



**RYAN WHITE CARE COUNCIL
CLIENT SERVICES COMMITTEE
METRO CENTER - TAMPA
MONDAY, OCTOBER 17, 2011
9:00 A.M. – 10:30 A.M.**

MINUTES

- CALL TO ORDER** The meeting was called to order by Brandi Geoit, Chair, at 9:06 a.m.
- ATTENDANCE** Members Present: Brandi Geoit, Denis Hayes, Bill Quercia
Members Absent: Randy Masters, Bob Reynolds
Guests Present:
Grantee Staff Present: Teresa Newgent
Health Councils Staff Present: Nicole Brown
- CHANGES OR ADDITIONS TO AGENDA** There was a moment of silence in honor of Anthony Evanoski's passing.
- ADOPTION OF MINUTES** The minutes for September 19th were approved as written (**M:** Hayes, **S:** Quercia). There were 3 yes votes, 0 no votes and 0 abstentions.
- CONSUMER INPUT** Denis shared a concern about providers not having the consumer satisfaction surveys available. He stated that one provider was unable to provide him with a survey when he asked for it and another told him that they would have to get someone to get a survey for him out of a locked cabinet if he wished to fill one out. Another provider said that the case managers had the comment cards and he would have to wait until a case manager was available to get one. He feels the comment cards should be known and easily accessed by all clients receiving Ryan White services.
- Billy raised concerns about the ADAP (AIDS Drug Assistance Program) card that is to be redeemed at CVS. He said that it has not been a smooth transition for him and he had to wait to pick up medications. He stated that the state ADAP contacts have been helpful in trying to resolve his issues.
- Denis also shared that the food services provider penalized someone he knows for a month's card of \$20 for not having a separate receipt for

his food from his personal items. The client had spent over \$100 at the grocery store, of which at least \$20 was eligible food. He said it was rejected for reimbursement because there were also non-eligible items on the same receipt. Teresa offered to follow up.

**CARE COUNCIL
REPORT**

The Care Council held a brief meeting to approve Part A and B allocations and then had a full day members' retreat.

**COMBINED
DECEMBER
MEETING**

The group would like to hold a combined meeting with the Membership Committee in December. A topic that was thrown out for the event was PAC Waiver services. The event will be planned for December 19th and Brandi will ask Mac McDougle of AB Specialty Pharmacy to sponsor lunch.

**VISITING OTHER
COMMITTEES**

It was discussed that Randy spoke with the Rural Issues Committee and they have agreed to have a combined meeting with the group in January. Members are to be thinking of what everyone wants to get out of the combined meetings and top issues to discuss.

**OTHER
COMMITTEE
UPDATES**

The WICY&F (Women, Infant, Children, Youth and Families) Committee will be holding an event on November 9th from 6-8pm in St. Petersburg. The theme for the event is Myth Busters.

The Rural Issues Committee is planning a Thanksgiving Dinner event.

The Minority Advocacy Committee (MAC) is planning a substance abuse focused event for February.

**COMMUNITY
CONCERNS/
ANNOUNCEMENTS**

There were no community concerns or announcements shared.

ADJOURNMENT

There being no further business to come before the Committee, the meeting was adjourned at 10:05 a.m.