



**RYAN WHITE CARE COUNCIL  
CLIENT SERVICES COMMITTEE  
METRO CENTER - TAMPA  
MONDAY, NOVEMBER 17, 2008  
2:00 P.M. – 3:30 P.M.**

**MINUTES**

- CALL TO ORDER**      The meeting was called to order by Janet Kitchen, Chair, at 2:50 p.m.
- ATTENDANCE**      Members Present: David Hasiba, Denis Hayes, Natalie Jackson, Janet Kitchen, Marshall Lee, John Melartin, Bob Reynolds, Bill Thomas  
Members Absent: Aritus Miller  
Guests Present: Andrew Paquette, Darlene Smith  
Grantee Staff Present: Aubrey Arnold  
Health Councils Staff Present: Nicole Brown
- CHANGES OR ADDITIONS TO AGENDA**      None.
- ADOPTION OF MINUTES**      The minutes for October 20, 2008 were approved with one correction (**M:** Melartin, **S:** Reynolds). There were 7 yes votes, 0 no votes and 0 abstentions.
- CONSUMER INPUT**      Consumers voiced concerns over the waiting list for case management and the inefficiencies of the system. They shared that it was frustrating to be ready for care and not have some services available. Members discussed the high staff turnover at case management agencies and the emphasis that needs to be placed on training. Janet suggested a buddy system could be created to link new clients with established client advocates that would be willing to help them navigate the provider system.
- CARE COUNCIL REPORT**      Members waived the Care Council report.

**NEWLY  
DIAGNOSED  
BROCHURE**

Members reviewed the current draft of the newly diagnosed brochure and made a few minor changes to the provider list. Natalie also shared copies of the brochure that had been translated into Spanish.

Issues surrounding the initial information given to someone that is newly diagnosed with HIV was discussed. Natalie offered to develop a draft standardized resource for the front line staff at provider agencies and Aubrey suggested that members work with prevention staff to fully understand what post test counseling is done.

**HOLIDAY  
MEETING**

There will be a combined Client Services and Membership Committee Holiday meeting. This meeting will be from 1:00pm to 3:00pm and will focus on the grievance procedure. There will be food provided and the community is invited to attend. Members offered to get copies of local agency grievance procedures to share.

**OTHER  
COMMITTEE  
UPDATES**

There were no updates shared from other committees.

**COMMUNITY  
CONCERNS/  
ANNOUNCEMENTS**

The Red Ribbon Ball will be held on December 6<sup>th</sup> at Cypress Green. Client tickets can be purchased for \$5.00.

Bob shared that there will be no more Section Eight funding available until 2009 in Hillsborough County.

There will be two community input sessions held to discuss the Comprehensive Plan.

There will be an HIV+ social on the 3<sup>rd</sup> Friday in November at Metro Center in Tampa.

**ADJOURNMENT**

There being no further business to come before the Committee, the meeting was adjourned at 4:03 p.m.