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CONSUMER CAUCUS (CC) SPECIAL VIRTUAL MEETING AGENDA

WEDNESDAY, DECEMBER 8, 2021
11:30 AM – 1:30 PM

TO JOIN BY COMPUTER

<https://tinyurl.com/afz45adj>

MEETING PASSWORD: CAUCUS

TO JOIN BY PHONE: +1-213-306-3065 MEETING #/ACCESS CODE: 2595 897 1438

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|------|--|-------------------|
| I. | WELCOME & INTRODUCTIONS (Jayda Arrington, Alasdair Burton & Ish Herrera, Co-Chairs) | 11:30AM - 11:35AM |
| II. | “SETTING THE STAGE” (Cheryl Barrit, MPIA, Executive Director): <ul style="list-style-type: none">• Background & Context• Meeting Objectives:<ul style="list-style-type: none">(1) Gain a better understanding of the local Ryan White service grievance process, its scope, and activities aimed at improving the client experience with using Ryan White funded services(2) Participants will contribute at least 3 constructive ideas on improving the service grievance process.• Code of Conduct | 11:35AM – 11:45AM |
| III. | DHSP UPDATE (Mario J. Pérez, MPH, Director, Division of HIV and STD Programs, Los Angeles County Department of Public Health): <ul style="list-style-type: none">• Ryan White Program System Wide Planning• Ryan White Program (RWP) Grievance Process<ul style="list-style-type: none">(1) RWP vs non-RWP Service Grievance Process(2) Provider & Client Expectations and Responsibilities• Client Customer Service Improvements<ul style="list-style-type: none">(1) Identify opportunities for consumer input (Consumer Caucus meetings, monthly OA Stakeholder Call, CA CPG meeting for public comment) | 11:45AM – 12:30PM |

- IV. DISCUSSION: *Opportunity for clients/consumers to share constructive feedback. Comments limited to 2 minutes per person followed by DHSP response to allow for participation from all attendees.* 12:30PM – 1:15PM
- V. NEXT STEPS 1:15PM – 1:30PM
- VI. ADJOURNMENT 1:30PM