

Building Strong Planning Councils/Planning Bodies

Part II: Tools and Strategies for Building and Maintaining
Strong Relationships

February 28, 2018



**PLANNING
CHATT**

Community HIV/AIDS
Technical Assistance & Training



How to Ask a Question

- Attendees are in **listen-only** mode.
- If you have a question, **use the chat box** at the lower-left of your screen to chat with the presenter.
- You may also **email questions** to planningCHATT@jsi.com after the webinar.



Can You Hear Us?



The audio is being shared via your computer speakers/headset.



If you can't hear the audio, make sure your computer audio is turned on.



If you're still having problems, please chat the host.

Call-in number: 888-378-4398

Passcode: 533376

Agenda

- ▶ Welcome
- ▶ Introducing Planning CHATT
- ▶ Objectives of webinar
- ▶ Question and answer
- ▶ Future webinars

Planning CHATT: A HRSA-supported Cooperative Agreement (U69HA30795)



**Steven R. Young, Director
Division of Metropolitan
HIV/AIDS Programs,
HIV/AIDS Bureau, HRSA**



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

Community HIV/AIDS Technical Assistance and Training (Planning CHATT) Project

- ▶ Planning CHATT builds the capacity of Ryan White HIV/AIDS Program (RWHAP) Part A Planning Councils and planning bodies (PC/PB) across the U.S.
- ▶ Our goal is to help PC/PB to meet legislative requirements, strengthen consumer engagement, and increase the involvement of community providers in HIV service delivery planning.

Compendium of Materials for Planning Council Support Staff

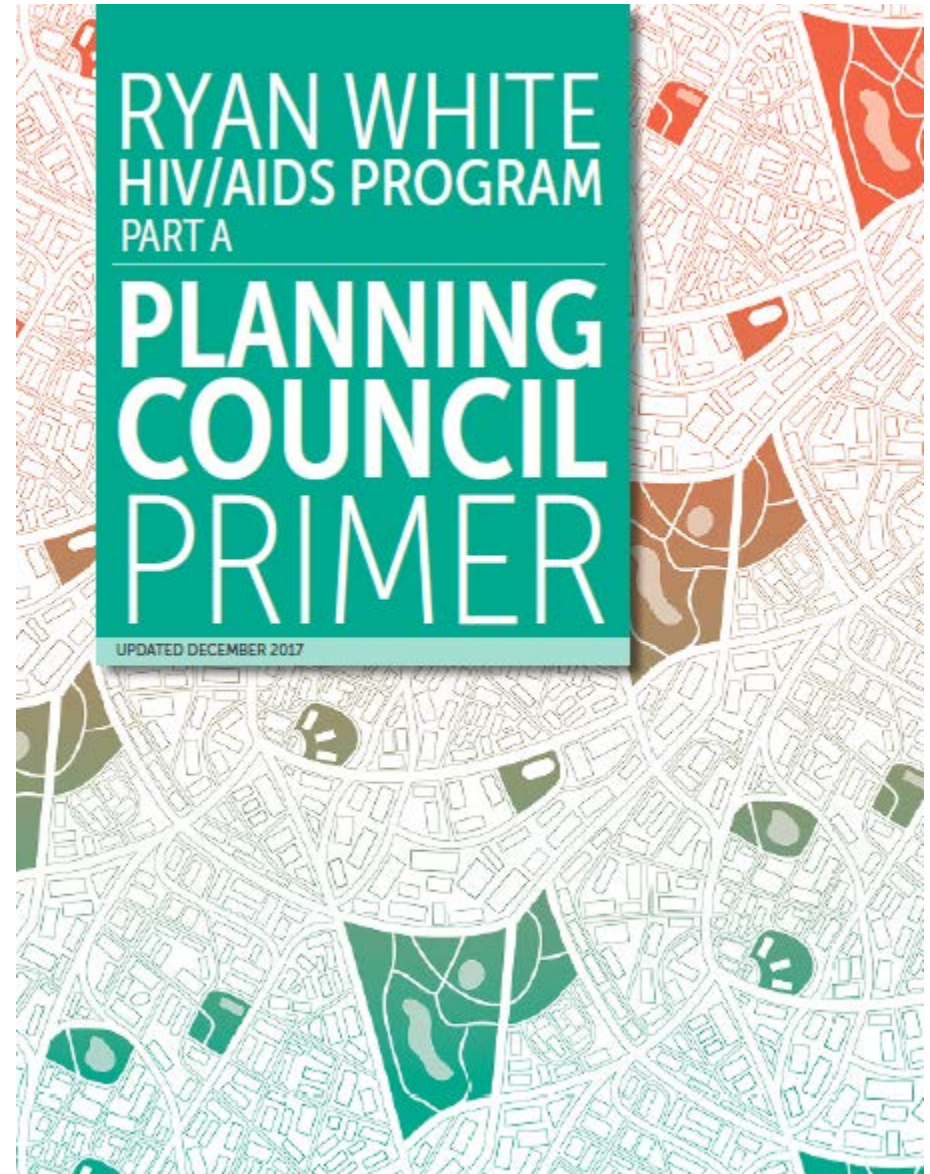
www.TargetHIV.org/planning-chatt/pcs-compendium

- Designed to help PCS staff carry out their duties supporting the work of RWHAP Part A planning councils/planning bodies (PC/PBs)
- Provides tools and templates, model orientation and training materials, and offers tips and sound practices from PC/PBs

Updated Primer

Coming soon to
the Planning
CHATT website!

careacttarget.org/planning-CHATT



Planning CHATT Project Team



Mira Levinson
Project Director



Christopher La Rose
Project Manager/Evaluator



Emily Gantz-McKay
Senior T/TA Consultant



Hila Berl
Senior T/TA Consultant



Deborah Dean
Materials Developer



Michelle Vatalaro
T/TA Coordinator



Molly Tasso
T/TA Coordinator



Andrea Goetschius
Strategic Communications
& Design



Daniel Hostetler
Database
Developer/Data
Manager



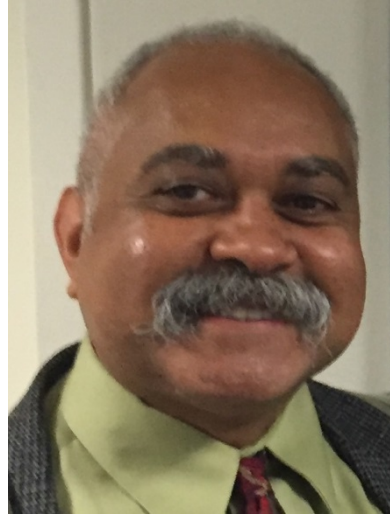
Emily Breuer
Project Associate



Webinar Presenters



Brandi Bowen



Dorian-Gray Alexander



Marvin Krieger

AUDIENCE POLL

What is your primary relationship with your local RWHAP Part A planning council/planning body (PC/PB)? (check only one)

- ▶ Planning council/planning body Staff (PCS)
- ▶ PC/PB member
- ▶ RWHAP Part A recipient
- ▶ Other (chat role to Chairperson)
- ▶ N/A (not involved with a PC/PB)

AUDIENCE POLL

Did you attend last week's webinar?

- ▶ Yes
- ▶ No

Review of Part I: Roles and Responsibilities

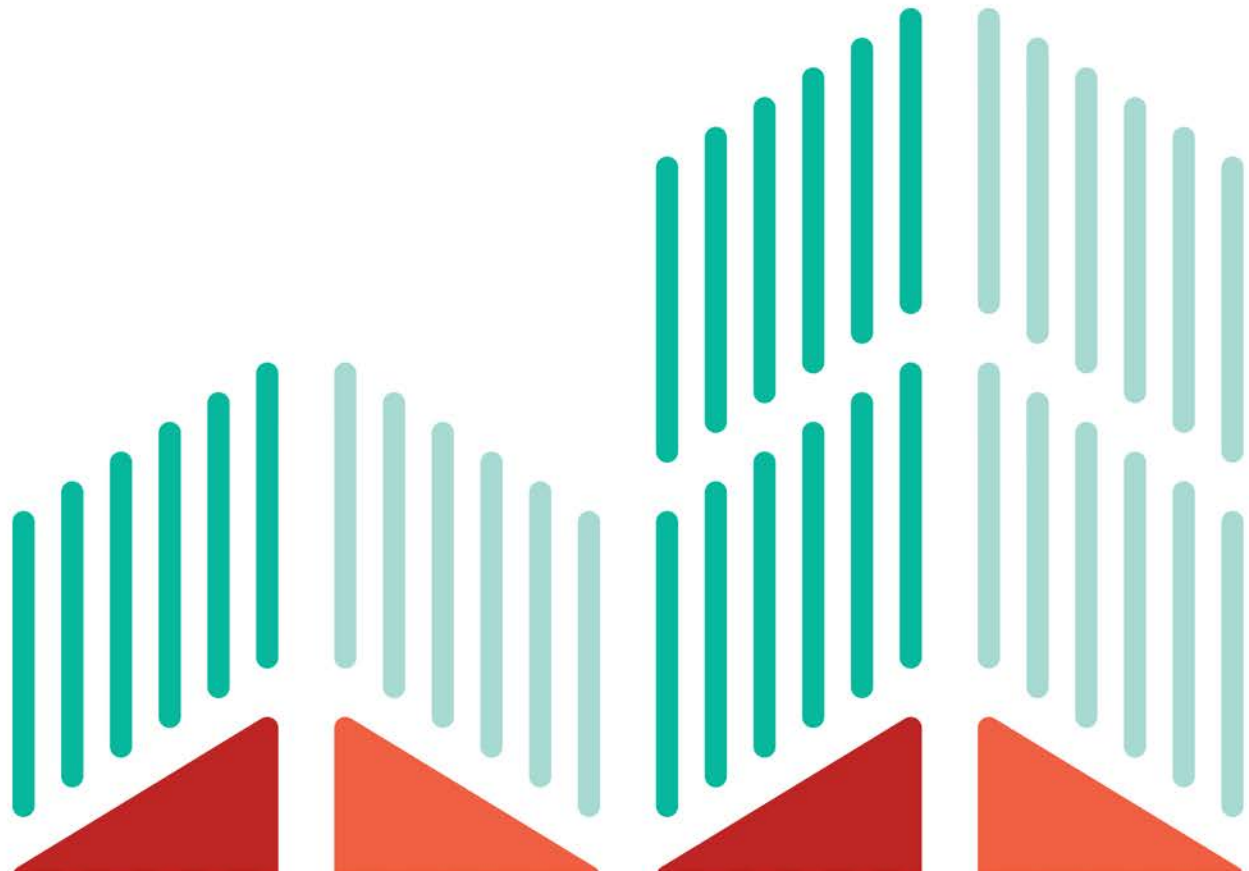
- ▶ Roles of each PC/PB entity: PC/PB, RWHAP Part A recipient, CEO
- ▶ Shared and separate responsibilities of each PC/PB entity
- ▶ Strategies to maintain these roles and responsibilities

Objectives

By the end of the webinar, participants will:

- ▶ Understand how PC/PB and RWHAP Part A recipient can work together
- ▶ Understand how entities can work together
- ▶ Name 2 strategies to resolve conflicts
- ▶ Identify 2 tools available to support effective collaboration between entities

Relationships between Entities



Relationships with People Living with HIV (PLWH) Community

Planning council/planning body

- ▶ Highlights the importance of their voice
- ▶ Empowers PLWH and allies to use voice and experience
- ▶ Outreach through personal networks and public notices

Recipient

- ▶ Participates and engages in input about services
- ▶ Creates mechanism to evaluate quality of services

Relationships with Providers of Part A Services

Planning council/planning body

- ▶ Encourages diversity in expertise, with discretion
- ▶ Enforces conflict of interest policies
- ▶ Composes committees to avoid stacking
- ▶ Provides team-building opportunities

Recipient

- ▶ Procures services for community
- ▶ Administers grant based on data and assessments

Relationships with Essential Programs

- ▶ Include:
 - Other HIV/AIDS providers (e.g. HIV prevention and medical providers not funded by RWHAP)
 - Other RWHAP recipients (e.g. Part B)
 - Other essential programs (e.g. Substance Abuse and Mental Health Services Administration (SAMHSA), Centers for Medicaid and Medicare (CMS), Housing Opportunities for People with AIDS (HOPWA), community health centers)
- ▶ Know scope of available area services
- ▶ Be able to coordinate with leadership
- ▶ Secure and use data for planning purposes

AUDIENCE POLL

The recipient oversees the planning council, but does not choose its members. True or False?

- a) True
- b) False

Using Communication to Build Strong Relationships between Entities



The Ideal

- ▶ Creation of a cohesive unit
- ▶ Mutual respect
- ▶ Following of directives
- ▶ Transparency – freedom to share
- ▶ Establishing of guidelines

Pressure Points

Whenever you're in conflict with someone, there is one factor that can make the difference between damaging your relationship and deepening it. That factor is attitude.

— William James

Causes of Conflict

- ▶ Different views
- ▶ Determination to achieve a specific result
- ▶ Passion
- ▶ Desire for control
- ▶ Insufficient knowledge of RWHAP and/or its rules and the roles of entities
- ▶ Personality clashes
- ▶ Perception of others

Navigating Group Dynamics

- ▶ Create a neutral language environment
- ▶ Separate the person from the problem
- ▶ Avoid placing blame
- ▶ Agree to disagree
- ▶ Avoid offensive comments
- ▶ Focus on future and the goal
- ▶ Work hard and be creative
- ▶ Maintain confidentiality

Use of Leadership

- ▶ Create a safe environment
- ▶ Ensure training
- ▶ Share information
- ▶ Model respectful behavior
- ▶ Establish and enforce behavioral ground rules
- ▶ Establish procedures and criteria

Good Communication Practices

- ▶ Share information on a routine basis
 - Reports, data, agenda, community events
 - Creates a culture of transparency
- ▶ Encourage open discussion and listening
 - Set ground rules early
 - Create a safe space for participants to engage
 - Allow for questions during meetings and trainings
 - Communicate clearly and openly

Good Communication Practices

- ▶ Separate issues from individuals
 - Facilitate conflicts that arise
 - Coordinate with PC chair to anticipate issues
- ▶ Remind all of the purpose and mission
 - High-quality services for people living with HIV

Knowledge Check: Which of following are good strategies for navigating group dynamics? (check all that apply)

- ▶ Use neutral language
- ▶ Separate person from problem
- ▶ Avoid placing blame
- ▶ End all disagreements
- ▶ Avoid offensive comments
- ▶ Focus on the goal

Tools to Achieve Optimal Roles, Responsibilities, and Relationships



Written Local Standards and Behavior

- ▶ Local code of conduct (CEO and/or PC policy)
- ▶ Professional ethics
- ▶ Leadership (roles and behavior)

Federal Guidance

- ▶ Legislation: RWHAP and other
- ▶ HRSA Guidance: Policies, letters, applications, manuals
- ▶ Sound practice

Written Policies and Procedures

- ▶ Bylaws
- ▶ Memoranda of Understanding (MOUs)

Person-Centered Language

- ▶ Encourage consistent use of non-stigmatizing words
- ▶ PLWH deserve credit for their creation and promotion of this important communication strategy

Examples of Person-Centered Language

Stigmatizing Language ("Try not to use")	Preferred Language ("Use this instead")
HIV-infected person	Person living with HIV; PLHIV Never use "infected" when referring to a person
HIV or AIDS patient, AIDS or HIV carrier	
Positives or HIVers	
Died of AIDS, to die of AIDS	Died of AIDS-related illness, AIDS-related complications, end-stage HIV
AIDS virus	HIV (AIDS is a diagnosis, not a virus; it cannot be transmitted)
Full-blown AIDS	There is no medical definition for this phrase; simply use the term AIDS, or Stage 3 HIV
HIV virus	This is redundant; simply use the term HIV
Zero new infections	Zero new HIV transmissions
HIV infections	HIV transmissions; diagnosed with HIV
HIV infected	Living with HIV or diagnosed with HIV
Number of infections	Number diagnosed with HIV; number of HIV acquisitions

For more: <http://www.thewellproject.org/hiv-information/why-language-matters-facing-hiv-stigma-our-own-words>

Achieving Optimal Relationships via...

In order to make big changes in society, we must first take the little steps ourselves. When we, as people living with HIV, begin to change the language we use, others will take notice. It will take time, change always does, but it is the right time to change how we talk and write about people living with HIV.

-- Lovinglife101, "Language and HIV: 'People First'"

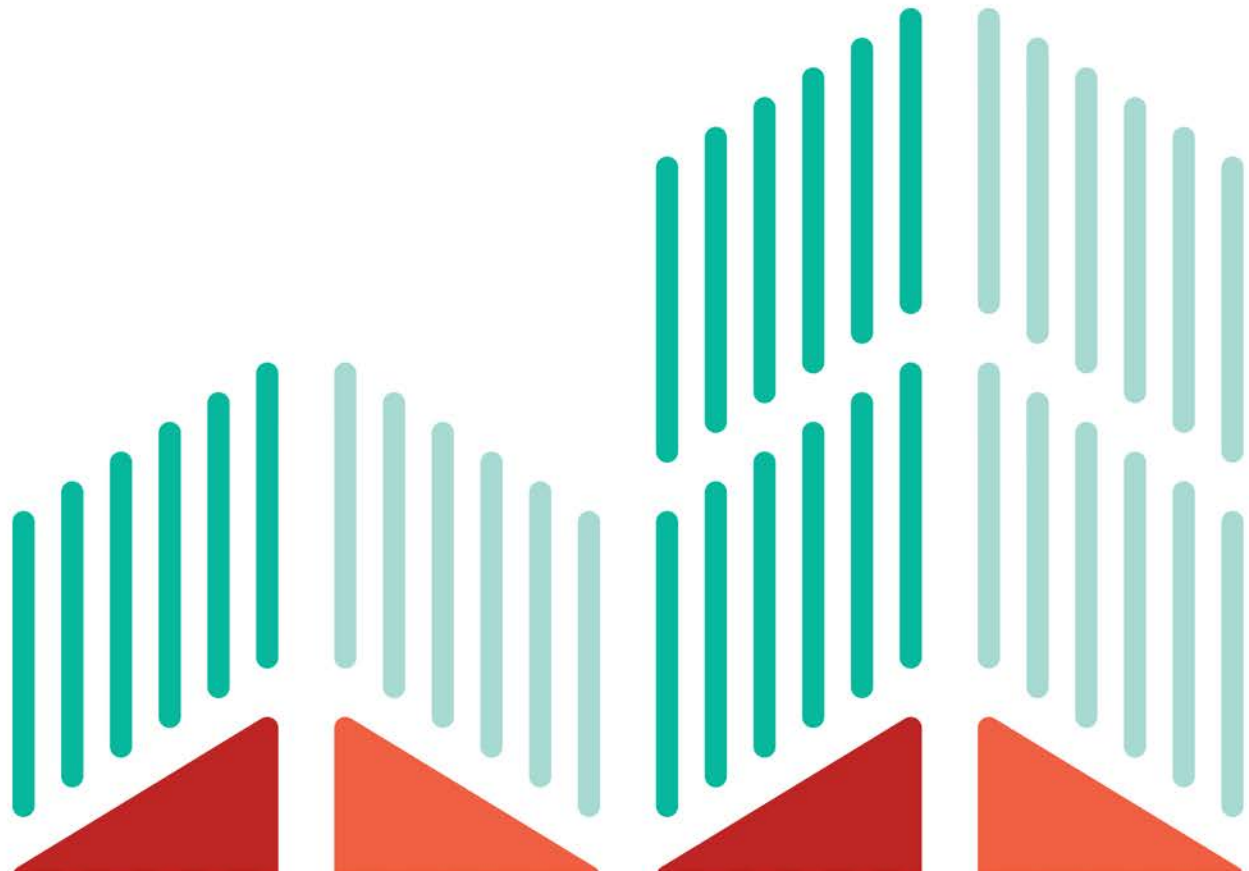
<http://www.thewellproject.org/hiv-information/why-language-matters-facing-hiv-stigma-our-own-words>

AUDIENCE POLL

Which of the following tools can assist you in achieving ideal relationships to support the PC's mission and goals of the RW program?

- ▶ Local code of conduct
- ▶ Legislation
- ▶ HRSA Guidance
- ▶ Silencing of dissenting voices
- ▶ Sound practice
- ▶ Bylaws
- ▶ Memoranda of Understanding (MOUs)

Questions and Answers



Wrap Up



Upcoming Webinars

- ▶ **Needs Assessments (Spring 2018)**
- ▶ **Priority Setting and Resource Allocation (PSRA)**
(Summer 2018)

Planning CHATT Home

List of Planning Councils

Webinars

Contact Us

Planning CHATT

Planning CHATT (Community HIV/AIDS Technical Assistance and Training) builds the capacity of RWHAP Part A Planning Councils and planning bodies (PC/B) across the U.S. to meet their legislative requirements, strengthen consumer engagement, and increase the involvement of community providers in HIV service delivery planning. The project provides training and technical assistance to support the work of PC/B members, staff, and Part A recipients.

During our first year, Planning CHATT will:

- Identify promising practices that can be used to improve PC/B functions, operations, and achievement of legislative responsibilities
- Collect TA resources, and update key planning tools and training materials
- Offer foundational webinars to share practical approaches and address common challenges
- Share existing resources via a searchable, user-friendly, and comprehensive library



Browse for More

Source Type: [Cooperative Agreement](#)

Topic Areas: [Planning](#), [Part A - Hard Hit Urban Areas](#), [Part A - Planning Councils](#)

Total views: 710

careacttarget.org/planning-CHATT

Thank You and Contact Information

Please complete the evaluation!

targethiv.org/planning-CHATT

Sign up for our mailing list, download tools and resources, view archived webinars and more...

Contact Us: **planningCHATT@jsi.com**

