**MEETING MINUTES**

**Date:** Monday, September 30, 2019

**Meeting Name:** NEFL HATS Coalition (1st Qtr)

**Location:** Zoom Online Meeting- Webinar on Advocacy and Health Care Transition

**Attending:** Aida Seeraj, Angela Miney, Annie Fields, Audrey Bringman, Chand Jones, Charlotte Temple, DeWeece Ogden, Lindsey Hollingsworth, Pablo Saldana, Saimira Llagami, Rita Nathawad, Sherry Buchman

**Submitted by:** Chanda Jones

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| Notes        | • Dr. Rita Nathawad welcomed everyone on the call and proceeded with the discussion.  
• Presentation on Health Care Transition and Advocacy presented by Dr. Nathawad and Chanda Jones, with the Jacksonville Health and Transition Services, Clinic with UF Health.  
• Presentation was interactive with several participants’ discussions and responses about Advocacy.  
• Sherry Buchman, shared a brief report about the current state of youth and young adults receiving Health Care Transition services across the state of Florida. She highlighted that Florida Title V MCH Block Grant will continue to focus on the importance Health Care Transition education within the Florida health system, especially pediatrics for upcoming year. The goal is to provide as much HCT education across the state of Florida.  
• Annie Fields, suggested that advocacy needs to be encouraged more with our US citizens/immigrants by bridging the gap of understanding their rights (education system). In addition, understanding educational policies to comprehend and become self-aware of how to assist their children with special education services and needs.  
• Pablo Saldana mentioned advocacy for patients utilizing Medicaid transportation services. There are many patient concerns about these services. Patients report being left at their appointments for too long or not pick up at all- therefore missing appointments. | DeWeece Ogden sent a follow up email to direct those concerns to AHCA/ Medicaid at: our Medicaid Helpline at 1-877-254- |
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<td>Parents and patients need advocacy skills on how to self-report and advocate about the unpleasant transportation experiences.</td>
<td>1055 regarding these kinds of issues/concerns. They can also file a complaint at <a href="https://imsva91-ctp.trendmicro.com:443/wis/client/v1/query?url=www.ahca.myflorida&amp;umid=D215749A-93C7-DF05-BCE4-1F750729AC96&amp;auth=f717728e412e7e4b3bc261b22673ae2801b01ae9-8075d813399a00ffae4800c360a354302b9361fe.com">https://imsva91-ctp.trendmicro.com:443/wis/client/v1/query?url=www.ahca.myflorida&amp;umid=D215749A-93C7-DF05-BCE4-1F750729AC96&amp;auth=f717728e412e7e4b3bc261b22673ae2801b01ae9-8075d813399a00ffae4800c360a354302b9361fe.com</a>, click on the word “Medicaid, then look over to the right side of the page and click on “Report a Complaint”.</td>
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<td>Closing</td>
<td>Dr. Rita Nathawad, thank the participants and ended the webinar. Next Webinar/Conference Call 12/9/19 at 11:30am</td>
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<td>Chanda Jones, with an email/invite</td>
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Northeast Florida Health Care Transition Services Coalition

Presents:

Advocacy & Health Care Transition

Dr. Rita Nathawad, Medical Director of JaxHATS & Chanda Jones, Care Coordinator of JaxHATS
Unless someone like you cares a whole awful lot, nothing is going to get better. It's not.
What is advocacy??
“Advocacy: To give voice to an individual or group whose concerns and interests are not being heard.”
“Advocacy is the deliberate process, based on demonstrated evidence, to directly and indirectly influence decision makers, stakeholders and relevant audiences to support and implement actions......”

UNICEF
“If you think you’re too small to make a difference try sleeping in a room with a mosquito.”

-African Proverb
Equality

The assumption is that everyone benefits from the same supports. This is equal treatment.

Equity

Everyone gets the supports they need (this is the concept of “affirmative action”), thus producing equity.

Justice

All 3 can see the game without supports or accommodations because the cause(s) of the inequity was addressed. The systemic barrier has been removed.
EQUALITY

EQUITY

Reality

LIBERATION
“Advocacy creates the conditions for social change.”
Advocacy

- Individual/Clinical
- Community/Systems
- Legislative/Policy
Approach to Advocacy

1. Define the situation/issue
2. Engage stakeholders/build connections
3. Establish goals and objectives (SMART)
4. Identify your target audience
5. Develop key messages (for your target)
6. Develop and implement an advocacy plan
7. Engage media interest (letters to editor, social media, posters, fliers)
8. Monitor progress, evaluate, develop tools
JaxHATS – Advocacy

- Public Benefits
  - AHCA
  - Social Security
  - LTC/APD Waiver
- Education
- Dental Care Access
- Mental Health Collaborative Care
Stakeholder Connections

- Professional Orgs/Societies
- Education
- Government
- Neighborhood Assoc
- Civic Volunteer Orgs
- Sports/Recreation Progs
- Community Based Orgs
- Business
- Media
- Human/Social Service
- Faith Community
- Public Safety
Target Audience: Who makes decisions about this issue?

- Elected or appointed officials (local, state, federal)
- Influential community members, religious leaders, business owners
- CEOs, hospital administrators, community institutions
Making your Case

- Direct appeal
  - “Ask”
- Be brief, make a point

- “The global environment is under threat! We need to do something! I hope something works!” vs →
Making your Case

• Communicate more than once

• Keep it up over time

• Say thank you
Health Care Transition related advocacy topics......

- Self-advocacy
- Education
- Employment
- Service Gaps
  - Dental
  - Behavioral Health
- Public Benefits
  - Medicaid
  - LTC/APD Waivers
  - Social Security
Thank you