is hired by the Health Department using local hiring processes and is supervised by the same senior official who supervises the recipient. Needs assessment is usually done by PC/PB members and the PC/PB support staff. However, this year funds have been set aside for consultants to help conduct your first-ever study of PLWH who know their status but are out of care. The Needs Assessment Committee is developing a scope of work when members are told that the recipient has already chosen the consultant.

1. Is this appropriate? How should the PC/PB work with the Health Department to resolve this situation?

Quick Scenario D: Relationship with the Recipient

Your PC/PB has generally had a very positive and productive relationship with the recipient. A few years ago, when tensions developed, a Memorandum of Understanding (MOU) was developed and signed, and it was very helpful. Since that time the relationship has been good, but some changes have developed in data availability and other processes and the MOU has not been updated to reflect them— there were always other priorities for both the PC/PB and recipient. The Part A Director just announced that she will be retiring in 6 months.

1. Is this a good time to update the MOU? Why or why not?