

C2P Los Angeles Coalition  
Care & Testing Subcommittee

July 17, 2013

REACH LA

Meeting Minutes

In attendance:

- **Co-chair:** Grissel Granados
- Traci Bivens - RLA
- Greg Wilson – RLA
- Terrell Winder – RLA
- Dana Edwards - RLA
- Martha Chono Helsley – RLA
- Raenisha Brown – CHLA

I. Announcements and External Meeting Updates

a. Commission

- The new Commission Body was inaugurated last week and there are approximately 6 people who are under the age of 30, including one person under the age of 25 who is Terrell Winder. It was discussed that a strategy was necessary to receive support for the younger commissioners so that the participation is meaningful.

II. Secret shopper survey

a. C2PLA will be conducting secret shopping with care sites and HIV Testing sites. The C&T Subcommittee gave some feedback based on the survey created at CHLA to do secret shopping for Healthy Way LA sites. Some of the information they wanted to see included:

- Question about confidentiality
- Assess whether clients feel overwhelmed and bombarded by providers at any time
- How are referrals being given to clients
- Add an item that asks whether the person's needs were met
- Whether correct use of pronouns were used
- Do HIV testers know basic HIV/AIDS information

b. Questions that came up in general about this survey:

- Are we creating an SCO around this?
- Will there be a report on how we did overall to see how we improve over time?
- How are we approaching agencies to participate? Are we just starting with the coalition members?

III. SCO 127 - Action steps for this SCO have to be created to get some traction

- a. Are there any companies/organizations that are approved to on LAUSD campuses?
- b. We need to find out what school the client was actually attending so that we can start there
- c. Work with the blood banks to see what their policies are for notifying patients and whether they are aware of minor consent laws

- d. Martha will invite Tim K. to our next meeting so that he can share more about LAUSD policies on blood banks and whether they are aware of the notification letters.
- IV. Youth Standards of Care: Adherence and Viral Suppression
- a. Youth do not want to be seen as numbers they want to be seen as people
  - b. For youth to stay adherent to their care, services must be personalized to meet their individual needs
  - c. All staff must be trained in adolescent development and make sure that clients are understanding any important information based on their cognitive level
  - d. Youth often feel rushed by doctors and other providers
  - e. There are issues of health literacy that must be addressed in order for youth to understand their HIV status and the importance of being adherent
  - f. Waiting times in clinics can be a barrier for youth to stay adherent
  - g. Transportation can often be a barrier for youth to make their appointments
  - h. Youth should have options on how to manage their care instead of being forced into a system (program) that may not work with their life style or their cognitive and developmental level.
  - i. Youth should not have to go time without medications based on systems and paperwork
  - j. Side effects to medications should be openly and thoroughly discussed with youth so that they know what they can expect.
  - k. Youth need access to food to take their medications with food
  - l. Youth must know their rights and be empowered to speak up when they are not receiving adequate services.
- V. Next C&T meeting: August 20, 2013 – at REACH LA  
Next working group meeting: August 23, 2013