



**RYAN WHITE CARE COUNCIL
CLIENT SERVICES COMMITTEE
METRO CENTER- TAMPA
MONDAY, JANUARY 11, 2010
2:00 P.M. – 3:30 P.M.**

MINUTES

- CALL TO ORDER** The meeting was called to order by John Melartin and Janet Kitchen, at 2:07 p.m.
- ATTENDANCE** Members Present: Vincent D’Agostino, Edward Ford, David Hasiba, Denis Hayes, Natalie Jackson, Janet Kitchen, John Melartin, Bob Reynolds
Members Absent: Marshall Lee, Randy Masters, Don Metzgar, Andrew Paquette, Bill Quercia, 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.
- ADOPTION OF MINUTES** There was no quorum present to approve the minutes for November 16, 2009. The members present approved the minutes (**M:** Reynolds **S:** Hayes) and staff contacted absent members to request approval. A phone approval was achieved January 22nd (Masters & Smith). There were 10 yes votes (Masters & Smith), 0 no votes and 0 abstentions.
- CONSUMER INPUT** Edward brought up the idea of a client comment card being made available at case management agencies. Members discussed the logistics of having a comment card and decided that this would be something handled under quality management. Members shared that possibly the best way to inexpensively proceed in the future would be to have the comment card available online.

Members discussed local case management services and raised concerns about new clients having to wait long periods of time to see case managers and the quality of training and skill of the case managers. Some ideas suggested were having senior case managers handle larger issues for clients, educating clients on how to be

empowered and encouraging agencies to find additional funding for case management.

CARE COUNCIL REPORT

There was no Care Council meeting held in January.

OTHER COMMITTEE UPDATES

Members discussed the proposed change to the lost wages section of the reimbursement policy. Hillsborough County will not reimburse Care Council members for lost wages and while there has been communication between members and the Grantee's office, some members would like to have a formal response that cites where the reimbursement of lost wages is specifically not allowed. The following motion was presented and passed after a phone vote on January 22nd (Masters & Smith): (**M**: Reynolds, **S**: Hayes) with 6 yes votes (Masters), 3 no votes (Hasiba, D'Agostino & Melartin) and 1 abstention (Smith):

THAT CLIENT SERVICES REJECTS THE CHANGE TO THE POLICY AND PROCEDURES PERTAINING TO LOST WAGES.

Some members felt that an official request should be sent to the Grantee's office. The following motion was presented. (**M**: Hasiba, **S**: Melartin)

RECOMMEND TO THE MEMBERSHIP COMMITTEE THAT A CLARIFICATION LETTER BE SENT TO THE GRANTEE'S OFFICE REQUESTING THAT THEY GIVE THE SOURCE REQUIRING THAT THE POLICY BE CHANGED.

During discussion a friendly amendment was presented. (**M**: Melartin, **S**: Jackson)

THAT THE MOTION BE CHANGED FROM A CLARIFICATION LETTER TO A REQUEST FOR CLARIFICATION.

The following motion passed after a phone vote on January 22nd (Masters & Smith): with 9 yes votes (Masters & Smith), 0 no votes, and 1 abstention (Reynolds):

RECOMMEND TO THE MEMBERSHIP COMMITTEE THAT A REQUEST FOR CLARIFICATION BE SENT TO THE GRANTEE'S OFFICE REQUESTING THAT THEY GIVE THE SOURCE REQUIRING THAT THE POLICY BE CHANGED.

COMMUNITY CONCERNS/ ANNOUNCEMENTS

Bob and Janet are holding a five week peer empowerment program in Pasco County.

Bob shared a list of cold weather shelters.

Information was shared about the RESTORE (Restoration thru Education Skills Training & Occupational Renewal for Excellence) program and Second Chance. These programs target the ex-offender population.

ADJOURNMENT

There being no further business to come before the Committee, the meeting was adjourned at 3:37 p.m.