

Sample Consumer Committee Work Plan

Committee: Consumer

Meeting Frequency: Monthly

Meeting Time: 4th Monday of the Month from 6:00 to 8:00 pm

Meeting Location: Mid-City Food Bank [accessible via bus and rapid transit; free parking available; ADA accessible]

Plan Period: *Beginning Date:* March 1

End Date: February 28

Instructions: Use this worksheet as a committee to lay out your Committee’s Work Plan for the upcoming program year.

- 1. Committee Purpose or “Charge”:** Summarize the purpose of this committee, including any legislative functions for which it has responsibility.

The purpose of the Consumer Committee is to recruit, advocate for, and support the voice of people living with HIV in the EMA/TGA for participation in Planning Council activities, by:

- Ensuring active PLWH representation on all committees
- Providing input to needs assessment planning, standards of care, and development of directives to the recipient
- Conducting outreach and recruitment for this committee, other committees, and the Planning Council
- Keep the PC informed about PLWH issues and concerns, including Ryan White Part A consumers
- Serve as a training ground for future PC members and a way of continuing the involvement of past PC members whose terms have ended

Through these efforts, the Committee helps ensure strong, informed consumer participation to help other committees and to the full PC to carry out their legislative responsibilities.

- 2. Major Tasks and Products or Results:** List the committee’s most important tasks and their products or results. Identify any tasks you will carry out along with another committee or entity.

#	Major Tasks	Products or Results	Responsibility [Committee, Subcommittee/Work Group/ Partner Entities]	Deadline if Known
1	Complete targeted community outreach to increase committee membership size and diversity	At least 10 new members, including PLWH under 35	PCS and all PC members to help in identifying community events that provide outreach opportunities	March

#	Major Tasks	Products or Results	Responsibility [Committee, Subcommittee/Work Group/ Partner Entities]	Deadline if Known
2	Co-facilitate 3 community forums to learn about PLWH/consumer service needs, barriers, and gaps in preparation for PSRA	3 forums completed and discussion summarized	Collaboration with Needs Assessment Committee	April
3	Suggest directives as appropriate based on community forums	Written suggestions for directives	Discussion of possible directives with Care Strategies Committee leadership	May
4	Identify at least 4 members to serve on Service Standards work groups	At least 2 Committee members serves on each of the two work groups established to update Service Standards	Participation in work groups managed by the Care Strategies Committee; Care Strategies Committee to provide needed pre-training with help from PCS	June
5	Have Committee well represented at PC's annual Data Presentation	At least 6 Committee members who are not PC members attend annual data presentation	Committee, with help from PCS	June
6	Prepare at least 5 Committee members to serve as co-facilitators for focus groups and community forums during next needs assessment cycle	<ul style="list-style-type: none"> ▪ At least 5 members trained ▪ Training materials available for ongoing use 	PCS, Needs Assessment Committee Co-Chairs	September
7	Co-facilitate at least 2 focus groups	Documentation of focus groups	Collaboration with Needs Assessment Committee	October
8	Pre-test PC's PLWH in-care survey	Completion of survey by at least 15 Committee members	Collaboration with Needs Assessment Committee	November
9	Develop and approve annual Committee training plan for upcoming program year	Training plan with schedule that calls for a training activity at every meeting and at least 4 in-depth sessions during the year		February

#	Major Tasks	Products or Results	Responsibility [Committee, Subcommittee/Work Group/ Partner Entities]	Deadline if Known
10	Complete changes in PC Bylaws and Policies and Procedures to make the PC more PLWH and consumer friendly	<ul style="list-style-type: none"> ▪ Bylaws amendment to require that every PC committee have a consumer/PLWH co-chair ▪ PC and Executive Committee meeting times moved to after working hours 	Collaboration with Executive Committee, which is responsible for Bylaws and Policies & Procedures	February
11	Provide leadership development training for committee members based on annual training plan and emerging needs	Documentation of a training activity at each meeting and 4 in-depth training sessions annually – with handouts and activities	Committee, with help from PC Support (PCS), Membership Committee (for PC roles-related training), and other PC members	Ongoing

3. Membership Needs: Discuss whether the committee needs more members and whether non-PC members can serve. How many new members do you need? With what skills or interests? Do you need help from the Membership Committee to recruit non-PC members for the committee?

Consumer Committee has open membership – any consumer of Ryan White services, other person living with HIV, or caregiver for a PLWH, may attend any meeting and vote, though one Co-Chair must be a PC member.

Consumer Committee needs to engage diverse consumers – in terms of factors such as age, time since diagnosis, residence within the EMA/TGA, race/ethnicity, sexual orientation, and gender identity. The help of all PC members is needed to maximize participation and diversity, through making their networks aware of the committee, its open membership, the training it provides, and the opportunities it offers consumers to give back to their community while increasing their knowledge of HIV prevention and care services.

Highest priority is to increase participation by recently diagnosed PLWH, consumers under age 35, and residents of outlying counties. No specific skills required, just an interest in participating. The Committee provides a “safe space,” using a Covenant of Respect that outlines clear rules of behavior that apply to members, staff, and guests, and ensuring that PC Support staff are always prepared to offer immediate, appropriate referral of consumer complaints to the Part A recipient.

- 4. Expected Special PC Support Staff/Consultant Support Needs:** What, if any, projects or tasks will require special or unusual PC Support staff or consultant assistance? When will that assistance be needed?

Committee needs a PC support staff member assigned to handle logistics and attend meetings, except when members decide to have a meeting open only to consumers. Staff help is especially important in planning and arranging training (see below), helping with logistics for outreach and community forums, and ensuring that the committee is kept informed about the work of the PC and its committees.

- 5. Training Needs:** Identify expected training needs for committee members. How do you plan to meet these needs? Do you need PC Support staff to arrange or provide the training?

Training consumers is a major role of the Committee, and its calendar includes at least one mini-training activity at each meeting, and at least 4 longer training sessions each year. Training topics include: (1) orientation to the work of the Planning Council, the role of the Committee, and opportunities for membership in other committees and the PC; (2) updates on changes in the epidemic and the system of prevention and care; (3) leadership skills like running meetings; (4) cultural competence/cultural humility with a focus on specific subpopulations; and (5) specific planning tasks that the Committee helps with, like Needs Assessment and development of updating of Service Standards. In addition, training on (6) understanding data will be needed prior to PC's annual Data Presentation, since work plan calls for increasing non-PC member Committee attendance at Data Presentation. Some training can be done by committee members, but often PC staff, other PC officers or members, or outside experts need to be identified and prepared.

- 6. Recipient Assistance/Data Needs:** Indicate needed recipient staff involvement in meetings, or data or other support you will need.

The Committee does not need a recipient staff member to attend meetings regularly. However, the Committee may request briefings from the recipient on such topics as HIV Care Continuum data, changes in the system of prevention and care, and new federal, state, or local initiatives related to HIV.