# MEETING SUMMARY

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|---|---|---|---|
| **Date:** | July 15, 2020 | **Location:** | Virtual Meeting |
| **Start Time:** | 11:15 a.m. | **End Time:** | 12:10 p.m. |

**Participants:** Laura Aponte; Jean Brown, Marianne Buchelli, Angelique Croasdale-Mills, Johanna Cruz, Brian Datcher, Xavier Day, Martina De La Cruz, Lynette Gibson, Cynthia Hall, Erika Mott and Angel Ruiz

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| **Chair:** | Laura Aponte | **Recorder:** | Lisa Mason |

**Meeting Accomplishments**

- Participants approved by consensus the June 17, 2020 NAP Team meeting summary.

- Participants determined which of the HIV workforce competencies generated at the June 2020 meeting should be categorized as competencies to be developed by the end of the first 90 days and one year of employment. Participants also determined a few from the identified list of competencies were qualities that should be screened for during the hiring process.

**Welcome & Introductions**

Laura Aponte, NAP Team chair, welcomed participants to the meeting and reviewed ground rules for our third virtual meeting. She encouraged everyone to follow the safety guidelines and stay healthy.

**Approval of June 17, 2020 NAP meeting summary**

The NAP Team approved by consensus the June 17, 2020 meeting summary.

**HIV Workforce Competencies categorization**

NAP Team members reviewed the list of HIV Workforce Competencies generated at the June 2020 meeting and agreed to categorize these as competencies to 1) look for in new worker hiring process, 2) begin learning immediately, 3) learn within the first 90 days of employment, and 4) learn by the end of the first year of employment. A few original competencies were combined with others or eliminated. The revised HIV Workforce Competencies with the checked categories is attached.

NAP Team members agreed to review the list prior and provide feedback prior to the August 19 meeting. The Team also agreed to begin thinking about how to access achievement of the HIV Workforce Competencies and available training content and resources. A worksheet for to record suggestions for accessing competencies and proposing training content and resources will be distributed to NAP Team Members.

**Next Steps**

The NAP Team will complete the HIV Workforce Competencies table including

- Identify ways to assess these competencies
- Identify and assess the quality of training content and resources

**Adjournment**

Ms. Aponte adjourned the meeting at 12:10 p.m.

## HIV Workforce Competencies

| HIV Workforce Competencies | Within first 90 days of employment | By end of first year of employment | How to access competency achievement? | How to identify and qualify content? | Other comments |
|---|---|---|---|---|---|
| General knowledge of HIV and commitment to stay updated | | | | | |
| Customer service skills | | | | | |
| Time management | | | | | |
| Stress management | | | | | |
| De-escalation skills | | | | | |
| Client assessment and identification of client needs and challenges | | | | | |
| Motivational interviewing | | | | | |
| Passion and commitment to work | | | | | |
| Use of non-stigmatizing language | | | | | |
| Use of inclusive words | | | | | |
| Communication skills including appropriate body language | | | | | |
| Team player | | | | | |
| Cultural competency/humility | | | | | |
| Medical case management and knowledge of best practices | | | | | |
| Community relationships and knowledge of community resources for referral | | | | | |
| Knowledge of mental health issues and substance misuse disorders | | | | | |
| Professional boundaries | | | | | |
| Trauma informed knowledge | | | | | |
| Knowledge of agency policies and procedures | | | | | |
| Confidentiality policy and practices | | | | | |
| Ability and willingness to recognize when client may be uncomfortable and needing referral to another helper | | | | | |

## CHPC NAP Team
## HIV Workforce Competencies Checklist

July 15, 2020 NAP Team Meeting Summary.  The large bold **X** marks the emphasis for training timing with the smaller x marking beginning or continued training.

| HIV Workforce Competencies | Within first 90 days of employment | By end of first year of employment | Comments |
|---|:---:|:---:|---|
| **HIV Workforce Knowledge** | | | |
| General knowledge of HIV and commitment to stay updated | **X** | x | • Screen for baseline knowledge and comfort level during hiring process<br>• Continue training during first 90 days |
| Confidentiality policy and practices | **X** | x | • Begin learning immediately<br>• Continue training during first 90 days |
| Knowledge of mental health issues and substance misuse disorders | x | **X** | • Screen for baseline knowledge and comfort level<br>• Begin training in first 90 days and continue as ongoing topic<br>• Recognize culture plays a role in help seeking |
| Trauma informed knowledge | | **X** | • Can learn as they work with clients<br>• Begin in first 90 days and continue training |
| Cultural competency/humility | X | | • Begin in first 90 days<br>• Continue as ongoing training |
| Case management and Medical case management and knowledge of best practices | x | **X** | • Not all HIV workers are medical case managers<br>• Identify competencies needed for first 90 days<br>• Identify additional competencies needed for end of the first year |
| Knowledge of professional boundaries | **X** | | • Screen for during hiring, should have baseline knowledge<br>• Begin learning immediately |
| Knowledge of agency policies and procedures | **X** | | • Begin immediately<br>• Continue during first 90 days |
| Community relationships and knowledge of community resources for referral | x | **X** | • Do not assume new HIV workers do not have this knowledge<br>• Learn resources for referral in network or memorandum of agreement within first 90 days<br>• Takes time to build relationships.  By end of first year making active referrals |

| HIV Workforce Competencies | Within first 90 days of employment | By end of first year of employment | Comments |
|---|---|---|---|
| **HIV Workforce Skills** | | | |
| Customer service and communication skills, appropriate body language, | X | x | • Screen for during hiring process<br>• Learn during first 90 days<br>• Continued training and coaching/supervision |
| Client assessment and identification of client needs and challenges | X | x | • Learn during first 90 days<br>• Continue training and coaching/supervision |
| Use of inclusive, anti-stigma language and cultural sensitivity | X | x | • Learn during first 90 days<br>• Continue ongoing training and coaching/supervision |
| Motivational interviewing | X | x | • Learn during first 90 days<br>• Continue ongoing training and coaching/supervision |
| Use of professional boundaries | X | x | • Screen during hiring process<br>• Learn during first 90 days |
| Time management | X | x | • Screen for during hiring process<br>• Begin in first 90 days<br>• Offer as ongoing training |
| Stress management | X | x | • Screen for during hiring process<br>• Begin in first 90 days<br>• Offer as ongoing training |
| De-escalation skills | X | x | • Begin in first 90 days<br>• Offer as ongoing training |
| Other: | | | |
| **Qualities and knowledge to screen for during hiring process** | | | |
| Passion and commitment to work | | | • Screen for during hiring process |
| General HIV knowledge | | | • Screen for during hiring process |
| Commitment to stay updated on HIV knowledge and worker skills | | | • Screen for during hiring process |
| Passion and commitment to work | | | • Screen for during hiring process |
| Team player | | | • Screen for during hiring process |
| Time management | | | • Screen for during hiring process |
| Stress management | | | • Screen for during hiring process |
| Other: | | | |