



**RYAN WHITE CARE COUNCIL
CLIENT SERVICES COMMITTEE
METRO CENTER- TAMPA
MONDAY, FEBRUARY 15, 2010
2:00 P.M. – 3:30 P.M.**

MINUTES

- CALL TO ORDER** The meeting was called to order by John Melartin, at 2:09 p.m.
- ATTENDANCE** Members Present: Denis Hayes, Marshall Lee, John Melartin, Andrew Paquette, Bill Quercia, Bob Reynolds
Members Absent: Vincent D'Agostino, Edward Ford, David Hasiba, Natalie Jackson, Janet Kitchen, Randy Masters, Darlene Smith, Tyrone Stamps, Tom Wood
Guests Present:
Grantee Staff Present: Teresa Newgent
Health Councils Staff Present: Nicole Brown
- CHANGES OR ADDITIONS TO AGENDA** None.
- MOMENT OF SILENCE** There was a moment of silence for Don Metzgar.
- ADOPTION OF MINUTES** There was no quorum present to approve the minutes for January 11, 2010. The members present approved the minutes (**M:** Quercia **S:** Lee) and staff contacted absent members to request approval. A phone approval was achieved February 19th (Jackson & Smith). There were 8 yes votes (Jackson & Smith), 0 no votes and 0 abstentions.
- CONSUMER INPUT** Andrew brought up the AICP (AIDS Insurance Continuation Program) waiting list and noted that there is an ADAP (AIDS Drug Assistance Program) waiting list tracking group but he doesn't know of anyone that follows the state AICPs in the same way. There was also discussion on the AICP program and the local ISP (Insurance Services Program).

**CARE COUNCIL
REPORT**

The Care Council report was waived.

**CLIENT
SATISFACTION
SURVEY**

Gilda Ramon-Nay-Torres of RNT & Associates shared the findings of the recent client satisfaction survey. The survey was available at Ryan White providers for three weeks in November and about 800 individual surveys were collected.

**NEEDS
ASSESSMENT
SURVEY**

The upcoming needs assessment survey was discussed. The importance of the survey was noted and ideas for getting the survey out in the community were shared.

**OTHER
COMMITTEE
UPDATES**

There were no other committee updates.

**COMMUNITY
CONCERNS/
ANNOUNCEMENTS**

Bob shared a concern about fuel tanks contaminating the local water supply. He cited a newspaper article in which it was stated that several major companies and organization in our area have not replaced old fuel tanks and are now in violation of a state law.

ADJOURNMENT

There being no further business to come before the Committee, the meeting was adjourned at 3:35 p.m.