

CONSUMER INVOLVEMENT COMMITTEE

August 9, 2024

10:00 AM - 12:00pm

Meeting Minutes

MEMBERS PRESENT:

Susan B. Co-Chair
Angie P.
Barbara G.
Denise R.
Eileen B.
Ernest B.
Gauis C.
Gerard S.
James C.
Joseph P
Juanita C.
Lance M.
Lisa C.
Margret H.
Nancy D.
Pamela B.
Tyrone B.

MEMBERS ABSENT:

Cathy M, Co-Chair
Arthur B.
Brian H.
Clara C.
James H.
John V.
June T.
Patricia R.
Paul B.
Roni W.
Traci S.
Wendy A.

GUESTS

Hilda Chin
Avis Giddiens

STAFF:

JoAnn Henn
Nancy O'Keefe

STAFF Absent

Myra Alston
Katie Ramirez

I. Welcome/Introductions

Susan B., Co-chair opened the August 9 2024, meeting at 10:10am with a welcome and introductions. She then requested a moment of silence to remember those who are not able to join us, those whom we have lost, and those still struggling.

II. Approval of June 14, 2024 Meeting Minutes

The June 14, 2024, meeting minutes will be tabled until the October 11, CIC meeting in order to allow enough time for computer literacy and training.

II. Computer Literacy and Training- Mr. Jose Avila

Many consumers wanted to know more about using the computer and have requested computer training. Mr. Jose Avila, from UWLI, offered to conduct a computer literacy training at a CIC meeting. This training provided members with the knowledge and ability to use computers effectively and become more confident with the technology. This training also gave committee

members the opportunity to ask questions and address any concerns they may have. Several concerns were raised about security regarding emails, using Google searches, and sharing of information. Members were worried about possible scams, how to recognize, avoid and deal with them, Members were informed that banks, credit card companies, the Social Security Administration, and IRS do not contact individuals by email to request personal information. Members were admonished against sharing any personal information, including but not limited to, social security numbers, account numbers, phone numbers or addresses. In addition, they were advised not to reply and to delete any emails when there is doubt as to their authenticity and veracity.

Individual laptops were set up for every committee member so that basic computer skills were not merely taught but practiced as they learned by doing. This training was also viewed on Zoom, so that those who were unable to attend in person could participate in the training and ask questions. The training was interactive; members were able to practice the skills at their own pace and ask for help as needed. Committee members also helped each other as they learned and reviewed the computer skills.

The basic skills included writing emails and using Microsoft Word. Committee members practiced writing, editing, changing fonts, adding color as well as how to copy and paste.

At the conclusion of the meeting/training, laptops were distributed to several members through a special donation that United Way received. Committee members were very appreciative since a significant number rely on their cell phones for virtual meetings and Telehealth visits. The Planning Council and its committee meetings are following a hybrid model; both in-person and virtually on Zoom. Larger laptop screens make it easier to see the shared documents and encourage further meeting participation. TeleHealth visits can be more beneficial with a screen bigger than a phone screen. The training was successful as it gave committee members the tools, they needed to learn to use the computer more effectively, gain confidence with the technology, and have any questions answered. It also strengthened their connection to each other as they learned together and reviewed how to do something new, possibly lessening feelings of isolation. The committee thanked Mr. Avila for this informative and productive training. In fact, the training was so successful that the committee requested future trainings to build upon what they have learned.

VI. Announcements/Adjournment

World AIDS Day event is Friday evening, December 13 at Captain Bills.

Planning for the World AIDs event is the major agenda item for the October 11th CIC meeting.

The motion was made by Denise R. and seconded by Pam B. to adjourn the August 9, 2024, 2024, Consumer Involvement Committee meeting. **All in Favor-Motion carried.**