

**STATE OF CONNECTICUT**  
**State Innovation Model**  
**Consumer Advisory Board**  
*Planning Sub-Committee*

**Meeting Summary**  
**Wednesday, April 5, 2016**

**Location:** 450 Capitol Avenue, 2<sup>nd</sup> Floor, Conference Room 2A, Hartford, CT 06106

**Members Present:** Patricia Checko; Arlene Murphy; Alice Ferguson; Kevin Galvin; Theanvy Kuoch; Fernando Morales

**Other Participants:** Christine Nguyen-Matos; Mark Schaefer

The meeting was called to order at 11:07 a.m.

**1. Public Comment**

There was no public comment.

**2. Acceptance of Minutes**

**Motion:** *to accept the meeting summary of the January 13, 2016 Consumer Advisory Board Planning Subcommittee meeting – Kevin Galvin; seconded by Fernando Morales.*

**Discussion:** There was no discussion.

**Vote:** *All in favor.*

**3. Define Planning Group's Top Priorities**

Members discussed the top priorities for the planning group including the need to have a process set up for before and after CAB's forums/events. There was a discussion of the budget regarding funds already spent and available money. Dr. Checko noted two important outcomes from the Consumer Advisory Board's recent forums. One outcome is the adoption of race ethnicity standards that will be greatly expanded to capture the diversity in the state. Another outcome is the importance of place and location. Mr. Morales said as a consumer, he would want to know the impact of the forum and what will be done with the issues. He suggested providing the consumer with a toolkit to build upon outwardly and to be independent.

Ms. Murphy mentioned having achievable steps such as sending a communication out to participants as an invitation for them to engage with ways to participate and get involved with SIM. Ms. Murphy suggested sending letters out to the people that attend the forum expressing that the information from the forum will be sent to various leaders. She said to not do a follow up is a huge lost opportunity. It loss for us and a loss for them because the engagement with strengthen communication. Ms. Murphy asked whether it was too late to do an outreach for the forums that were held on last October. There was a suggestion to send an update to the participants regarding what has happened.

Mr. Morales mentioned that communication through the forum to consumers will be important. He said maybe there are resources that can be tapped into because they cannot do this alone. He said it is good that they are looking into the next steps to see how things can be improved. Mr. Galvin said that when talking about the forums, the follow up communication could cost more than the event.

Ms. Ferguson suggested capturing other audiences and other parts of the population as well. She suggested for something else to be done besides the forums to reach out to the public. Dr. Checko mentioned trying to find an expert to work on strategies that can be adopted on the issue of reaching the larger consumer community that they are not focusing on. She said CAB's money is not just to have forums and listening sessions.

Members discussed the purpose and goals of the forums. It was noted that the forums are held to obtain information and feedback from consumers to bring to the change agent levels and effect outcomes. The mission of CAB is to support consumer participation and engagement in the process. The engagement should be about the consumer's needs.

There was a discussion on completed evaluations from the forums. It was noted that not many evaluations were completed. There was a suggestion for the evaluations to be available in three different languages but there will be cost involved. There was a suggestion for it to be called follow up instead of evaluations. There was another suggestion for a small dialogue with people after the forum to get feedback about the experience. Committee members agreed to try to incorporate something different in some of the upcoming forums.

The subcommittee decided on having action steps: first, start with the planning committee to make sure consumers are participating to get something out of the forums; second, engagement; third, evaluation; fourth, follow up on the forum.

#### **4. Review and Discuss CAB Member Surveys**

Completed CAB member surveys were distributed to the subcommittee. The group reviewed and talked about the CAB member surveys. Mr. Galvin mentioned that members should be held accountable. There was a discussion to have a reminder email sent out to CAB members that did not complete the survey.

#### **5. Discuss Consumer Outreach Coordinator**

This agenda item was not discussed.

#### **6. Planning for Upcoming Community Forums and Listening Sessions, Follow up to Forums already held**

The group discussed the planning for the upcoming forums and listening sessions. Dr. Checko noted there may be a change in date of the Rural Health Forum. She said for the Behavioral Health Forum they are trying to have earphones available and Spanish translation to translate the entire conversation. It was noted that the Behavioral Health Forum will be less expensive. The main focus will be food. Ms. Nguyen-Matos said she already reached out to the videographer. She provided a summary of the money available and the money that will need to be used before September.

Mr. Galvin mentioned that he spoke with some people in Yale and New Haven has a strong community connection with the Arabic community. He said there is an organization in New Haven that has direct contact with these people. The name of the group is Iris and they have all of the data. Mr. Galvin said he is working with the psychiatric department in Yale and their needs are different than the Southeast Asian community. He mentioned the possibility of having a forum with this community for free because it would be self-funded. Ms. Ferguson suggested investing in larger communities that have been around for years. The group discussed reaching out to the various communities and planning for another forum.

#### **7. Communication Issues**

This agenda item was not discussed due to a lack of time.

**8. Other Business and Next Steps**

A Doodle Poll will be sent to members to plan the next CAB Planning Subcommittee meeting.

The meeting adjourned at 1:02 p.m.