

# Procedures and Operations Manual



**Mission:** To create a coordinated statewide care and prevention system in which the rate of new HIV infections is reduced, and those who are living with and affected by HIV/AIDS are connected to appropriate care and support services.

Updated December 2020

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## Acknowledgements

The 2020 revision reflects input from CHPC members and leaders including the CHPC co-chairs and the CHPC Executive Committee, as well as the staff of the Connecticut Department of Public Health (CT DPH). Thank you to all of the CHPC members and public participants for their insights and feedback, and their commitment to making the CHPC one of the best HIV prevention and planning groups in the nation.

CHPC members do not vote to approve the CHPC Procedures and Operations Manual. CHPC leaders – with input from CHPC members, public participants, and CT DPH staff members – update procedures and policies on an ongoing basis. The focal point of the CHPC’s work (and decision-making) relates to HIV/AIDS prevention and care planning.



# Section 1

## CHPC Structure and Operations

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## What is the CHPC?

- **The Connecticut HIV Planning Consortium (CHPC) represents a partnership between the Connecticut Department of Public Health (CT DPH) and other partners who are interested in:**
  - Reducing the rate of new HIV infections
  - Connecting persons living with HIV/AIDS to care and support services
  - Supporting persons affected by HIV/AIDS
  
- **The Connecticut HIV Planning Consortium involves:**
  - Up to 35 voting **members** who represent the diversity of the epidemic and who hold responsibility to make planning decisions
  - **Public participants** who attend CHPC meetings and/or provide input through their participation in CHPC planning activities
  - The **State Department of Public Health** which serves as the state agency responsible for establishing and supporting the CHPC as part of the state's public health agenda
  - **Representation** from other state, regional, and local agencies involved in providing HIV/AIDS prevention and care services

## The CHPC is NOT...

- An advocacy group. However, CHPC members benefit from the work of advocates.
- A forum for personal issues. However, CHPC members benefit from the experience of others and can learn about available resources.
- A service provider. However, many service providers participate in the CHPC planning process.
- A funder of services. However, the CHPC makes recommendations to CT DPH about needed services.
  - Because the CHPC does not make funding decisions, it does not conduct a conflict of interest process



## What does the CHPC do?

- **The CHPC does planning work.** Planning involves gathering information which CT DPH uses to make meaningful decisions about the delivery of HIV/AIDS prevention and care services.
- During the planning work, the CHPC creates opportunities for networking, leadership development, and HIV/AIDS awareness.
- **The CHPC helps the CT DPH to gather information about HIV and other related diseases such as Sexually Transmitted Diseases (STDs) and Hepatitis:**
  - Needs
  - Services
  - Resources
- **The CHPC helps to produce important planning documents such as:**
  - **Epidemiological profiles** that describe how HIV and other diseases such as STDs and Hepatitis impact people living in Connecticut over time and at a point in time
  - **A statewide HIV/AIDS and/or syndemics needs and resource assessment** that describes gaps in care and prevention services
  - **A Statewide Comprehensive HIV/AIDS and/or Syndemics Prevention and Care Plan** that describes how Connecticut proposes to use prevention and care resources
  - **A Statewide Coordinated Statement of Need (SCSN)**, a mechanism for addressing key HIV/AIDS and/or other diseases such as STDs and Hepatitis prevention and care issues and enhancing coordination across funding sources and service delivery system partners



## What are the CHPC’s values?

- The CHPC organizes its processes around **three values**:
  - **Parity** – The opportunity for all members to participate equally irrespective of differences such as race/ethnicity; age; gender; sexual orientation; personal health status; spirituality; and educational level, among others
  - **Inclusion** – All CHPC members receive an opportunity for meaningful involvement and active participation in discussion and decision-making
  - **Representation** – CHPC members reflect the diverse perspectives of all affected communities
- **CHPC members develop a “social contract” that describes how CHPC members can uphold the CHPC values during meetings. Table 1** shows the current CHPC social contract.

**Table 1. Short phrases related to the “Social Contract” used by CHPC members to create a welcoming and productive meeting environment**

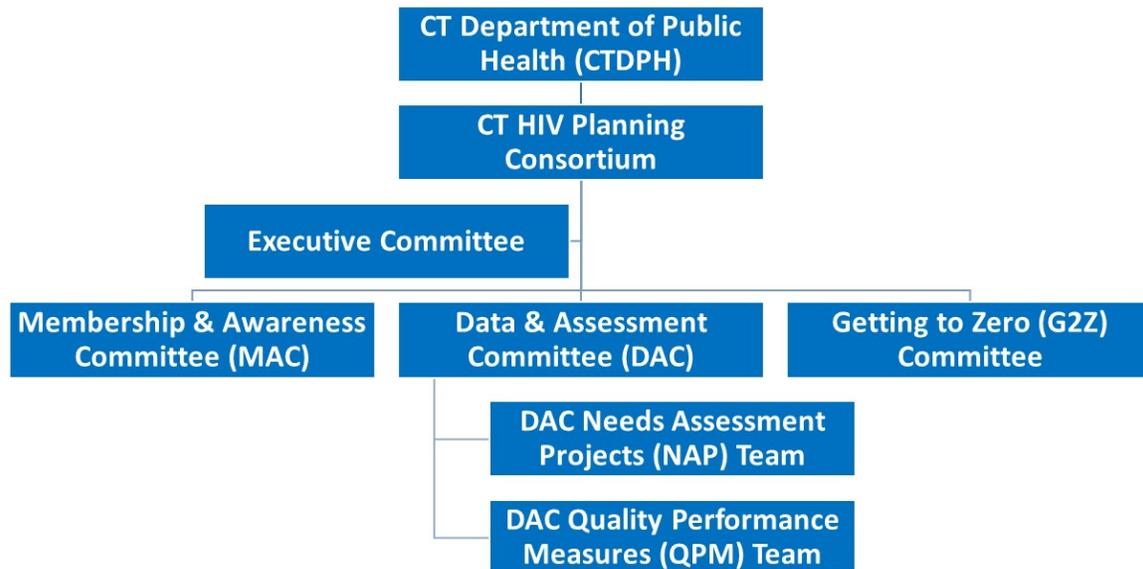
• Active listening	• Treat others how you want to be treated
• Silence or turn off cell phones	• Limit side conversations
• Raise hands for questions/comments	• Participate and share
• Show up early	• Practice civility and politeness
• Stay for whole meeting	• Recognize time limits
• Ask questions	• Celebrate diverse voices and approaches
• Help others	• Help others learn and feel successful
• Review materials ahead of time	



## How is the CHPC Organized?

- **Figure 1** shows the organizational structure of the CHPC

**Figure 1. CHPC Organizational Structure**





## Who leads the CHPC?

- **CHPC members provide most of the leadership:**
  - **Three (3) CHPC co-chairs:**
    - Lead the full CHPC planning body
    - Meet monthly to discuss prior meeting and plan next meeting
    - Lead the Executive Committee meetings
    - Develop CHPC and Executive Committee agendas
    - Serve as official spokespeople for the CHPC
  - **Committee chairs lead for each CHPC committee:**
    - Facilitate committee meetings
    - Participate in the Executive Committee
    - Guide development of the committee work plans
    - Report back to the CHPC
- **The Connecticut Department of Public Health provides:**
  - Leadership by appointing an employee as one of the CHPC co-chairs
  - Subject matter experts to assist with committee work and CHPC planning activities
  - The communication link between CHPC and HIV/AIDS funders and policy makers



## How is an in-person CHPC meeting organized and run?

- **Public participants** are welcome to attend CHPC meetings
- CHPC members (and public participants) sign in at a registration area; the CHPC hosts a 30-minute networking opportunity prior to the start of the meeting
- CHPC staff count the number of CHPC members present in the room. To start and conduct a meeting:
  - At least 51% of all CHPC members must be present to conduct CHPC business
  - A CHPC co-chair must be at the meeting to call the meeting to order
- **CHPC co-chairs call to order the meeting and follow an agenda set in advance by the CHPC co-chairs. The meeting agenda includes:**
  - Welcome and introductions – and review of the social contract
  - Approval of prior month's meeting summary
  - Other votes as appropriate
  - Committee meetings and report back
  - Public comment and announcements
  - Presentations and discussion topics
  - Other business
  - Adjournment
- **CHPC co-chairs facilitate the meeting and use formal decision-making rules for votes**
- **The CHPC stops the meeting at mid-day so members and non-members can enjoy lunch, informational presentations, and/or additional networking**
- **The meeting resumes with additional CHPC business after lunch**
- **CHPC asks all meeting participants to complete and submit an anonymous meeting feedback form and share their experiences to help improve the CHPC meeting process and environment**
- **CHPC staff record the meeting notes and committee notes and produce meeting summaries**
- **CHPC staff members assist with preparation of meeting materials**



## How is an in-person committee meeting organized and run?

- **Public participants are welcome to attend CHPC committee meetings and are encouraged to participate in the discussions**
- **CHPC members (and public participants) sign in at the committee meeting**
- **To conduct an official committee meeting:**
  - A committee chair must be at the meeting
  - At least four additional CHPC committee members must be present to conduct CHPC business
- **A committee chair calls to order the meeting and follows an agenda set in advance. The meeting agenda includes topics such as:**
  - Welcome and introductions
  - Review of past and present committee tasks
  - Approval of prior month's meeting summary
  - Discussion topics relevant to the committee charge
  - Other business
  - A meeting check-in and feedback process
  - Adjournment
- **A committee chair facilitates the meeting and uses a consensus-building approach to developing recommendations**
- **Committee chairs encourage all meeting participants to share feedback about their experiences to help improve the CHPC meeting process and environment**
- **CHPC staff record the meeting notes and committee notes and produce meeting summaries**
- **CHPC staff members assist with preparation of meeting materials**



## How is a virtual CHPC meeting organized and run?

- **The CHPC issues a virtual meeting announcement with meeting access information (e.g., link to virtual meeting, call-in phone number), and posts this information on the CHPC website ([www.cthivplanning.org](http://www.cthivplanning.org))**
- **Public participants** are welcome to attend CHPC meetings
- **CHPC members and public participants enter the virtual meeting space, which opens up approximately 10 minutes before the meeting start time**
- **CHPC staff count the number of CHPC members present in the virtual meeting room**
  - At least 51% of all CHPC members must be present to conduct CHPC business
  - A CHPC co-chair must be at the meeting to call the meeting to order
- **CHPC co-chairs call to order the meeting and follow an agenda set in advance by the CHPC Co-Chairs. The virtual meeting agenda includes:**
  - Welcome
  - Co-chair updates
    - Includes virtual vote results (see page 15 for details)
    - Other roll call votes as necessary
  - Committee updates
  - Knowledge build
  - Presentation topic
  - Other business
  - Adjournment
- **CHPC co-chairs encourage participants to use virtual meeting etiquette (e.g., web cams on, self-mute, use chat box, participate in polls)**
- **The CHPC asks all meeting participants to complete an anonymous, online meeting feedback survey and share their experiences to help improve the CHPC meeting process and environment**
- **CHPC staff record the meeting notes and produce meeting summaries**
- **CHPC staff members assist with preparation of meeting materials**



## How is a virtual committee meeting organized and run?

- **The CHPC issues a virtual meeting announcement with meeting access information (e.g., link to virtual meeting, call-in phone number), and posts this information on the CHPC website ([www.cthivplanning.org](http://www.cthivplanning.org))**
- **Public participants are welcome to attend CHPC committee meetings**
- **CHPC members and public participants enter the virtual meeting space, which opens up approximately 10 minutes before the meeting start time**
- **To conduct an official committee meeting:**
  - A committee chair must be at the meeting to call the meeting to order
  - At least four additional CHPC committee members must be present to conduct CHPC business
- **A committee chair calls to order the meeting and follows an agenda set in advance. The meeting agenda includes topics such as:**
  - Welcome and introductions
  - Review of past and present committee tasks
  - Approval of prior month's meeting summary (confirms the result of an approval process conducted by email prior to the meeting)
  - Discussion topics relevant to the committee charge
  - Other business
  - A meeting check-in and feedback process
  - Adjournment
- **Committee co-chairs encourage participants to use virtual meeting etiquette (e.g., web cams on, self-mute, use chat box, participate in polls)**
- **A committee chair facilitates the meeting and uses a consensus-building approach to developing recommendations**
- **The committee chair encourages all meeting participants to share feedback about their experiences to help improve the CHPC meeting process and environment**
- **CHPC staff record the meeting notes and produces meeting summaries**
- **CHPC staff members assist with preparation of meeting materials**



## How does the CHPC make decisions?

- **The full CHPC conducts formal “member only” votes on a small set of decisions:**
  - Approval of meeting summaries
  - Changes to the CHPC Charter
  - Election of CHPC community co-chairs
  - Approval of planning-related documents
  - Other special circumstances
  - *The CHPC does not entertain “spontaneous motions.” The CHPC uses a consensus-building model to develop a recommendation or position.*
- **An advanced vote notification process helps CHPC members prepare for a vote:**
  - The CHPC Executive Committee schedules votes in advance
  - CHPC members may receive voting information prior to the CHPC meeting
- **CHPC members use a simple voting process:**
  1. A CHPC co-chair introduces the topic and provides context for the vote
  2. A CHPC member offers a “motion” to vote – which recommends a position
  3. Another CHPC member “seconds” the motion
  4. A CHPC co-chair manages a discussion process – which may include clarifying the motion and/or making adjustments to the material being voted upon
  5. A CHPC co-chair calls for a vote and CHPC members vote:
    - **Voting options** are typically: a) yes; b) no; or c) abstain.<sup>1</sup> When voting for a new community co-chair, the voting options are the names of the CHPC members who are candidates for the position
    - **Voting methods** are typically: a) Show of hands (members raise their hands and wait to be counted); or b) Written ballot (members write their vote on a ballot and give it to staff)
  6. CHPC staff count the vote
  7. CHPC co-chairs announce the outcome of the voting process

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<sup>1</sup> Voting YES means the member understands what is being voted upon and agrees. Voting NO means the member understands what is being voted upon but does not agree. Voting to ABSTAIN means the member chooses not to vote because they have a conflict of interest or do not have enough information to make an informed vote (e.g., a member who missed the previous month’s meeting would typically abstain from a meeting summary vote).



## What is a vote notification document?

- The CHPC values CHPC members making **informed decisions**
- The CHPC votes on a small set of recommendations during the course of the year, and these votes are scheduled in advance by the Executive Committee
- When needed, CHPC staff issue to CHPC members a vote notification document that explains an upcoming CHPC vote. Vote notifications are sometimes shared with CHPC members via email or U.S. mail (for members who do not use email) as appropriate. The notification includes relevant information such as:
  - **Vote name**
  - **Type of vote**
  - **Vote recommendation**
  - **CHPC impact**
  - **Committee of origin**
  - **Committee deliberation process**
  - **CHPC member input process**
  - **CHPC leadership input process**
  - **Other input**
- CHPC co-chairs use the information on the vote notification sheet to guide the voting process at the CHPC meeting.



## What is the virtual or remote voting process?

- **The CHPC uses a virtual or remote voting or approval process to the extent conditions require.**
- **CHPC staff distribute voting-related information to the CHPC members via electronic methods or through traditional delivery methods such as U.S. mail.**
- **CHPC members receive instructions about the voting process and the voting options.**
- **CHPC members can send in their vote virtually or via telephone to CHPC staff members.**
- **The CHPC staff maintain a count of the vote.**
- **The CHPC staff forwards the results of the vote to the CHPC co-chairs.**
- **The CHPC co-chairs announce the results of the vote at a subsequent meeting or via direct communication to CHPC members.**

Virtual/remote approval of CHPC meeting summaries follow a two-step process. Draft meeting notes are sent out for additions and corrections. A revised or “pending approval” set of notes are sent out for approval via formal vote. The members use a remote or virtual voting process to submit their votes.

Approval of CHPC committee summaries follows a two-step process. Draft meeting notes are sent out for additions or corrections. A pending approval set of notes gets sent to the committee members. The committee uses a consensus approach to approve the meeting notes at the virtual meeting.



## What is the CADAP Advisory Group?

- **CADAP** stands for the **Connecticut AIDS Drug Assistance Program**
  - This program pays for drugs determined by the U.S. Food and Drug Administration to prolong the life of people with AIDS, or HIV infection
  - There is no asset limit and the income limit is 400% of the Federal Poverty Level. Physician verification of HIV/AIDS and proof of Connecticut residency is required. In addition, the individual must apply for Medicaid within two weeks of approval for CADAP participation.
  - The Department of Social Services receives federal funding for the program under Ryan White Title II grants that are awarded to CT DPH
  
- **The CADAP Advisory Group**
  - Is convened and supported by CT DPH
  - Provides input to CT DPH about various aspects of the CADAP
  - Receives updates about the CADAP (e.g., who uses the program, availability of prescription drugs, federal funding)
  - Keeps a set of meeting notes
  - Shares information with the CHPC community as needed through communication outlets such as CHPC InfoShare emails



## What is the HIV Funders Group?

- The **HIV Funders Group** includes representatives from various funding sources relevant to the mission and vision of the CHPC
- The HIV Funders Group assembles for the purpose of increasing coordination, communication, and collaboration as it relates to required planning activities such as a statewide workforce analysis, a statewide needs assessment of persons living with HIV, a statewide resource inventory, and an epidemiological profile
- The HIV Funders Group facilitates access to existing data sets and/or assistance in data collection to complete planning tasks
- The HIV Funders Group provides access to subject matter experts to complete planning tasks that relate to the CHPC



# Section 2

## CHPC Member Supports

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## What does a CHPC member do?

- **A CHPC member:**
  - Attends at least six CHPC meetings each year (meetings occur on the third Wednesday of each month, 8-10 months per year)
  - Commits to reviewing CHPC materials in advance of meetings
  - Participates on a CHPC committee
  - Upholds the CHPC values and standards for meeting behavior
- **Other ways a CHPC member can support the CHPC process:**
  - Serve in a CHPC leadership role, such as committee co-chair or CHPC community co-chair
  - Serve on ad hoc committees
  - Mentor a new, first-time CHPC member
  - Share information about the CHPC in your community and agency
  - Help recruit new CHPC members
  - Participate in awareness activities such as writing an article for the CHPC newsletter
  - Participate in data collection processes
- **What are the benefits of being a CHPC member?**
  - Take part in the development of a plan to reduce the rate of new HIV infections and to connect those who are living with and affected by HIV/AIDS with appropriate services
  - Fellowship and networking
  - Increased knowledge of HIV/AIDS
  - Continental breakfast and lunch (\*in-person meetings only)
  - Transportation support to CHPC meetings as needed



## How do I become a CHPC member?

- **Individuals interested in becoming CHPC members must complete an application form**
- **The CHPC accepts membership applications throughout the year**
- **To allow new members to receive orientation as a cohort and to facilitate a coordinated mentoring process, the CHPC typically onboards new members at the end of each calendar year (i.e., November/December), with member terms beginning each January**
- **CHPC staff:**
  - Process the application form for completeness of responses
  - Send a receipt of application as well as the time frame for decision-making
  - Keep all application information confidential and stored in a secured area
- **The CHPC Membership and Awareness Committee:**
  - Reviews the CHPC membership diversity grid and identify membership gaps
  - Makes a recommendation to the CHPC Executive Committee about the number of applicants to be invited to join as members, based on membership gaps and the applicant pool
- **CHPC staff:**
  - Use an approved administrative process designed to objectively identify applicants who help the CHPC membership become more representative of the HIV/AIDS epidemic in Connecticut
  - Assign to each applicant a score based on their demographic fit with the CHPC's membership needs
  - Invite the highest-scoring applicants to join, after confirming their understanding of member responsibilities and providing an initial commitment
- **Upon their acceptance of the membership invitation, new members:**
  - Receive notification of their “administrative approval as CHPC members”
  - Complete a new member orientation session
  - Receive an experienced CHPC member as a mentor
- **CHPC staff notify all applicants of the outcomes of the administrative decision-making process and confirm whether the applicants request to keep the application on file**



## What is the CHPC mentoring program?

- The CHPC Membership and Awareness Committee (MAC) oversees the **new member mentoring program**
- The goals of the mentoring program are to:
  1. create a sense of support and caring for members
  2. educate members about the CHPC
  3. help members feel comfortable participating in the CHPC
- Participation in the mentoring program is mandatory for first-time new CHPC members for one year
- A mentor must have at least one year of experience as a CHPC member
- Each mentee receives an individual mentor who contacts them prior to each CHPC meeting to discuss the previous meeting and the upcoming meeting and to serve as their go-to person for questions. Individual mentoring relationships last one year formally.
- Mentors receive a brief Mentor Guide describing their responsibilities as a mentor, tips for effective mentoring, and answers to frequently asked questions
- Mentees receive information about the mentoring program during new member orientation



## What transportation supports exist for CHPC members?

- **The CHPC provides transportation supports to eligible CHPC members who complete a personal transportation plan. The CHPC relies on the public transportation system to provide rides, and on the personal responsibility of CHPC members to follow the transportation process to access support.**
- **An eligible member is defined as a CHPC member who:**
  - Travels to attend an official CHPC activity (i.e., CHPC meeting or sponsored event)
  - Does not work or whose employer does not reimburse for CHPC travel
  - Does not have any other means of getting to the CHPC activity
- **How does a member get a personal transportation plan?**
  - Upon acceptance as a CHPC member, CHPC staff check with the CHPC member to determine eligibility for transportation supports
  - Eligible members work one-on-one with CHPC staff to map out a step-by-step plan for the member to get from their primary place of residence to the CHPC meeting site using available public transportation (e.g., buses, taxis, trains)
  - CHPC staff then check with transportation providers to add details to the plan (e.g., cost, arrival/departure times), and to determine any gaps (e.g., excessive wait time, no available service)
  - CHPC staff share transportation plan options with the CHPC co-chairs and CT DPH to determine the “reasonableness” of available public options
  - Approved plans are kept on file by CHPC staff to support the transportation process
  - Plans not approved by the CHPC co-chairs undergo additional planning to develop suitable alternatives – including the use of a car service



- **How do CHPC members schedule rides or access my transportation supports?**
  - Contact CHPC staff Selma Gooding (203.605.2968; [gooding@xsector.com](mailto:gooding@xsector.com); 1.866.972.2050) at least **one week** before the CHPC meeting date
  - Ms. Gooding arranges all travel plans with members before each meeting
    - Missing the deadline may delay the arrival of tickets/vouchers and cause members to miss the meeting
    - If a member does not attend the meeting at the last moment, the member is expected to keep the train or bus ticket/voucher for the next month
- **When does the CHPC use the car service? The CHPC uses a car service only under extenuating circumstances (e.g., no public transportation, no other CHPC members).**
  - If a member is receiving a ride from the car service and needs to cancel the ride for any reason, the member must contact Ms. Gooding at 203-605-2968 24 hours in advance of the meeting (by 9:00 a.m. the day before the meeting). This applies for both rides TO and FROM meetings. [For example, someone offering a member a ride home from the meeting affects the car service plans. The member should still use the car service for the return transportation.]
- **What happens when a CHPC member changes where they live?**
  - Notify Selma Gooding when a change of address occurs. Ms. Gooding updates their membership information and develop a new transportation plan based on the new location.
- **Does the CHPC provide transportation supports to members of the public?**
  - If a member would like to bring a guest and the guest needs a ride, the member may call Ms. Gooding and ask about available options for traveling with a member to the meeting.
  - Neither reimbursement for transportation nor tickets/vouchers for public transportation are provided to non-members.



## What is a CHPC member participation stipend?

- **The CHPC values time associated with a CHPC member’s participation**
- **The CHPC offers a member participation stipend for CHPC members:**
  - Who do **not** work
  - OR**
  - Whose **employer does not pay** for participation in CHPC meetings
- **The CHPC sets the stipend amount (\$25) with reference to other public service reimbursement rates, such as jury duty**
- **Eligible CHPC members who attend CHPC and committee meetings as part of the regular CHPC meeting schedule will be counted as “present” and be eligible to receive a stipend.**
- **CHPC staff will verify eligibility for stipends by asking the CHPC members to confirm in writing or orally that they have:**
  - Identifies the meetings date(s) and times
  - Asks the CHPC member to verify their eligibility
- **CHPC staff members process the participation stipend form(s) within two weeks of a CHPC meeting and distribute the stipend in-person or via certified mail to the address provided by the CHPC member**



## How can a CHPC member access technology supports to attend a virtual meeting?

- **The CHPC recognizes that not all CHPC members may have access to the digital technology and/or internet connection needed to fully participate in virtual CHPC and committee meetings**
- **The CHPC will work with CHPC members to support their ability to fully participate in virtual meetings by assisting to facilitate technology access. For example:**
  - CHPC staff, with support from CT DPH, will work to identify sources of technology (e.g., tablet computers) to be loaned to CHPC members at no cost to the member
  - CHPC staff, with support from CT DPH, will work to identify sources of temporary Wi-Fi access for CHPC members at no cost to the member
  - CHPC staff will work with local agency/community resources to facilitate member access to technology and internet connection at a local agency to facilitate participation in virtual CHPC meetings, in accordance with state, local, and agency COVID-19 safety protocols
  - CHPC staff will remain available to provide technical assistance to CHPC members to ensure their understanding of the processes for the members to participate in virtual meetings
- **CHPC members who elect not to participate in virtual meetings may opt out of CHPC membership for as long as the CHPC continues to meet virtually**
  - These members must – prior to missing three meetings in a calendar year – notify CHPC staff of their decision to opt out via email, text message, or phone call
  - These members may re-join the CHPC at the beginning of the next planning year, following the resumption of in-person meetings



## What virtual meeting etiquette guidelines does the CHPC follow?

- **The CHPC encourages its members and public participants to follow several etiquette and participation guidelines during virtual CHPC and committee meetings:**
  - Keep your web cam on
  - Mute your microphone unless you are speaking
  - Wear professional and appropriate clothing
  - Choose a location with plenty of light and a neutral background so others can see you
  - Do your best to limit background distractions and noise
  - Keep your attention on the meeting
  - Use the chat box to comment on presentations or to share relevant information
  - Participate in virtual polls
  - Be patient with technical difficulties



## What are other ways to learn how the CHPC works?

- **CHPC members complete a new member orientation before starting their first membership term**
- **CHPC members receive a CHPC resource binder**
- **Each first-time, new member is assigned an experienced member as a mentor for their first year of membership**
- **CHPC co-chairs and committee chairs in their roles as leaders can:**
  - Answer questions based on their knowledge and experience of CHPC
  - Create and maintain a friendly and welcoming meeting environment
- **CHPC support staff can answer questions:**
  - Toll-free phone number: 1.866.972.2050
  - E-mail access
- **CHPC members receive a contact list for all leaders and CHPC staff members**



## How do I give the CHPC my feedback about the process?

The table compares how CHPC members and non-members can provide input into the process

Feedback processes	CHPC Member	Public Participant
Share during CHPC member comment segment of the meeting	●	
Share during CHPC public comment segment of the meeting		●
Participate in CHPC meeting feedback survey	●	●
Participate in CHPC committee meeting discussion	●	●
Participate in CHPC committee feedback discussion	●	●
Share perspective with CHPC leaders or staff	●	●
Participate in any member feedback surveys	●	
Participate in other CHPC data collection efforts, such as the needs assessment survey or focus groups	●	●
Submit a grievance form	●	
Attend Executive Committee meetings as appropriate / desired	●	



## What is the CHPC Charter?

- The Department of Public Health holds primary responsibility for CHPC compliance with federal and state guidelines and serves as a primary resource for interpretation of applicable guidelines
- The CHPC follows an operating Charter or guidelines that follow federal, state, and CHPC-identified rules
- The CHPC Charter is a regularly updated document identifying the CHPC's purpose, structure, and bylaws
- The CHPC follows the Charter during the course of conducting business
- From time to time, the CHPC co-chairs or the Executive Committee may consider developing a recommendation to change the Charter
- Any changes to the Charter must be approved by the CHPC membership through a formal vote
- A grievance procedure exists to address any concerns about the CHPC not following its own rules and processes



## What is the Freedom of Information Act?

- **The CHPC operates “as if” it is a public agency**
- **The Freedom of Information Act sets guidelines for public agencies to provide public access to meetings or to certain types of information**
- **To comply with Freedom of Information Act guidelines, the CHPC:**
  - Posts an annual meeting schedule on the CHPC website
  - Issues meeting agendas in advance of CHPC and CHPC committee meetings
  - Invites public participants to attend CHPC meetings
  - Offers an opportunity for the public to participate above and beyond the minimum requirements of the Freedom of Information Act
  - Reserves the right to limit public participation to “quiet observation” (as a method of last resort to complete the business meeting)
  - Records and posts meeting summaries on the CHPC website
- **From time to time, the CHPC may need to discuss a sensitive topic in Executive Session – a session in which only CHPC members can attend:**
  - CHPC members must vote by two-thirds majority to enter Executive Session
  - CHPC co-chairs facilitate the exit of all non-CHPC members (excluding DPH liaison and CHPC staff) from the meeting area
  - CHPC co-chairs lead Executive Session discussions
  - CHPC members must vote by two-thirds majority to end Executive Session
  - CHPC staff record only the discussion topic and the decision of the Executive Session



# Section 3

## Administrative Processes

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## How does the CHPC select a CHPC community co-chair?

- **CHPC members elect two (of three) CHPC co-chairs (for leadership terms of two years)**
- **Eligible CHPC members must submit an application form. Eligibility factors to consider include:**
  - CHPC members with at least one (1) year of CHPC membership experience
  - Time availability to attend:
    - Regular virtual CHPC co-chair check-in meetings
    - Monthly CHPC Executive Committee meetings (immediately following CHPC meetings)
    - Monthly CHPC meetings
    - Other leadership meetings as necessary
  - Consent of employer (if employed) to participate in the CHPC as a leader
  - Attest to understanding of leadership roles and responsibilities
- **Prior to a CHPC community co-chair election, CHPC community co-chair candidates receive an opportunity to publicly address the CHPC members (about their qualifications and motivations to be a CHPC community co-chair)**
- **The CHPC members conduct a formal vote to elect CHPC community co-chairs. Important considerations of the voting process include:**
  - Only CHPC members present for the public statements can vote
  - CHPC members vote using approved procedures
  - CHPC staff members count the ballots
  - The candidate with the highest number of votes wins the election
  - In the event of a tie:
    - An election with three or more candidates triggers a re-vote between the top two vote-getting candidates
    - An election with two candidates triggers a re-vote between the same two candidates. In the event of a subsequent tie after the re-vote, the CHPC co-chairs uses a public coin toss to identify the winner.



## How does the Department of Public Health (CT DPH) designate a CHPC co-chair?

- **Federal funding agencies require CT DPH to appoint a CHPC co-chair**
- **A high-level management official from CT DPH meets with the CHPC Executive Committee at least once every two years (or as warranted) to understand the existing and upcoming leadership needs of the CHPC**
- **CT DPH identifies potential CT DPH candidates capable of supporting the CHPC process, the CHPC leadership team, and CHPC planning activities in the context of their CT DPH employment circumstances (e.g., work load, funding sources)**
- **CT DPH designates a CT DPH employee to serve a two-year, renewable leadership term**
- **In the event that the CT DPH-appointed CHPC co-chair steps down from the leadership position, CT DPH:**
  - Appoints within 60 days an interim designee
  - Meets with the CHPC Executive Committee to understand the CHPC leadership needs
  - Appoints a new CHPC co-chair within 90 days of the appointment of an interim or 180 days of the exit of the initial CT DPH-appointed CHPC co-chair – whichever comes first



## How does the CHPC select a committee chair?

- **The CHPC co-chairs, with input from the CHPC Executive Committee, select committee chairs to lead each committee**
- **Any current CHPC member may submit a leadership application form to become a committee chair**
  - Each committee chair applicant attests to their understanding of the roles and responsibilities and time commitment associated with this leadership role
- **The CHPC co-chairs and/or the CHPC Executive Committee may contact applicants for additional information or to a short question-answer session with the Executive Committee**
- **The committee chair serves a two-year leadership term**
- **CHPC co-chairs, with input from the Executive Committee, hold the authority to adjust the length of the membership term to coincide with the committee chair's leadership term.** For example:
  - An existing two-year term may be extended by up to 12 months
  - A CHPC member selected as a committee co-chair with less than 12 months remaining on their membership term receives a 2-year membership term to correspond with the leadership term
- **All committee chairs serve as members of the Executive Committee**



## Can a CHPC member be removed?

### Administrative removal because of attendance

- **The CHPC allows members two meeting absences each calendar year. The third meeting absence triggers an automatic administrative discharge.**
  - The CHPC does not categorize absences as excused or unexcused
  - Official meeting attendance is posted in monthly CHPC meeting summaries
  - To receive credit for attending a meeting, a member must be present for all votes and the meeting adjournment. Members who arrive after any votes have occurred or who leave prior to adjournment are recorded as absent in the official attendance records.
  - CHPC staff issue a warning letter on behalf of the CHPC co-chairs to CHPC members after their second absence in a calendar year
  - CHPC staff issue an administrative discharge letter on behalf of the CHPC co-chairs to CHPC members after their third absence in a calendar year
  - CHPC members who are administratively discharged are informed of their right to appeal the discharge by completing a short, confidential appeal form, attending the next CHPC meeting, and meeting confidentially with the Executive Committee
  - Members who are administratively discharged and wish to re-apply for membership must wait an additional membership "cycle" before being considered for membership
- **The CHPC attendance policy considers that:**
  - Missing more than two meetings (out of eight) creates an information “disconnect” between CHPC members and the CHPC work
  - The CHPC prefers to support CHPC members who can demonstrate regular attendance

### Detrimental behavior

- From time to time, a CHPC member’s behavior may create unnecessary disruptions or prevent the CHPC from conducting its business
- In these instances, the **CHPC co-chairs**, with input from the Executive Committee, discuss the issue and **identify two (2) CHPC leaders to speak with the CHPC member** about the disruptive behavior, expected standards, and consequences for continued disruptions
- In the event the CHPC member **continues to act in a manner detrimental to the CHPC**, a CHPC leader can request that the **Executive Committee schedule a vote by the CHPC to remove the individual** as a member of the CHPC
- **A simple majority vote** is required for the removal of a CHPC member for reasons other than administrative discharge
- **CT DPH** or its designee **manages any process related to an appeal** of a removal vote



## Can members who are administratively discharged appeal their discharge?

- **CHPC members who are administratively discharged due to attendance issues may appeal the discharge by completing a short, confidential appeal form, attending the next CHPC meeting, and meeting confidentially with the Executive Committee**
- **Appeal Process Guidelines**
  - Welcome the guest to the Executive Committee meeting and explain the process:
    - Executive Committee members briefly review a copy of the appeal form
    - CHPC co-chair(s) ask the individual who is appealing designated questions (see below), and the individual who is appealing provides brief responses
    - The individual appealing leaves the meeting, and will receive an email notification of the decision
  - If all three CHPC co-chairs are present, a decision can be reached that day. If any CHPC co-chairs are missing from the Executive Committee meeting, or if more than two committee co-chairs are missing, the decision will be made at future co-chairs meeting
  - The process should be followed closely and consistently for each appeal
- **Appeal Questions**
  - What makes you a valuable member of the CHPC?
  - What kept you from being able to attend enough CHPC meetings?
  - If you remain a member, do you anticipate future attendance issues?
  - Why did you choose to appeal to the Executive Committee?
  - Is there anything that the CHPC can do to better support your attendance?
- **Reminders**
  - The Appeler should: a) Explain their value to the CHPC; b) Answer the brief set of appeal questions; and c) Feel welcomed and comfortable
  - The Appeler should not: a) Feel the need to defend past absences; b) Be met with judgment or skepticism; or c) Be present for the deliberation



## How long does a CHPC membership term last?

### CHPC members

- CHPC members serve **two-year terms** of service
- Terms of service typically coincide with the calendar year (which aligns with the CHPC's annual planning cycle), with occasional exceptions for members from required membership categories (who may start their terms mid-year)
- A CHPC member in good standing is given the option to **renew for an additional, two-year term** of service
- A CHPC member who completes two terms of service may immediately re-apply for membership. These expiring members are considered for acceptance along with all of the new applicants in the applicant pool.

### Special Cases

- **The CT DPH-appointed CHPC co-chair term may extend well beyond two years based on continuity, group cohesion, member turnover, projects, and other factors**
  - CT DPH holds a discussion session with the Executive Committee at least every two years to assess the leadership needs of the CHPC
- **In some instances, CHPC leaders, with input from the Executive Committee, may extend the length of membership term for a CHPC member.** For example:
  - A **CHPC co-chair** may be asked to serve an additional six (6) months (as a leader and/or as a CHPC member) to provide leadership continuity and to prevent leadership terms from ending at the same time
  - A CHPC **committee chair's** membership term may be adjusted to coincide with the committee co-chairs leadership term:
    - An existing two-year term may be extended by up to 12 months
    - A CHPC member selected as a committee co-chair with less than 12 months remaining on his/her membership term receives a 2-year membership term extension to correspond with the leadership term



## What is the process for approving the Statewide Plan?

- **CHPC members vote to approve or not approve the Plan presented to the CHPC for vote**
- **Features of the voting process include:**
  - Use of a written ballot that requests CHPC members to document any reasons for non-approval. This process may be adjusted for virtual votes. For example, members may be asked to call-in or respond via electronic means (e.g., e-mail, online data collection).
  - CHPC support staff (or CT DPH resource liaisons) count the votes
- **CHPC members hold responsibility to:**
  - Read, review and comment on the Plan or Plan Update
  - Look at the priorities in the Plan to make a decision (vote) about approval



## What is a grievance?

- **A grievance procedure exists to address any concerns about the CHPC not following its own rules and processes:**
  - A CHPC member must submit a grievance form prior to the next CHPC meeting. The form:
    - Collects information about the CHPC member filing the form
    - Gets information about the section of the Charter in question
    - Gets a description about how the CHPC process did not follow the Charter
    - Asks for a recommended remedy or solution to the situation
  - The Executive Committee reviews and discusses the grievance form
  - The Executive Committee makes a final decision on how to resolve the situation
- **The CHPC co-chairs inform the CHPC of the decision and implications associated with the decision**



## What role does the Department of Public Health (CT DPH) play?

- **Department of Public Health staff, the CT DPH-appointed CHPC co-chair and CHPC liaison(s) (employed by CT DPH) communicate directly with representatives from the federal or state government on matters related to reporting, compliance, fiscal and program management, and other requests (e.g., technical assistance opportunities)**
- **CT DPH shares with the CHPC:**
  - Other regular HIV/AIDS related reports and updates
- **CT DPH provides resource liaisons to support the CHPC in accessing and understanding information critical to completing planning tasks.** The information may include:
  - Epidemiological profiles
  - Service utilization data
  - Resource directories and inventories
  - Effective Behavioral Interventions
  - Opportunities to participate in training and professional development opportunities
- **CT DPH designates a CT DPH employee to serve at least a two-year appointment as a CHPC co-chair:**
  - CT DPH meets with the Executive Committee at least once every two years (the length of term for a leadership appointment) to understand the existing and upcoming leadership needs of the CHPC
  - CT DPH identifies CT DPH candidates who hold the most potential to support the CHPC process, the CHPC leadership team, and CHPC planning activities
  - The CT DPH-appointed CHPC co-chair and the DPH resource liaisons affiliated with the CHPC facilitate information exchange and coordinate the completion of funding applications
- **From time to time, CT DPH asks the CHPC to assist with the completion of other tasks related to maintaining compliance with the federal or state funding sources such as completing membership surveys**
- **CT DPH provides or coordinates CHPC staff support**



## How does the CHPC change its process?

### Charter

- **CT DPH relies on the CHPC Charter and Procedures and Operation Manual to maintain compliance with the federal and state guidelines associated with funding**
- **Changing the CHPC Charter requires a vote by the CHPC members**
- **The Executive Committee holds responsibility to cause a review of the Charter and may create an ad hoc committee to complete the review**

### Procedures

- **The CHPC maintains a Procedures and Operations Manual which outlines how the CHPC structures and conducts its work**
- **The Procedures and Operations Manual reflects operating procedures and practices based on:**
  - CHPC member feedback
  - Input from public participants (such as through committee meetings)
  - Best practices used by other planning groups
  - Past practices that the CHPC or a former planning entity used with success
- **The Executive Committee holds responsibility to update the Procedures and Operations Manual.** This may include:
  - Formally documenting an existing procedure (used by CHPC leaders, a committee process) and confirming the procedure aligns with the CHPC Charter
  - Developing a new procedure with input from other CHPC committees and CHPC leaders
  - Revising an existing procedure with input from other CHPC committees and CHPC leaders
- **The CHPC co-chairs notify the CHPC members regarding any changes in procedures**



## How does the CHPC add a new committee?

- **The CHPC co-chairs, with input from the Executive Committee, can establish a time-limited ad hoc committee**
- **The addition of a standing committee requires a vote by the CHPC members to change the CHPC Charter**



## What is an ad hoc committee?

- **From time to time, the CHPC co-chairs, with input from the Executive Committee, may form a time-limited ad hoc Committee**
- **CHPC members are recruited to participate on the ad hoc committee, and, as warranted, receive a temporary “release” of responsibility from their participation on a CHPC standing committee**
- **An ad hoc committee operates in a manner consistent with a standing CHPC committee. For example:**
  - A chair:
    - Leads the committee and facilitates meetings
    - Reports back to the full CHPC
    - May be asked to participate in the Executive Committee
  - A meeting can occur only when a committee chair and four (4) additional CHPC members participate
  - Ad hoc committee meetings are open to the public
  - The committee uses a consensus approach to decision-making, with CHPC members only participating in the final development of the consensus position
  - Committee members receive advanced notice of the meetings and agenda items
  - The committee receives staff support
  - CHPC staff records a meeting summary



## What is a CHPC “Special Session?”

- **Special session refers to an additional meeting session (not a re-scheduled meeting)**
- **Special session must address only pre-identified agenda items**
- **CHPC staff assists CHPC leaders in meeting requirements for organizing a special session**
- **All member supports apply to special sessions of the CHPC**

The CHPC reserves the right to reschedule meetings that have been postponed or cancelled due to weather conditions or other extenuating circumstances.



## What is the CHPC weather policy?

- During the winter months (January through March), CHPC staff send out an additional notice on the day before the meeting to *confirm the meeting will occur as scheduled or to notify members and public participants of the meeting's cancellation because of safety concerns related to travel conditions across Connecticut*
- CHPC members receive emails and/or phone calls
- Public participants receive an email (if on the CHPC distribution list)
- Changes to the meeting schedule are posted on the CHPC website as well
- Anyone with questions about the status of a meeting can call or text CHPC staff person Selma Gooding at 203.605.2968

The CHPC may decide to hold a meeting virtually instead of cancelling the meeting. In this case, the CHPC will notify members and the public of the virtual meeting access information and adjust to virtual meeting protocols, as warranted.



## Can the CHPC use teleconferences or virtual meetings?

- **The CHPC typically holds in-person meetings that require in-person attendance**
- **From time to time, at the committee or subcommittee level, individual participants request to call into a meeting instead of attending in-person**
- **The CHPC co-chairs, with input from Executive Committee members, determine whether teleconferences can be used to conduct business (taking into consideration factors such as all CHPC members may not own phones)**
- **Participation by telephone will constitute attendance at that session**
- **CHPC staff will record in the meeting summary any individuals participating by teleconference**
- **Committee leaders may hold regular teleconferences for committee meeting follow-up and planning purposes (e.g., committee co-chairs discuss items with CHPC staff over the phone)**



## How does the CHPC store important documents?

- **The CHPC operates as if it were a public entity subject to the Freedom of Information Act**
- **CHPC staff, with assistance from CT DPH staff, maintain an electronic library of documents relevant for public access such as:**
  - CHPC meeting agendas
  - CHPC meeting summaries
  - CHPC committee agendas
  - CHPC committee summaries
  - Integrated Plan documents
  - Data documents (e.g., epidemiological profiles, public presentations)
- **Documents not subject to the Freedom of Information Act (i.e., confidential membership information, internal planning documents) remain stored in a secured environment**



## How do CHPC staff members support the process?

- **CT DPH provides CT DPH staff resources and/or retain other staff resources to provide support to the CHPC:**
  - CT DPH meets regularly with the CHPC staff support team to discuss the project
- **Staff support CHPC processes in the following ways:**
  - Meeting preparation and facilitation across all levels (i.e. leadership, CHPC and committees)
  - One staff assigned to each committee/team
  - Writing and research tasks
  - Logistical planning and support
  - Member support
  - Information dissemination



## Does the CHPC provide letters of support?

- **The CHPC provides letters of support to partner organizations if the following conditions are met:**
  - The application/proposal aligns with the Integrated HIV Prevention and Care Plan
  - The application/proposal represents a statewide issue or opportunity, or creates a model that holds potential for statewide impact
  - The letter provided does not “endorse” the project, but confirms the role that the applicant organization/entity plays in relation to the CHPC



## What is the process to use the CHPC InfoShare?

- **The CHPC maintains an electronic contact list of individuals who have expressed interest in receiving information relevant to the CHPC**
- **From time to time, individuals and/or organizations request CHPC staff to disseminate information to the CHPC contact list.** This information might relate to:
  - Events
  - Job openings
  - Recognitions and/or awards
  - Information relevant to the field
- **CHPC staff members forward any requests to the CT DPH CHPC liaison for review and approval**
- **The CHPC shares messages or content that have been approved by the CT DPH CHPC liaison to the email addresses of everyone on the contact list via an electronic dissemination platform**
- **These electronic messages include a subject line that begins with “CHPC Infoshare” and includes a brief description of the message’s content**
- **These messages typically include small amount of text and a hyperlink to more detailed information**



## What is the process to produce the CHPC newsletter?

- **The CHPC publishes a newsletter in English (the “*HIV Planning News & Notes*”) and Spanish (las “*Noticias de planificación del VIH/SIDA*”) three (3) times per year**
- **The CHPC Membership and Awareness Committee (MAC) produces the newsletter with the support and approval of CT DPH**
- **Typically, the newsletter is released on the first Tuesday of March, June, and August, and follows a standard production and approval process**
  - Newsletter article topics and potential authors for the March, June, and August newsletters are planned by MAC at its January, April, and June MAC meetings, respectively
  - CHPC staff, with the support of MAC members and public participants, CT DPH, and the identified authors, create drafts of the March, June, and August newsletters for review and discussion at the February, May, and July MAC meetings, respectively
  - CT DPH then reviews and provides formal approval of the English newsletter
  - CHPC staff then work with a professional translator and a graphic designer to produce the final English and Spanish versions of the newsletter for dissemination
  - The final newsletter (like all documents produced by the CHPC) includes a statement that CT DPH is an equal opportunity provider, and provides a phone number for those who require aid or accommodation to participate fully and fairly
  - The newsletter is typically disseminated by email to the CHPC’s electronic contact list, by U.S. mail to CT DPH-funded agencies and CHPC stakeholders who do not have email, and is posted to the CHPC website ([www.cthivplanning.org](http://www.cthivplanning.org))



## What is the process to maintain the CHPC website?

- **The CHPC maintains a publicly accessible website ([www.cthivplanning.org](http://www.cthivplanning.org)) that contains basic information about the CHPC and digital resource documents such as the Integrated Plan and meeting notes**
  - The annual meeting schedule is posted on the website home page at the beginning of the year, and is updated as needed to reflect meeting cancellations and changes from virtual meetings
  - Detailed information on the next CHPC meeting (e.g., date, time, location/virtual access information) is posted on the website Home page
  - Meeting agendas for CHPC meetings and committee/team meetings are posted to the website Meeting Documents page prior to the meetings
  - Final, approved meeting summaries are posted to the Meeting Documents page after they have been approved (and any agreed-upon changes have been made) at the following month's meeting
  - From time to time, relevant information (e.g., CHPC member recruitment needs, CHPC-sponsored events) is posted on the website Home and News & Events pages
  - CHPC newsletters are posted to the News & Events page when the newsletters are published three times per year
  - A list of hyperlinks to relevant documents and information (e.g., Integrated Plan, epidemiological profile, glossary of acronyms and terms, other information approved by CT DPH) are updated on the Resources & Partners page