

2024 - 2025



Planning Council Meeting

Thursday, September 12, 2024
4:00 pm - 6:00 pm

Boston Public Health Commission
1010 Massachusetts Ave, 2nd Floor, Boston, MA 02118

[Zoom Link for Virtual Option](#)

Welcome & Moment of Silence Margaret Lombe, PC Chair	4 - 4:05 PM
Attendance PCS	4:05 - 4:10 PM
June 20, 2024 Minutes Review & Vote Margaret Lombe, PC Chair	4:10 - 4:15 PM
Group Agreements Reflection Activity Margaret Lombe, PC Chair	4:15 - 4:35 PM
Member Engagement Reminders PCS	4:35 - 4:50 PM
The Year Ahead: Planning Council Timeline PCS	4:50 - 5:00 PM
Introduce Agency Representatives PCS & Agency Representatives	5:00 - 5:10 PM
RWSD Presentation: Client Utilization & Spending Update Melanie Lopez, Director of Client Services, RWSD	5:10 - 5:35 PM
Committee Huddles PCS & Committee Chairs	5:35 - 5:55 PM
Announcements, Evaluation & Adjourn Margaret Lombe, PC Chair	5:55 - 6 PM

Welcome to the 2024-2025 year!

**Boston EMA
Ryan White
Planning Council**



Margaret Lombe | Chair
Henry Cabrera | Chair Elect





Moment of Silence

Let's take a moment of silence in remembrance of those who came before us, those who are present and those who will come after us.

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Agenda



Attendance

When PCS calls your name, please state 'here' or 'present'!

How to vote on Council

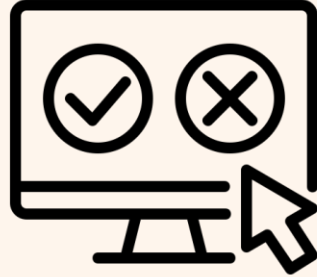


Show of Hands

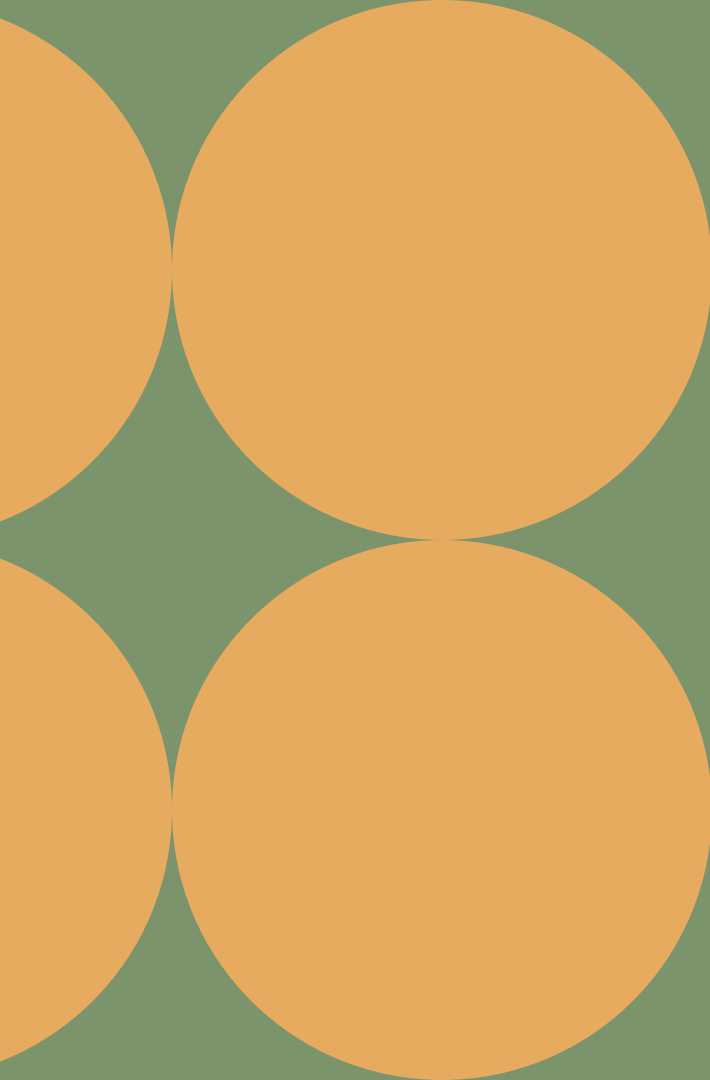
Members in the room will raise their hands to verify they vote in favor, to oppose or to abstain

Zoom Poll

Members on Zoom will select options on a poll to vote in favor, to oppose or to abstain



All votes count equally and Zoom votes will be added to show of hands votes for a total!



June 2024 Minutes Review & Vote

Review minutes from June 20th, 2024.

Chair will ask if there are any edits.

Make a first and second motion to approve minutes.

Motion: “I’d like to make a motion to approve the meeting minutes from June 20th, 2024, this is YOUR NAME.”

Second: “This is YOUR NAME, I will second the motion.”

Vote (Zoom poll & in-person vote by show of hands).

Voting:

- Approve: I approve the minutes.
- Opposed: No, I do not approve the minutes.
- Abstain: I decline to vote.

Group Agreements Review & Activity

**Respect the mission, Respect the space, Respect each other
and Respect people living with HIV**



Boston EMA Ryan White Planning Council Group Agreements

- **I will use “I” statements rather than “you” statements.**
- **I will share my thoughts with care, be aware of my own possible biases and remember that there’s a difference between intention and impact. As Council members sharing a common goal, we will assume good intentions of each other.**
- **I will listen to understand, not to respond. I will be reflective rather than reactive.**
- **I will provide space so everyone in the group can participate.**
- **I will remember my role as a participant and raise my hand to talk, say the facilitator’s name out loud, or put my thoughts in the chat (if on Zoom). The facilitators are responsible for calling on us and monitoring the conversations.**
- **I will maintain confidentiality of all Council members’ stories and situations.**
- **I will respect and empower other participants’ identities – including consumer status, race, gender, sexuality, class, religion, ethnicity, physical or mental abilities.**
- **If I am called in on unintentional harmful comments/behavior, I will listen and learn from the experience.**

Member Engagement Reminders:

- Mandatory In-Person Meetings
- Basecamp
- Office Hours
- Google Drive
- Meeting Evaluations



Mandatory In-Person Meetings

Planning Council - Funding Streams Expo	Thurs., December 12	4 - 6 PM	Nonprofit Center 89 South St., Boston, MA 02111
Planning Council - Priority Setting Activity	Thurs., March 13	4 - 6 PM	Nonprofit Center 89 South St., Boston, MA 02111
Allocation of Resources Committee (ARC) - All Day Resource Allocations Meeting	Thurs., May 15	10 AM - 4 PM	Boston Public Health Commission 1010 Massachusetts Ave, Floor 2, Boston, MA 02119

All subject to change as needed/determined by Council members and leadership.

Basecamp

- Meeting documents – minutes, slides, agenda, etcetera!
- Important documents
- Historical information
- Zoom links
- Office hours sign up



Home Lineup Pings Hey! Activity My Stuff Find

Boston MA
Ribbon
Rays White
Planning Council

Make a new project Invite people

Pinned & recent projects below · [View all in a list](#) · [View templates](#) · Press **Ctrl+** anytime to jump

- HQ**
HQ Boston RW Planning Council
Council-wide announcements and stuff everyone needs to know.
AK AH AC AH BC BT CK CM +34
- Basecamp Guidelines**
Here is a link to a document that is a map of Basecamp, where documents...
AK AH BC BT CK CM CC +21
- Meeting Location**
AK AH BC BT CK CM CC +27
- PCS Office Hours Sign Up**
Grab some time with Planning Council Support to ask any questions about...
CK
- Meeting Link**
Zoom meeting link is below! Planning Council, NAC, ARC, and SPEC are IN...
CK CC P VD

RECENTLY VISITED

- ARC**
AK BC BT CK CC ER KV +7
- Consumer Committee**
AK AH BC BT CK CM CC +24
- Executive Committee**
AH CK CC DR DS HG KW +7
- MNC**
BT CK CC DS KV MI MH +4
- NAC**
AH CN CK CS DE JIC +4
- Restructuring and Governing Docs Working Group**
Notorious RGD!
AH CK CC DS KV MI VD
- Service Standards Working Group**
CK CC KV
- SPEC**
AC CM CK CC DR HR JIC +8

Planning Council Support (PCS) Staff Office Hours



PCS staff are here to help and support you so you can participate effectively on the Planning Council!

Team email: pcs@bphc.org

Office hours booking: [Book time to meet with us!](#)

Let's walk through how to book an office hours appointment.

Google Drive



Google Drive:

- Primary use for the Planning Council/Committee Meeting Attendance Tracker and the Planning Council Issue and Question Tracker
- Occasional use of Google Drive for reviewing in-progress, collaborative documents

(Click to go to spreadsheet)

Planning Council/Committee Meeting Attendance Tracker

1	Please indicate below if you will be attending the Planning Council meeting in-person or virtually.								
2	Name/Meeting Date	10/10/2024	11/14/2024	12/12/2024	1/16/2025	2/13/2025	3/13/2025	4/10/2025	5/8/2025
3	Justin Alves								
4	Daniel Amato								
5	Stephen Batchelder								
6	Richard Boyd								
7	Henry Cabrera								
8	Barry Callis								
9	Joey Carlesimo								
10	Mose Choi								
11	Alyssa Collaro	In Person	In Person	In Person	In Person	In Person	In Person	In Person	In Person
12	Larry Day								
13	Damon Gaines								
14	Regina Grier								
15	Amanda Hart								
16	Melissa Hector								
17	Gerald James	Virtual	Virtual	In Person	Virtual	Virtual	Virtual	Virtual	Virtual
18	Alison Kirchgasser								
19	Liz Koelnich								
20	Margaret Lombe								
21	Share Lowe								

Planning Council | Consumer | ARC | SPEC | NAC

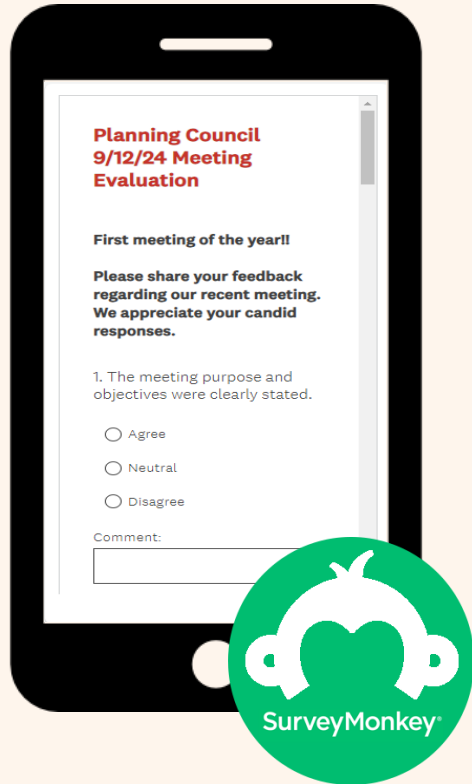
(Click to go to spreadsheet)

Planning Council Issue_Question Tracker

1	Columns on each tab:	Date	Where question was raised	Questions	Follow Up Notes	Responsible Party	Estimated Timeline	Resolution	Resolved? (Select Yes/No)	Date
2	What does this column include?	This is the date the question was raised.	Email, Meeting Evaluation, in the meeting, etcetera	Verbatim question from survey/email or summary of question or topic from meeting that was raised	Add any follow up notes here such as who needs to be contacted, any further steps in finding out information, etcetera. This may be updated regularly.	This is who is responsible for finding this information or implementing the follow up steps.	This is an estimated timeline on a response/solution to the question or issue. Please remember that this is an estimate and will be updated if more time is needed from PCS.	Add any notes about a resolution to this question/issue and include whether or not it is presented in a meeting/what meeting it is shared in.	Select Yes/No from drop down menu.	Date of resolution or completion of follow up
3										

Instructions | Planning Council Questions | ARC Questions | NAC Questions | SPEC Questions

SurveyMonkey Meeting Evaluations



- You will be able to complete a meeting evaluation after every Council and Committee meeting.
 - QR code at the end of the meeting
 - Link sent in the chat for those on Zoom
 - Emailed out the day after meetings
 - Posted on Basecamp in that meeting folder
- If you would like help to fill out your evaluation, just let PCS know so they can make arrangements.
- These are anonymous unless you choose to let us know who you are in your evaluation.
- Exec reviews all meeting evaluations monthly.



Any questions?

The Year Ahead: PLANNING COUNCIL TIMELINE

Welcome to the
2024-2025 Term!

CQM Intro &
E2Boston Overview

Meeting Expectations &
Member Engagement
Review

Part A Services
Demographics Report –
ADAP, MCM, Housing

Anti-Stigma
Campaign Update

RWSD S&U
Update

Introduction to
Service
Standards

Part A Services Demographics
Report – NMCM, Oral Health, Food
Bank / Home-Delivered Meals

 **Funding
Streams
Expo!**

SEPTEMBER

OCTOBER

NOVEMBER

DECEMBER

Quarter 1 Meeting
Evaluation Report

PLANNING COUNCIL TIMELINE

Mid-Year
Check In

Part A Services Demographics
Report - EFA, Medical
Transportation, Psychosocial
Support Services

RWSD S&U
Update

Anti-Stigma
Campaign Update

Vote on FY26
Council Directives
(SS & FP)

CQM Updates

Learn about Priority
Setting activity

Needs
Assessment
Update & Data
Collection Tool
Review

**Priority Setting
Activity!**

Part A Services Demographics
Report - Medical Nutrition
Therapy, Linguistics, Other
Professional Services (Legal)

RWSD S&U Update

Vote on Sweeps

Vote on Priority
Setting

JANUARY

FEBRUARY

MARCH

APRIL

Mid Year Survey Report

FY25 begins
March 1st

Recruitment
officially begins

Quarter 3 Meeting
Evaluation Report

PLANNING COUNCIL TIMELINE

Funding Streams Summary

Discussion & Vote on AAM Results and SPEC Recommendations

RWSD FY24 Year End S&U Report

FY26 Resource Allocation Report

SPEC, ARC & NAC Year End Reports

Planning Council Chair-Elect Nomination

Vote on FY26 Resource Allocation Recommendations

BPHC's Response to the AAM

Planning Council Chair-Elect Election

Consumer & MNC Year End Reports



Quarter 3 Meeting Evaluation Report

End of Year Survey Report

Introducing...

Agency Representatives!

**Alison Kirchgasser,
MassHealth**

**Yvette Perron, NH Department
of Health and Human Services**

**Melissa Hector, Mayoral
Liaison to the Planning Council**

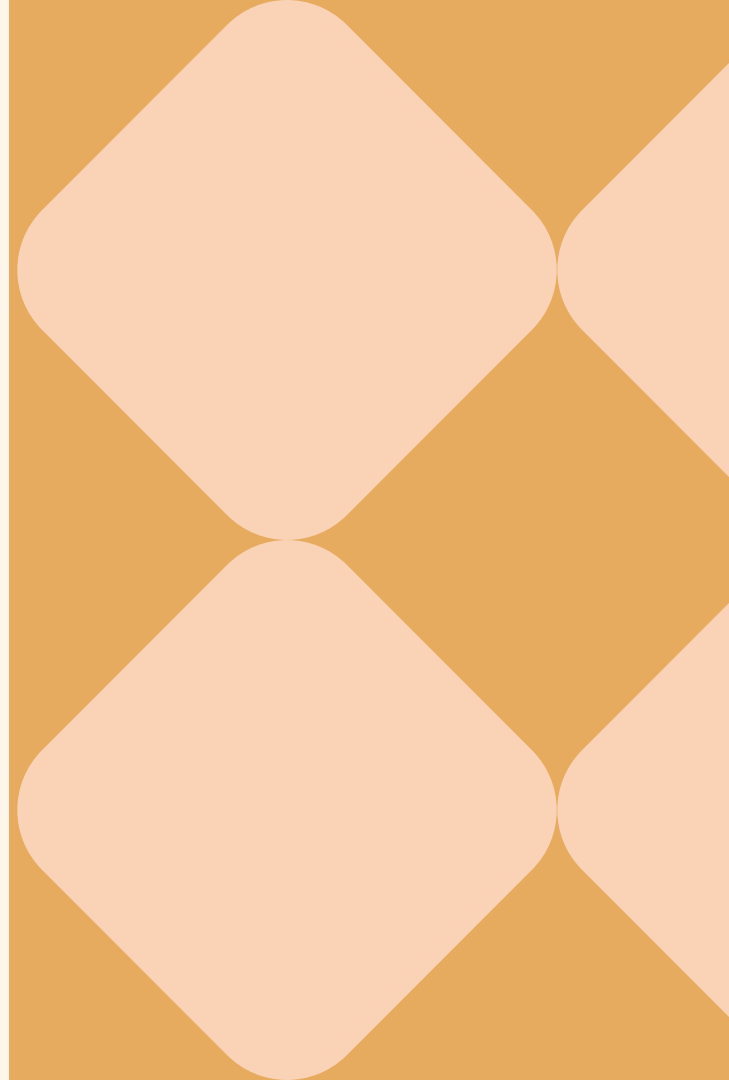
**Barry Callis, MA Department
of Public Health**

**Melanie Lopez, BPHC Ryan
White Services Division**

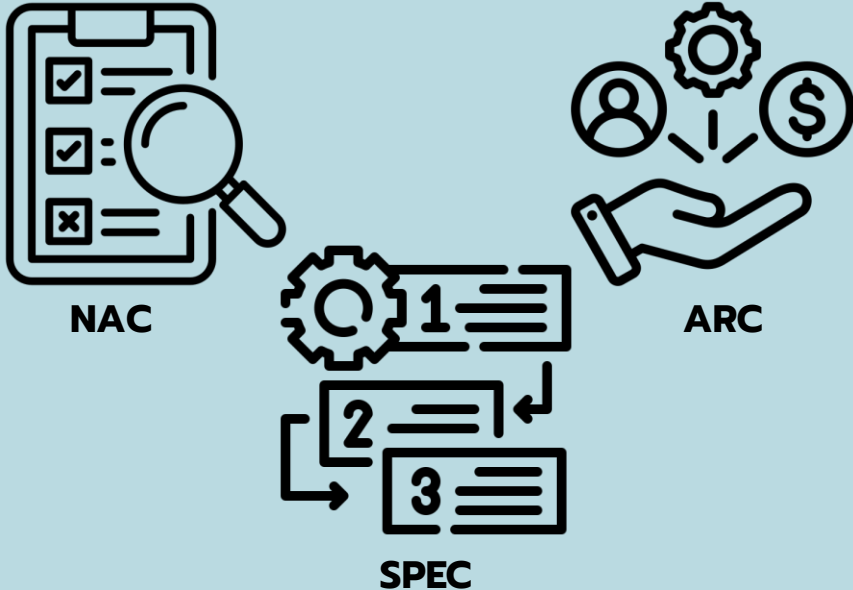


FY24 Year to Date Client Utilization & Spending Report

Ryan White Services Division



Committee Huddles



- Meet your committee members
- Learn who the Chair, PCS Liaison, and RWSD Liaison is for your committee
- Review date and time of committee meetings
- Review committee charge and main projects

Announcements

- Please fill out ALL forms if you have not done so yet and send them to pcs@bphc.org. They are located on Basecamp, or you may request copies from PCS:
<https://3.basecamp.com/4260210/buckets/13124190/vaults/6540330484>
- Upcoming Meeting Dates:

Committee	Date	Time	Location/Format
Executive Committee	Tues., September 24	4 – 6 PM	ZOOM ONLY
Needs Assessment Committee	Thurs., September 26	4 – 6 PM	Nonprofit Center – Hybrid
SPEC	Thurs., October 3	4 – 6 PM	Nonprofit Center – Hybrid
MNC	Mon., October 7	4 – 5:30 PM	ZOOM ONLY
Consumer Committee	Thurs., October 10	2-3:30 PM	Nonprofit Center – Hybrid
Planning Council	Thurs., October 10	4 – 6 PM	Nonprofit Center – Hybrid
ARC	Thurs., October 17	3 – 5 PM	Nonprofit Center – Hybrid
Needs Assessment Committee	Thurs., October 24	4 – 6 PM	Nonprofit Center – Hybrid
Executive Committee	Tues., October 29	4 – 6 PM	ZOOM ONLY

**Please complete
the meeting
evaluation!**



UTILIZATION AND SPENDING UPDATE



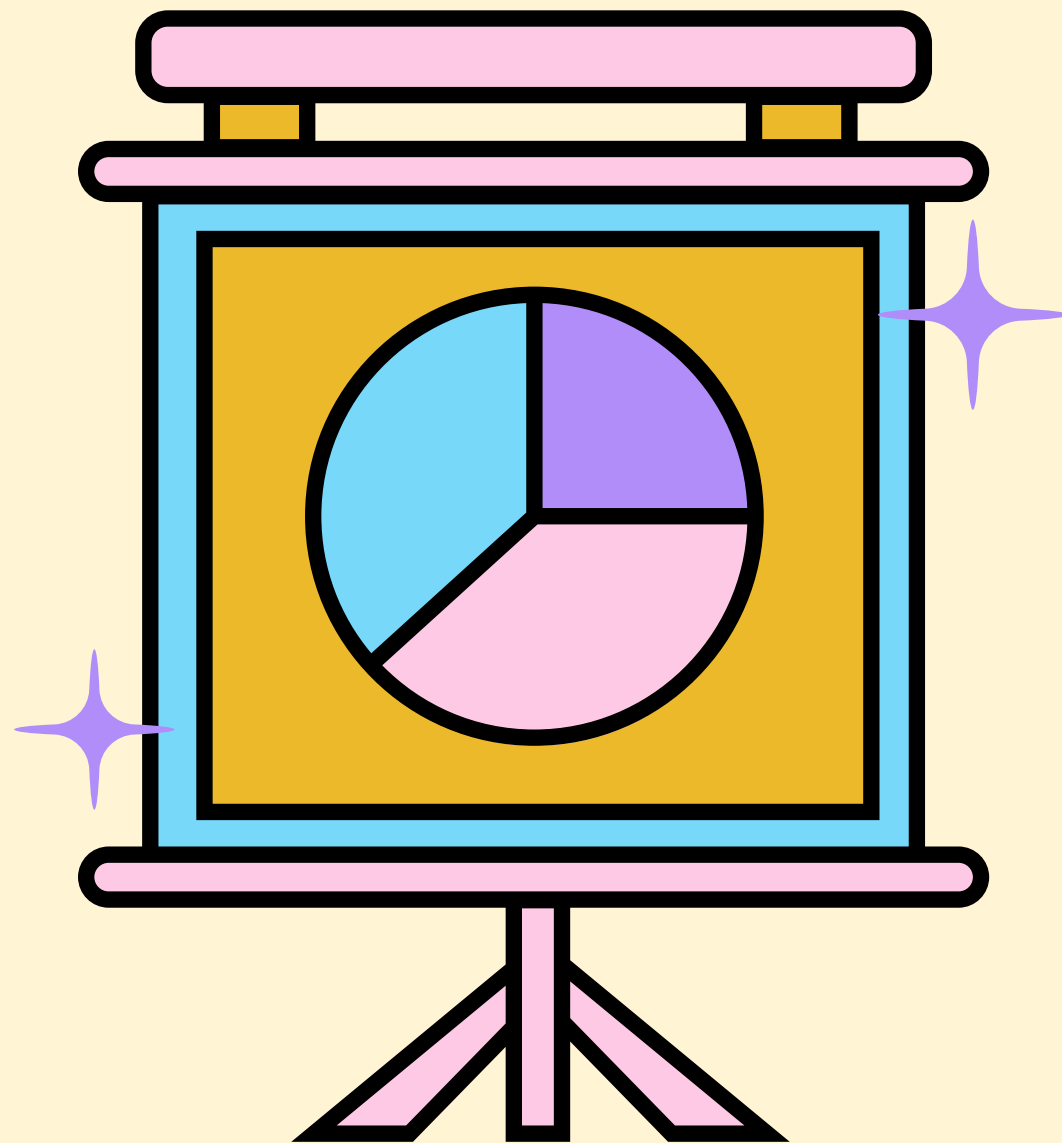
Melanie Lopez

Director of Client Services

Data pulled by Rebecca Rittnerman- PCIII on 9/04



AGENDA



Program Data 101

- **Understanding units**

Update on Year to Date Spending (YTD)



DEFINITIONS

Service

Units

Utilization

The usage of a service

Utilization

One of the 13 funded activities funded

Service

How many times a service has been performed

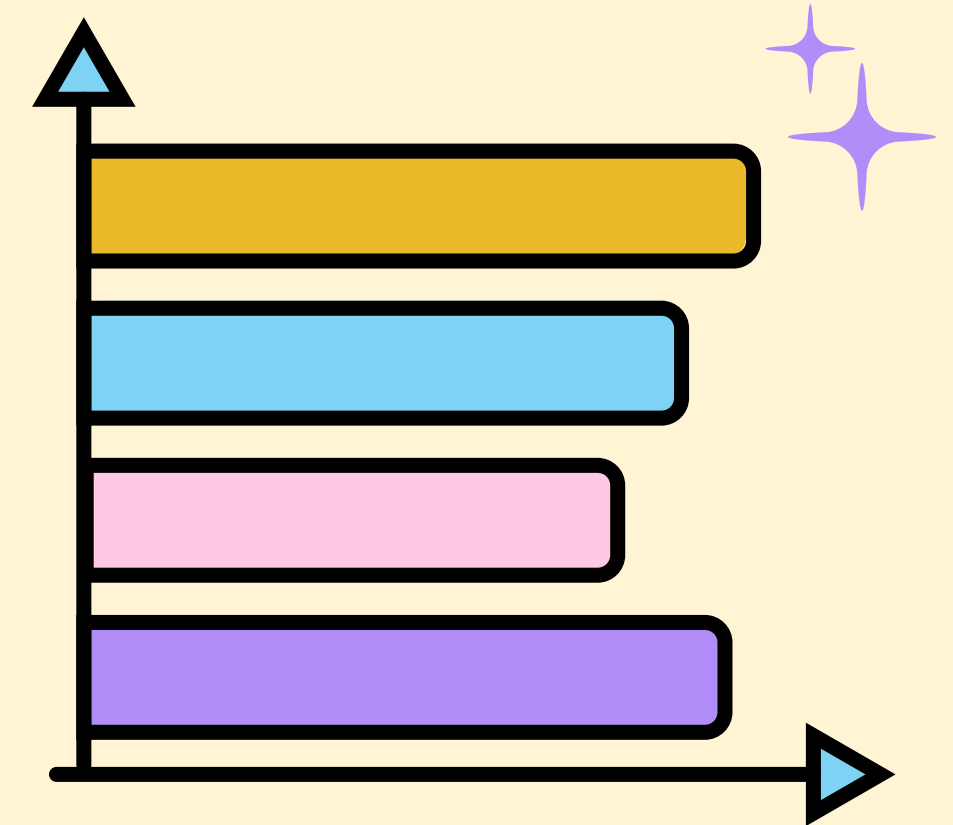
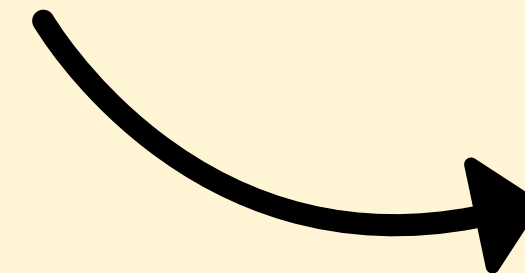
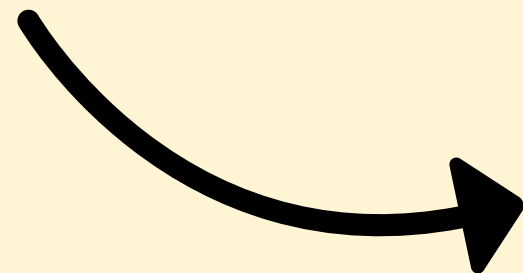
Units



Services

Units

Utilization



Units Note

Time-Based

- 15 minutes = .25 unit
- 30 minutes = .5 unit

Unit Based

- 1 voucher = 1 unit
- 1 ride = 1 unit

For simplicity, I will provide base and not provide whether it is time-based or unit-based but I will note in the service category if it is a contributing factor to over or under-performance. *We cannot always compare the two!



WHERE DO WE GET THIS INFO?

Scopes of Service

Attachment B
RYAN WHITE PART A SCOPE OF SERVICES
 MARCH 6, 2013 – FEBRUARY 29, 2014

1. SERVICE DESCRIPTION

2. PROGRAM FEATURES

3. OUTCOMES & MEASURES

Measure	Substance	Unit
RHA Factor	Substance	...
	Substance	...
	Substance	...
	Substance	...

4. RISK FACTOR

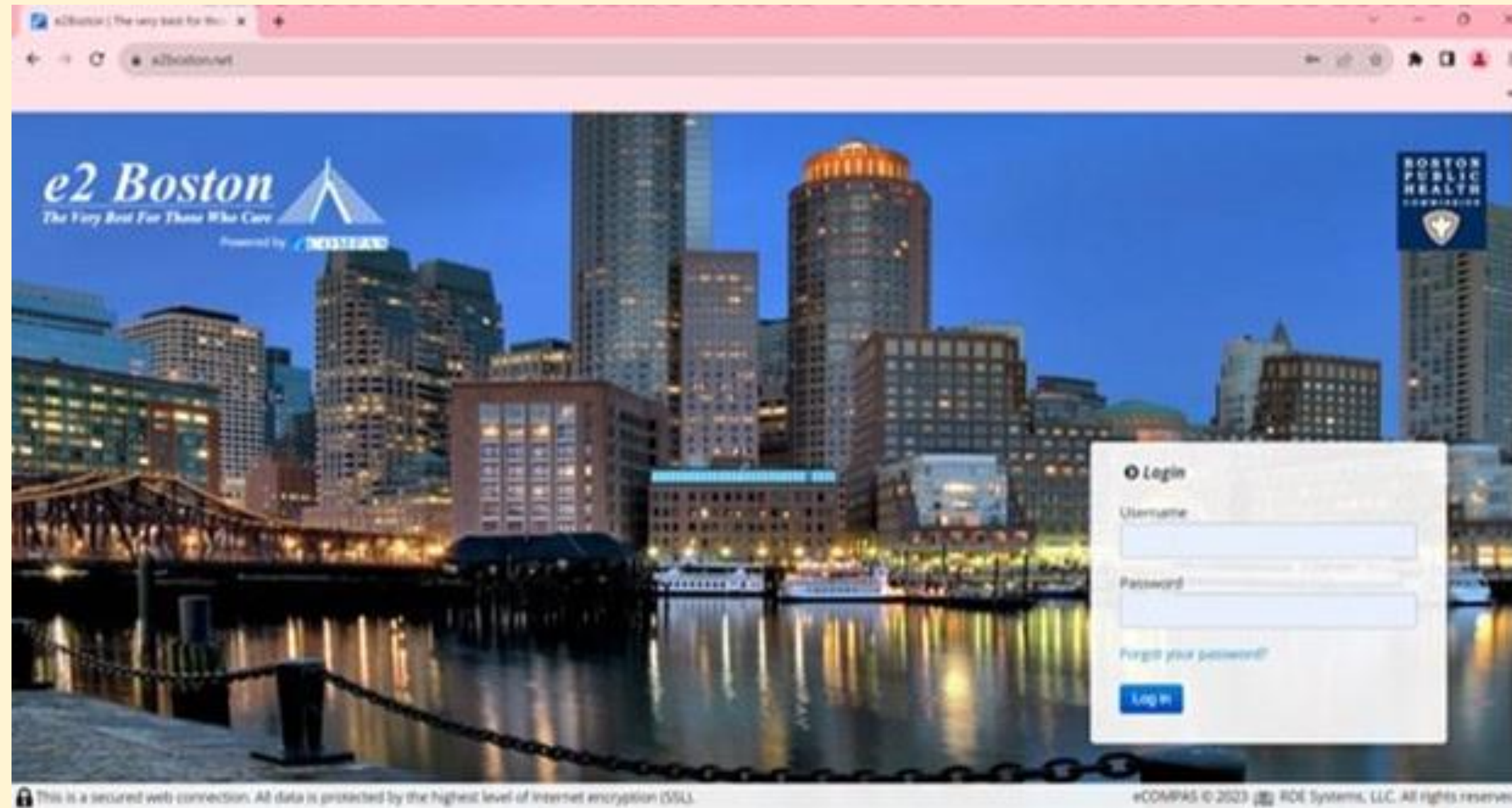
5. PROGRAM GOALS AND OBJECTIVES

Projected number of clients served

Projected number of units delivered

WHERE DO WE GET THIS INFO?

E2Boston Database



Number of clients served

Number of units Provided

WHERE DO WE GET THIS INFO?

Fiscal Documents

Category	6 Month Partial Award	
AIDS Drug Assistance Program	\$	78,302
Medical Case Management	\$	2,191,670
MCM Training & Capacity Building	\$	116,640
Housing	\$	706,238
Health Education Risk Reduction	\$	172,886
Non-Medical Case Management	\$	489,471
Dental	\$	710,545
Psychosocial Support (PS)	\$	451,049
Other Professional Services	\$	25,920
Emergency Financial Assistance	\$	107,984
Medical Transportation	\$	104,753
Food & Home Delivered Meals	\$	394,241
Medical Nutrition Therapy	\$	567,909
MAI Medical Case Management	\$	227,473
MAI Non-Medical Case Management	\$	89,430
MAI Linguistic Services	\$	4,586
MAI Psychosocial Support	\$	82,551
MAI Other Professional Services	\$	41,275
MAI Emergency Financial Assistance	\$	13,300
Totals	\$	6,576,221

Service Allocation

ATTACHMENT C
RYAN WHITE PART A: ALN 93.914
Boston Public Health Commission
FY 2023
March 1, 2023 – February 29, 2024

AGENCY NAME

Medical Case Management

Core/Support Service Direct Cost	Personnel	Salary	FTE	Months	Annual	
Program Director	B. Smith	\$50,000	0.50	12	\$25,000	
Medical Case Manager	K. Jones	\$45,000	1.00	12	\$45,000	
Medical Case Manager	J. Doe	\$41,000	0.80	12	\$32,800	
SUBTOTAL			2.3		\$102,800	
FRINGE			30.00%		\$30,840	
					\$133,640	
Other Direct Care Cost						
Staff Training					\$1,000	
Staff Travel					\$200	
Program Supplies					\$1,000	
SUBTOTAL					\$2,200	
DIRECT CARE TOTAL					\$135,840	
Administrative Cost						
Program Director		B. Smith	\$50,000	0.15	12	\$7,500
Program Rent (8% of total rent)						\$6,064
ADMN COST TOTAL					\$13,564	
DIRECT CARE TOTAL					\$135,840	
ADMINISTRATIVE COST					\$13,564	
SERVICE AWARD TOTAL					\$149,404	

Per Federal policy, funds may only be used to support services to those individuals with a documented HIV status. Funds may not be used to provide items or services for which payment already has been made or reasonably can be expected to be made, by third party payors, including Medicaid, Medicare, and/or other State or local entitlement programs, prepaid health plans, or private insurance. Subrecipients are reminded that this is subject to an audit.

Service Spending

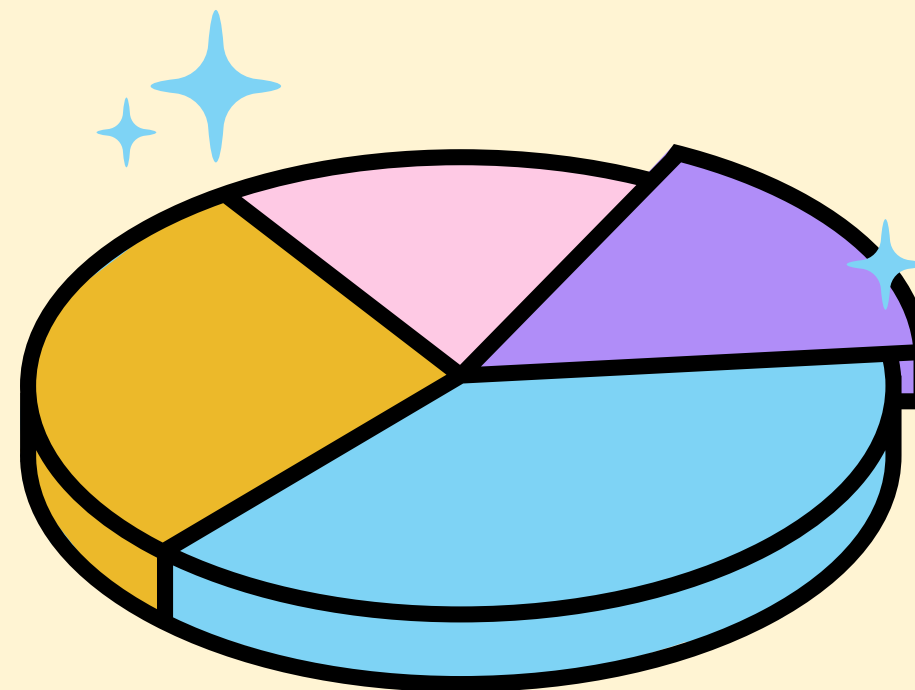


Additional Context

YTD: 03/01/24 - 9/04/24

2 Quarters expect 40-55% complete

All invoicing is up to date



A/HDAP

Part A

0% Units Completed
0 Clients Served
0% Funds Spent

The two agencies bills and enter data at the end of the fiscal year due to other funding streams, and size of award amount.



MEDICAL CASE MANAGEMENT



Part A

46% Units Completed
1552 Clients Served
31% Funds Spent

MAI

42% Units Completed
174 Clients Served
31% Funds Spent

This service is facing high turnover rate from case managers, which has led to issues with capacity. Working through long-term clients missing outcomes data due to not needing a 6 month appointment.



HOUSING



Part A

44% Units Completed
285 Clients Served
38% Funds Spent

The closing of services at one agency has overburdened the market.
There's an overwhelming need and a lack of capacity



NON-MEDICAL CASE MANAGEMENT

Part A

53% Units Completed
618 Clients Served
30% Funds Spent

MAI

53% Units Completed
107 Clients Served
34% Funds Spent

Similar to Medical Case Management. There are more clients in need than there is capacity in staff.



FOODBANK AND HOME DELIVERED MEALS



Part A

51% Units Completed
533 Clients Served
46% Funds Spent

Foodbank and home delivered meals program is running smoothly this year



EMERGENCY FINANCIAL ASSISTANCE

Part A

19% Units Completed
76 Clients Served
14% Funds Spent

MAI

120% Units Completed
24 Clients Served
39% Funds Spent

High need for EFA, especially for rental start up and back-rent costs which have continued to increase.



ORAL HEALTH



Part A

50% Units Completed
1545 Clients Served
54% Funds Spent

There's a high need among clients for expensive, full dental work-up but all is running smoothly.



MEDICAL TRANSPORTATION

Part A

32% Units Completed
445 Clients Served
22% Funds Spent

Steady use of services is continuing, with lots of agencies reporting telehealth visits. More people using public transportation rather than a private uber.



PSYCHOSOCIAL SUPPORT SERVICES

Part A

54% Units Completed
244 Clients Served
32.46% Funds Spent

MAI

54% Units Completed
107 Clients Served
29% Funds Spent

There are some reported staffing issues, but the group activities are successful.



MEDICAL NUTRITION THERAPY

Part A

65% Units Completed
369 Clients Served
1% Funds Spent

Medical Nutrition Therapy is running smoothly this year



HEALTH EDUCATION AND RISK REDUCTION

Part A

24% Units Completed
230 Clients Served
37% Funds Spent

HERR services were underspent this past year. Please see RFP letter.



LINGUISTIC SERVICES

MAI

134% Units Completed
18 Clients Served
50% Funds Spent

Funds are mostly used for interpretation for Haitian Creole, Spanish, and Portuguese.



OTHER PROFESSIONAL SERVICES (LEGAL)

Part A

26% Units Completed
15 Clients Served
24% Funds Spent

MAI

0% Units Completed
0 Clients Served
91% Funds Spent

With the closedown of an agency, the legal services stopped and referrals were made. Otherwise, legal services are running smoothly.



QUESTIONS?

Melanie Lopez

ryanwhiteservices@bphc.org

Next presentation: October 10

Ryan White CQM Intro, Demographics, and Service Standards Overview





Planning Council Meeting
Thursday, September 12, 2024
1010 Mass Ave. (BPHC) and Zoom
4:00 PM – 6:00 PM

Summary of Attendance

Members Present

Justin Alves
Alison Kirchgasser
Alyssa Collaro
Barry Callis
Christopher McNally
Curtis Santos
Damon Gaines
Daniel Amato
Darren Sack
Zeke Russell
Gerry James
Henry Cabrera
Joey Carlesimo
Karen White
Kim Wilson
Larry Day
Liz Koelnych
Luis Rosa
Margaret Lombe
Regina Grier
Rick Boyd
Romini Smith
Serena Rajabiun
Shara Lowe
Shirley Royster

Stephen Batchelder
Steven Spinale

Members Excused

Amanda Hart
Bryan Thomas
Carlton Martin
Gerald James
Shambi Mwandembo
Hemi Park
Yvette Perron
Melissa Hector

Members Absent

Staff

Claudia Cavanaugh
Clare Killian
Vivian Dang
Melanie Lopez
Alexandria Whitted
Glenda Morrabal
Rebecca Ritterman

Guests

Blaise Conway

Topic A: Welcome and Introductions

The Chair of the Planning Council, Margaret Lombe, called the meeting to order and led a moment of silence and reminded members of the group agreements. A Moment of Silence followed after. The agenda is shared. The Vice-Chair of Planning Council, Henry Cabrera, reminds members on how to vote on Council.

- If you are in the room, you will raise your hands to verify if you vote in favor, if you oppose, or if you abstain. Then there is another graphic of a computer with an X or a check mark and the cursor is pointing at them. Those on Zoom will have a poll with those options.

- All votes count equally and Zoom + show of hands votes will be added together for a total. In the event that there are more serious votes, we will do paper ballots for those in the room to remain anonymous, but for meeting minutes we do show of hands.

The Chair moves forward to go over June minutes.

Topic B: Review 6.20.24 Meeting Minutes

Motion to Approve: Kim Wilson

Second: Justin Alves

Result: The 6.20.24 meeting minutes were approved unanimously, minus some abstentions online and in person.

Topic C: Group Agreements Reflection Activity + Meeting Logistics

PCS talks about Group Agreements, saying that in meetings, we like to use this mantra to summarize our expectations of how we show up in this space. We expect everyone to respect the mission, the space, each other and people living with HIV.

PCS then reviews all of our group agreements and Margaret takes members through an activity that allows us to reflect on them and our commitment to adhere to them.

Members share what they wrote on their rocks. Some thoughts that were shared:

- Words on members' rocks:
 - o Learning
 - o Mindful
 - o Continue to see people with lived experiences
 - o I will maintain confidentiality for all members
 - o Open ears, open heart
- A member shared out that during orientation, they liked that people had the same words on rocks, meaning people had the same idea and thoughts

PCS reminds members of engagement reminders:

- Mandatory In-Person Meetings
- Basecamp
- Office Hours
- Google Drive
- Meeting Evaluations

Planning Council meetings that are mandatory in person:

- Planning Council – Funding Streams Expo on December 12th
- Planning Council – Priority Setting Activity on March 13th
- Allocation of Resources Committee (ARC) - All Day Resource Allocations Meeting on May 15th

Meeting logistics are discussed.

Basecamp

- Meeting documents – minutes, slides, agenda, etcetera!
- Important documents
- Historical information
- Zoom links

- Office hours sign up

PCS shares the screen and navigates Basecamp for members.

Planning Council Support Staff

PCS staff are here to help and support you so you can participate effectively on the Planning Council!

- Team email: pcs@bphc.org
- Office hours booking: PCS shares a link that can be used to make one on one meetings with PCS, then walks through how members can make an appointment

Google Drive

- Primary use for the Planning Council/Committee Meeting Attendance Tracker and the Planning Council Issue and Question Tracker
- Occasional use of Google Drive for reviewing in-progress, collaborative documents
 - o PCS uses Google Drive for primarily 2 documents: The Planning Council/Committee Meeting Attendance Tracker and the Planning Council Issue and Question Tracker. These are both found on Basecamp as well.

PCS asks members to use the attendance tracker to let us know if you are coming in person or via zoom for every meeting, noting that it helps PCS plan printed materials, food orders, etc.

SurveyMonkey Meeting Evaluations

- You will be able to complete a meeting evaluation after every Council and Committee meeting.
 - o QR code at the end of the meeting
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PCS asks if members need help filling out evaluations, and if so, to just let PCS know so they can make arrangements. PCS mentions that these are anonymous unless you choose to let us know who you are in your evaluation. Exec reviews all meeting evaluations monthly.

Kim Wilson, MNC Chair, asks for members to put their name in the evaluation if they have a personal concern and complaint that they want to make, so we are able to resolve it directly.

Topic D: Planning Council Timeline

Clare discusses the timeline for the 2024-2025 Planning Council year.

Main activities each month:

September- Meeting Expectations & Member Engagement Review, RWSD S&U Update

October- CQM Intro & E2Boston Overview, Part A Services Demographics Report – ADAP, MCM, Housing, Introduction to Service Standards

November- Anti-Stigma Campaign Update, Part A Services Demographics Report – NMCM, Oral Health, Food Bank / Home-Delivered Meals

December- Funding Steams EXPO (in person!)

January- Mid-Year check in, Part A Services Demographics Report – EFA, Medical Transportation, Psychosocial Support Services, RWSD S&U Update
February- Anti-Stigma Campaign Update, Vote on FY26 Council Directives (SS & FP), CQM Updates, Learn about Priority Setting activity
March- Needs Assessment Update & Data Collection Tool Review, Priority Setting Activity (in person!)

Remaining timeline agenda items are posted on Basecamp.

The Chair introduces Agency Representatives

- Alison Kirchgasser, MassHealth
- Yvette Perron, NH Department of Health and Human Services
- Melissa Hector, Mayoral Liaison to the Planning Council
- Barry Callis, MA Department of Public Health
- Melanie Lopez, BPHC Ryan White Services Division

Topic E: FY24 Year to Date Client Utilization & Spending Report

Melanie, the Director of the Client Services team (formerly Ryan White Services Division) goes over the FY24 Year to Date Client Utilization and Spending Report.

She goes over three main definitions so members can better understand what terms are mainly used throughout the year.

The usage of a service- Utilization

One of the 13 funded activities funded- Service

How many times a service has been performed- Units

Client demographics and projected number of clients served and delivered are in the Scopes of Services.

Where do they get this info?

E2Boston Database

3/01/24 - 9/04/24 = 2 quarters

2 Quarters expect 40-55% complete, and all invoices are up to date.

Member question: How often is the data updated on E2Boston?

Question: can be daily, weekly, monthly, depends on the agency

*all notes moving forward our talking about Part A funding, unless stated otherwise (MAI).

A/HDAP currently has 0% units completed, 0 clients served, and 0% funds spent

- The two agencies that have A/HDAP bills and enters data at the end of the fiscal year due to other funding streams, and size of award amount. Uses Part B dollars first, not Part A dollars yet.

Medical Case Management

48% units completed, 1552 clients served, 31% funds spent.

For MAI, 42% units completed, 174 clients served, 31% funds spent

This service is facing high turnover rate from case managers, which has led to issues with capacity. Working through long-term clients missing outcomes data due to not needing a 6 month appointment.

Housing

44% units completed

285 clients served

38% funds spent

The closing of services at once agency has overburdened the market, there's an overwhelming need and a lack of capacity.

Member asks: Are the units mixed for rental assistance, somebody moving into a place, or could it be a unit of time measurement for a case manager or a housing resource.

- It can be both depending on the agency service model. Client services combine units of commonality.

Member asks question regarding security deposits, Melanie responds with:

- With security deposits, if anyone rented in Boston or the U.S., security deposits are supposed to be returned. If it is not intended to be returned or returned to the landlord, let's say, based on the condition of the apartment, that is all different scenarios that we need to outline before we can release that effectively, so there are no hiccups afterwards.

Non-Medical Case Management

53% of unites completed, 618 clients served, 30% funds spent

MAI, 53% units completed, 107 clients served, 34% funds spent

More clients in need than there is capacity in staff.

Food Bank and Home Delivered Meals

51% units completed, 533 clients served, 46% funds spent

Expected to be overspent due to high costs (produce, other groceries, etc)

Emergency Financial Assistance

19% units completed, 76 clients served, 14% funds spent

MAI- 120% units completed, 24 clients served, 39% funds spent.

Units = agencies project units, so they plan how much they plan to expect based on the previous year. It is real time data over their projections.

Units may appear higher because a client may be receiving many vouchers at once.

Melanie notes that agencies may be conservative with the funds and vouchers here, also noting that during winter, utilities are higher, there is more need for rides, etc. So agencies will approve smaller funded things first.

Are there any records of what the funds are spent for?

- Additional food vouchers, utilities, etc.

A member asked: Can we upload a sample Scope of Services?

Oral Health

50% Units Completed, 1545 clients served, 54% funds spent

There is a high need among clients for expensive, full dental work-up but all is running smoothly otherwise. Highest utilized service in the EMA.

Medical Transportation

32% units completed, 445 clients served, 22% funds spent.

Steady use of services is continuing, with lots of agencies reporting telehealth visits. Many people using public transportation rather than private uber. Holds funding until the winter, more expected to be used in the winter.

Psychosocial Support Services

There are some reported staffing issues, retention for psychosocial support staff are not maintained, but the group activities are successful.

54% units completed, 244 clients served, 32.46% spent
MAI: 54% units completed, 107 clients served, 29% funds spent.

Medical Nutrition Therapy

65% units completed, 369 clients served, 1% funds spent
Comment: running smoothly this year!

Health Education Risk Reduction

24% units completed, 230 clients served, 37% funds spent

HERR services were underspent this past year. Please use RFP later.

Linguistic Services

Only MAI
134% units completed, 18 clients served, 50% funds spent

Finds are mostly used for interpretation of Haitian Creole, Spanish, and Portuguese.
Will always be over projected because it is used for interpretation and translation, so if documents are already translated, units keep moving up, but not necessarily more funds are being spent.

Other Professional Services (Legal)

26% units completed, 15 clients served, 24% funds spent

MAI: 0% units completed, 0 clients served, 91% funds spent.
With the close down of an agency, legal services are overburdened and stopped and referrals were made. Otherwise, legal services are running smoothly.

There is only one agency now that is funding for OPS, which is halting the service and funding as services are overburdened and referrals are not being taken, so right now they are working through older referrals and then any new ones moving forward.

For MAI, no units completed or clients served because agency is no longer funded for MAI services for OPS.

Will not be reporting for MAI For OPS moving forward.

Next presentation with utilization on October 10!

Topic F: Announcements, Evaluations and Adjourn

Please fill out ALL forms if you have not done so yet and send them to pcs@bphc.org. They are located on Basecamp, or you may request copies from PCS:
<https://3.basecamp.com/4260210/buckets/13124190/vaults/6540330484>

Motion to Adjourn

Motion: Stephen Batchelder

Section: Shirley Royster

Result: The meeting was adjourned at 5:58pm.