



Linkage to Care, Retention/Reengagement in Care, ART, and Viral Suppression Committee Meeting

Tuesday, November 10, 2020, 10 am – 11 am Meeting Minutes
Call-in number: 1-888-494-4032; Passcode: 5018896374#

- **Welcome and Roll Call (including pronouns used)**

Present: C. Hendry, R. Jimenez, L. Meyer, B. Olayanju, S. Rehrig, M. Williamson, S. Zamor, K. Cleveland, M. Ferguson, J. Koechle, M. Andrews-Conrad, B. Madden, J. Maras, L. Harris

- **Review and make recommendations for the 2021 Ryan White Satisfaction Survey (with a primary focus on Care related questions)**

To begin, M. Andrews-Conrad gave a brief overview of the survey and results presented at the October 27 IHIPC meeting and provided a summary of the related discussion. J. Maras also shared additional considerations of the survey as well.

The following subjects were discussed:

- Adding COVID-19 and telehealth related questions to the survey.
 - o This is something the program will incorporate into the next survey.
- Differentiating results of the survey regarding funded and non-funded providers (for example, distinguish results between clients who engage in services with RW contracted providers and those who engaged with providers not contracted with Ryan White).
 - o J. Maras noted that this should be differentiated in the regional reports.
- Thinking of innovative ways to incentivize clients to take the survey while recognizing that Ryan White and State General Revenue funds cannot be used for this purpose.
- Collaborating with other Ryan White Parts to develop one comprehensive client satisfaction survey.
 - o J. Maras noted that the IDPH Care program was open to doing this.
- Engaging client representatives/peers to conduct the survey over the phone with clients who might not be comfortable with the online format.
 - o There was some discussion about if conducting the survey over the phone (regardless of who conducted it) would be unbiased as clients might feel pressured to report positive results. Instead, it was suggested that client representatives/peers make phone calls to clients to remind them of the survey and to help them find the website as needed.



- **Review Workgroup Activities**

- Gender Terminology – It was announced that the Gender Language Workgroup would meet on 11/16. The group is focusing on gender affirming education of providers and creating a “Gender Language 2.0” training.
- Health Equity Workgroup – The Health Equity Workgroup is currently working on finalizing guiding statements, goals, and objectives.

- **Announcements/Adjourn**

M. Andrews-Conrad noted that the committee had met all of its objectives and proposed that the December meeting be canceled. All committee members were thanked for their participation throughout the year.