



## Care Strategy Sub-committee

### Minutes from the Care Strategy meeting 11-13-2012

**Planning Council members in attendance:** Justin Irving, Amelia Reinwald and Leah Graham

**Staff in attendance:** Gloria Bean and John Waller

**Community members in attendance:** Lyndsi Ostrow, Megan Owen, Sylvia Lopez, Debra Washington, Deborah Lowndes, Michael Laster, and Aubrey Staples

Minutes from the meeting on October 9, 2012 were approved with no corrections.

The meeting was called to order at 6:21 p.m.

#### **Discussion with case managers on transportation issues for clients:**

The Committee invited case managers from all Ryan White service providers to participate in a discussion regarding transportation. The objective of the discussion was to (1) better understand the challenges faced by case managers/support staff when assisting Ryan White consumers with transportation and (2) discuss HRAU Transportation Policies and Procedures and understand the issues related to administering transportation in accordance with those policies. Representatives from C.A.R.E., David Powell, The Wright House and AIDS Services of Austin participated in the discussion. John Waller provided an overview of transportation issues that came from consumer focus groups during the recent Needs Assessment Project. Case Managers described the problems and challenges they encounter with various transportation services, including Cap Metro bus, Metro ACCESS, taxi and gas cards. Gloria Bean provided an overview of the changes that HRAU is making to the current policies. The group discussed possible solutions that could potentially improve transportation services.

#### **Discuss next steps:**

Gloria Bean would finalize the changes to the HRAU manual and hold trainings for providers.

Hearing no objection the meeting adjourned at 7:58 p.m.