



**RYAN WHITE CARE COUNCIL
CLIENT SERVICES COMMITTEE
METRO CENTER - TAMPA
MONDAY, OCTOBER 20, 2008
2:00 P.M. – 3:30 P.M.**

MINUTES

- CALL TO ORDER** The meeting was called to order by Janet Kitchen, Chair, at 2:35 p.m.
- ATTENDANCE** Members Present: Martin Clemmons, David Hasiba, Natalie Jackson, Janet Kitchen, John Melartin, Bob Reynolds, Bill Thomas
Members Absent: Aritus Miller
Guests Present: Denis Hayes, Andrew Paquette, Rafael Sepulveda, Tyrone Stamps
Grantee Staff Present: Teresa Newgent
Health Councils Staff Present: Nicole Brown
- CHANGES OR ADDITIONS TO AGENDA** Three items were added to the agenda, ADAP (AIDS Drug Assistance Program), Care Council retreat and holiday meeting.
- ADOPTION OF MINUTES** The minutes for September 15, 2008 were approved as written (**M:** Clemmons, **S:** Hasiba) with 6 yes votes, 0 no votes and 0 abstentions.
- CARE COUNCIL REPORT** The Care Council approved Part A reallocations as well as the executive summary. Members also held their annual half day retreat.
- NEWLY DIAGNOSED BROCHURE** Members reviewed the current draft of the newly diagnosed brochure and made a few minor changes. Natalie offered to translate the brochure into Spanish before the next Client Services meeting. The following motion passed (**M:** Hasiba, **S:** Jackson) with 6 yes votes, 0 no votes and 1 abstention (Thomas):
- Motion 10/08-01** **APPROVE THE CHANGES TO THE NEWLY DIAGNOSED BROCHURE.**

ADAP

Janet shared that she recently has heard from a couple of clients that they are having trouble with ADAP's request for financial information. Janet said that the ADAP office would like to know how someone is supporting themselves before they provide services but a couple of the clients she has spoken with are earning money from an illegal means and don't want to divulge this information.

**CARE COUNCIL
RETREAT**

Janet voiced concerns that the Care Council half day retreat was not client friendly. She said that the information was not relevant to clients or presented in a way that clients could understand. Several other members that attended the retreat said that the retreat is geared toward Care Council members and is not intended to be specifically client oriented.

**HOLIDAY
MEETING**

Janet brought up the idea of joining with the Membership Committee in holding a holiday event. Members would like to have an informal holiday event with some form of information exchange. A couple of ideas shared were to invite consumers to discuss concerns and provide information on how to voice a grievance. Bill suggested getting a copy of each agencies grievance policy to share or providing a sample grievance letter.

**OTHER
COMMITTEE
UPDATES**

There were no updates shared from other committees.

**CLIENT
CONCERNS**

A couple of consumers brought up concerns about TBAN (Tampa Bay AIDS Network) no longer providing HIV related services to Ryan White clients. Clients shared their confusion and concern as to what would happen to these services.

Clients also voiced concerns that there are waiting lists for case management at some local agencies and that some people are not able to access needed services. There were also concerns raised that once clients are turned away or put on a waiting list that they might not come back for services.

Andrew suggested that in order to allow client concerns to be heard that this agenda item be moved to beginning of the meeting following approval of minutes. This new standard agenda item will be called "Consumer Input".

**COMMUNITY
CONCERNS/
ANNOUNCEMENTS**

The Red Ribbon Ball will be held on December 6th.

Metro Charities will be holding a 15th Anniversary celebration on November 1st at their office in St. Petersburg. There will be free BBQ provided.

ADJOURNMENT

There being no further business to come before the Committee, the meeting was adjourned at 3:56 p.m.