

Front Line Convening Meeting 2/20/15

1. Next Steps
 - a. Update Save the Date and email group by Tues, Feb 24th
 - b. Feedback from group due by COB Wed, Feb 25th
 - c. Email Save the Date by Fri, Feb 27th to community partner administrators
 - d. Update survey questions and email the group for feedback
 - e. Invitation graphics
2. Timeline
 - a. Email to Administrators, Feb 27th
 - i. Alert them of the front line focus and anonymous survey
 - ii. Request for emails
 - b. Save the Date Email: March 11th
 - c. Invitations (3 blasts) Survey Draft: March 6th
 - d. Survey Finalized: March 20th
 - e. Surveys Sent: March 23
 - f. Registration Due Date: April 17th
 - g. Survey Responses Due: April 10th
 - h. Surveys Analyzed
 - i. Event: First or second week of May
 - j. Survey
 - i. Surveys during the convening to spur conversation?
 - ii. 20-25 Questions: 5-10 Min
 - iii. Domains
 1. Program Capacity
 2. Workload
 3. Training & Education
 4. Access to Care and Services/SF HIV Systems of Care
 5. Systems Navigation
 6. Housing
3. Add all responders to Email Group
5. Save the Date: complete and send out Tuesday 2/24
 - a. Celebrate and acknowledge front line work
 - b. Address daily challenges of front line work
 - c. Support and generate community-based solutions
 - d. Working together to ease burden
 - e. What you get by coming
 - f. Who section

Front Line Convening Meeting 2/27/15

1. Next Steps:
 - a. Reach out to orgs
 - b. Agenda for next meeting
 - c. Write up core planning group and advisory group
 - d. Notice to administrators Monday
 - e. Update survey and email out to group by Wednesday
 2. Meeting Agenda:
 - a. Timeline
 - b. Survey
 - c. Planning committee and other roles:
 - i. Possibility of conference call
 - ii. Advisory board
 - iii. Breakout group leaders
 3. Save the Date
 - a. Sending Save the Date out on Monday 3/2
 - i. Asking people to get emails back by end of week
 4. Food
- Survey:
- a. Surveys during the convening to spur conversation?
 - b. 20-25 Questions: 5-10 Min
 - c. Domains
 - i. Service Capacity
 1. Is the program able to respond to ACA and public benefits client needs?
 2. To what extent has the ACA impacted your organization's client base?
 3. What type of health insurance does your organization accept?
 - a. RW
 - b. MediCal
 - c. Medicare
 - d. Healthy SF
 - e. Private insurance
 - f. None
 - g. I don't know
 4. How has your program's client base changed?
 5. If the client base has changed, to what extent do you feel the new client base's needs can be met by your organization?
 6. To what extent do you feel you have the sufficient tools to do your job well?
 7. To what extent do you feel your work environment allows you to do your job well?

8. To what extent do you have the technological capacity to do your job well?
 9. What additional capacity supports would you like to do your job better?
 - ii. Access to Care and Services/SF HIV Systems of Care
 1. I know what and I know how, I've been able to successfully link clients to services
 2. Systems Navigation
 3. Housing
 4. Is HIV system of care able to respond to client needs?
 - a. My client's needs have increased and I am able to get them into services
 - iii. Training, Education & Resources
 1. OAHIPP and ADAP
 2. Who do you go to for support?
 3. What resources do you use?
 - iv. Workload
 1. Job duties fall w/in the duties you were hired for?
 2. How have I been forced into ACA/health benefits navigation?
 3. Following implementation of the ACA, to what extent do you feel your actual job duties align with the job duties of the position for which you were hired?
 4. Define service delivery (case conference, direct with or on behalf of a client) vs. administrative tasks (charting, documenting, staff meetings, service plans)
 - v. Demographics and Organizational Role
 1. Social worker, case manager, eligibility worker, benefits counselor,
 2. Where do you work: CBO, clinic, legal
 3. Full-time or part time?
 4. How long is your commute?
 - vi. Evaluation of Resources, information, support needed
 - vii. Common issues
 - viii. Common Frustrations
5. Timeline
- a. Email to Administrators : Feb 27th
 - i. Alert them of the front line focus and anonymous survey
 - ii. Request for emails
 - b. Save the Date Email: March 11th
 - c. Invitations (3 blasts):
 - d. Survey Draft: March 6th
 - e. Survey Finalized: March 20th
 - f. Surveys Sent: March 23
 - g. Registration Due Date: April 17th

- h. Survey Responses Due: April 10th
- i. Surveys Analyzed
- j. Event: First or second week of May

Front Line Convening Meeting 3/6/15

6. Next Steps:
 - a. Update draft agenda
 - b. Update survey questions
 - c. Send out save the dates March 11th
7. Meeting Agenda:
 - a. Update on Email Blast
 - b. Timeline Review
 - i. Administrator heads up notice sent
 - ii. Save the date—March 6th
 - c. Agenda Review
 - d. Survey Review
 - e. Group members and planning team
8. Agenda
 - a. Small group breakout
 - i. Moderator—Advisory members lead?
 - ii. Scribe?
 - iii. 2 45 min sessions
 - iv. Questions we don't include in survey, use to help moderate small groups
 - b. Note cards for questions and ideas
 - c. Facilitators
 - i. Scribe
 - ii. Small Group Moderators
 - d. Staffing Roles
9. Considerations for Next Meeting
 - a. Post convening evaluation
 - b. Food
 - c. Convening Supplies (markers, flip board, name tags, etc.)
 - d. Visit Eureka Valley Community Center

Notes 10/9/15

- I. Registration
 - a. Closes Fri 10/16
 - b. Current reg 60
 - c. Participant list to be distributed day of meeting
- II. Binders
 - a. Order binders and work w legal assistant to produce/organize
 - b. Create table of contents
 - c. Upload binder contents to google group in order
 - d. Finalize binder contents
- III. Name Tags
- IV. Icebreaker
- V. Food
 - a. Confirm and order breakfast and lunch w VV from either Specialty's or La Med. Request for salads for lunch. Bagels, fruit, yogurt, oatmeal, etc. for breakfast?
 - b. If specialty's then order needs to be placed **1 week in advance**
- VI. Agenda
 - a. finalize participant agenda
 - b. send out internal agenda
- VII. Candy Land
- VIII. Small Group Conference Call
- IX. December Event
 - a. SFAF swing space
- X. Future of FOG
- XI. Materials
 - a. Binders (70)
 - b. Binder dividers (6 tabs/binder)
 - c. Name Tags (80)
 - d. Stickers (3 types, 1 sticker for each participant)
 - e. Game pieces (enough for 10 games) –how many per game?
 - f. Prize for selfie
 - g. Sticky poster paper for note taking?
 - h. Markers?
- XII. Timeline
 - a. 10/14—Order Food
 - b. 10/16—Final meeting
 - c. 10/16—Candyland dry run
 - d. 10/16—Slides due
 - e. 10/19 and 10/21--copying and binder assembly
 - f. Small group leader conference call --tbd
- XIII. To Do
 - a. Agenda
 - i. Finalize external agenda by 10/14
 - ii. Finalize internal agenda by 10/14
 - iii. Send out internal agenda to organizers by 10/16
 - b. Candy Land
 - i. Finalize game by 10/16

- ii. Purchase game pieces and print/laminate Candy Land game board by 10/19
- c. Binders
 - i. Upload binder contents to google group by 10/14
 - ii. Finalize evaluation and upload to google group by 10/14
 - iii. Develop table of contents and upload to google group by 10/16
 - iv. Print handouts and organize binders by 10/20
- d. Name tags and Sign-in Sheets
 - i. Develop sign in sheets/system for organizing people in triads
- e. Order food by 10/14
- f. Organize small group conference call sometime before convening
- g. Develop plan for transporting all materials to Mission Bay
- h. Identify/purchase prize for selfie
- i. Order supplies (binders, dividers, name tags, stickers) by 10/14

XIV. To Print

- a. Participant List
- b. Ice breaker sheet
- c. Evaluation
- d. Sign-in sheets
- e. Sheet for organizing people into triads

XV. Proposed Agenda for Friday Meeting

- a. Introductions: planning group and steering group
- b. Finalize Candy Land
- c. Develop plan for transporting all materials to Mission Bay
- d. Finalize job duties/roles and internal agenda

Meeting Notes 11/20/15

1. December 9 Event Update
 - a. 20 Registrants; goal is 40 registrants and 30 attendees
 - b. Speaker—confirmed
 - c. Draft agenda
 - i. 1130-12 Registration
 - ii. 12-1 Food and Networking
 - iii. 1-3 Training
 - iv. 3-330 Closing remarks
 - d. Programing ideas
 - i. Mindset exercise
 1. What are the top three most important things in your life and are you spending time on those things?
 - ii. Self-care assessment
 - iii. Goodie bag
 - e. Evaluations
 - f. Do we need copies or materials?
 - g. CEUs will be offered for this meeting
 - i. Retroactive CEUS for Boot Camp are available
2. Center on Learning and Innovation
3. Events for Next Year
4. Next meeting/Conference Call
 - a. 12/2 at 11 am

12/2/15 FOG Conference Call Notes

- I. Dec 9 Event
 - a. Agenda
 - i. 12 to 1245--Networking and Lunch
 - ii. 1245-3
 - iii. 3—Closing remarks,
 - b. Planning team to meet at 1130 or before to set-up
 - c. A/V
 - Food:
 - i. utensils
 - ii. Drinks: coffee, water, sodas
 - d. Evaluations
 - i. need learning objectives
 - e. Framing Exercise
 - i. three things that are important to me exercise during networking?
- II. Bootcamp follow-up email
 - a. follow-up email for bootcamp
 - b. info re CEUs
 - c. update ppts
 - d. formatted registration list

FOG NOTES 1/8/16

1. MC Training 2/26, 10-3 p.m. w/ lunch
 - a. Location ideas
 - b. Lashenna Sirles from MC has agreed to do training
 - i. Training ideas:
 1. MC Basics, eligibility
 2. Review application and how to complete
 3. Intercounty transfers
 4. What Medi-Cal pays for
 5. How clients can access mental health and substance use services
 6. How to access services through managed care, how to switch managed care plans
 7. Use case studies as examples and to apply learning
 - a. Solicit case examples and questions from participants before training and at start of training on day of
 - c. Intro/Networking Ideas
 - i. Participants to introduce someone else
 - ii. Participants to share one thing you really want to get from training
 - d. Draft Agenda
 - i. 930—Reg
 - ii. 100—Welcome
 - iii. 1045—Break
 - iv. 1100—Training
 - v. 12—Lunch
 - vi. 100—Case studies
 - vii. 2:30—Wrap Up
 - e. Food
 - f. CEUs?
2. Center for Learning and Innovation (CLI) Follow-up
3. Burn out training
 - a. De-escalation training on 2/18 and 2/19
4. April 2016 Training
 - a. Warm hand off/Retention and Re-engagement Protocol
 - b. One Degree?
5. Next Meeting

FOG NOTES 3/23/16

A. Project Open Hand Presentation

B. Frontline Workers Event

- a. 5/19/16 @11-3pm Eureka Rec Center?

C. FOG Organizational Structure

D. Upcoming Trainings

5/19 - Re-engagement and Retention Meeting

June: Re-engagement and Retention Forum

August: Kink event

Sep/Oct: Open Enrollment Bootcamp Part 2

March 4th MEDI-CAL Training

WORKING AGENDA

9:00 am	Registration
9:30 am	Training
10:45am	BREAK
11:00am	Training
12:00pm	NETWORKING
12:15pm	LUNCH (provided)
1:00pm	Training
2:30pm	BREAK
1:55pm	CLOSING

Meeting 4/8/16

1. Retention Event
 - a. Flyers
 - b. There is a 1 degree webinar on 4/27 @ 1pm that we might be able to attend
 - c. Role play
2. May 19th @ Eureka Center from 10-4
3. Agenda:
 - 12:30-12:30: Lunch/networking
 - 12:30-1:30: 1 degree
 - 1:30-1:40: Break
 - 1:40-2:40:
 - 2:40-3:10: FOG Updates
4. Other Training Ideas
5. POH Update
6. Abstract
 - a. Submitted – response in June

FOG NOTES 5/6/16

1. KINK Event
 - a. Possible dates 7/15 or 7/22
 - b. Training Goals
 - i. What to know about the community and how it is structured
 - ii. Safety and risk discussions
 - iii. Sensitivity
 - iv. Values - transference and counter-transference
 - c. Preliminary Learning Objectives
 - i. Understand Leather/Kink community, its history and contribution/link to the HIV community
 - ii. Know how to comfortably discuss safety issues/risk/harm reduction with clients in a non-judgmental way; know what questions to ask
 - d. Venue
 - e. Food
2. CLI (Center on Learning and Innovation)
3. Re-Connect Forum 5/19
 - a. Preliminary agenda adjusted
 - b. Small group role play

FOG Meeting Notes 7/8/2016

1. Kink Event
 - a. RSVP/Attendance
 - b. Outreach
 - c. Evaluations
 - d. Space
 - i. Chairs
 - ii. Bring Projector
 - iii. Signage
 - iv. Check Lighting
 - e. Catering
 - f. Open Meeting 30 mins before?

Training Schedule

- i. Lunch-12:00-12:45
 - ii. Speaker: 12:45-2:15pm
 - iii. Break: 2:15-2:30pm
 - iv. Harm Reduction (includes Q&A): 2:30-3:00pm
 - v. 5 min informal break
 - vi. Panel: 3:05-4:30pm
- g. Boot Camp
 - i. Location: Mission Bay
 - ii. Dates
 - iii. Plan a time to review and update the boot camp training binders.
 - iv. Space
 - 4 breakout rooms
 - Large classroom
 - f. Next Meeting

FOG Meeting Notes 7/28/2016

I. Looking ahead – Goals

A. 6 trainings per year

B. Evaluations

a. Another longitudinal study for the evaluations to figure out:

- i. Improvements in our trainings from the participant's perspective.
- ii. Track data.

C. Increased frontline worker Participation in FOG

a. Access to Materials

- OA-HIPP/ADAP
- Covered CA
- Cobra
- Covered CA
- System Interaction Material
- (Where would we store this information? An online website?)

5. Meeting Structure

- i. Schedule Monthly Reoccurring Meeting
- ii. 2nd and 4th Friday of each month
- iii. Open Meeting – one of the two to be open

6. Advertisement

- i. Flyers
- ii. Email Blast
- iii. Word of mouth
- iv. FOG Trainings

7. Boot Camp Update

- a. Confirmed for Oct. 5th at Mission Bay

8. Next Steps

II. Next meeting - Aug.12 from 3:30-5:00pm at Positive Resource Center