

Ryan  
White

## Metropolitan Jacksonville Area HIV Health Services PLANNING COUNCIL

Ryan White Part A and B Programs  
1809 Art Museum Drive, Suite 100 • Jacksonville, FL 32207

Thursday, September 28, 2017  
3:00 p.m.

### A G E N D A

**CALL TO ORDER** ..... Kendall Guthrie  
**Moment of Silence**

**NHAS GOALS** ..... Member  
Goal 1: To reduce new  
Goal 2: To increase access to and improve for people living with HIV  
Goal 3: To HIV-related disparities and health inequities  
Goal 4: To achieve a more coordinated

**PUBLIC COMMENTS** ..... Guests/Members of the Public

**ANNOUNCEMENTS** ..... All

**ROLL CALL** ..... Nathaniel Hendley

**APPROVAL OF AUGUST 24, 2017 MINUTES** ..... Kendall Guthrie

**ADMINISTRATIVE AGENCY – PART A REPORT** ..... Sandy Arts

**LEAD AGENCY – PART B REPORT** ..... Sandra Ellis

### COMMITTEE REPORTS

**Executive** ..... *Page 9* ..... Nathaniel Hendley  
• Assessment of the Administrative Agency

**Bylaws** ..... *Page 13* ..... Heather Vaughan  
• 2<sup>nd</sup> Reading of proposed bylaws changes

**UNFINISHED BUSINESS** ..... Kendall Guthrie

**NEW BUSINESS** ..... Kendall Guthrie  
• My story: How I became involved with the Jacksonville Planning Council

**ANNOUNCEMENTS** ..... All

**ADJOURNMENT** ..... Kendall Guthrie

**MEET and GREET** ..... Guests and Members

Metropolitan Jacksonville Area HIV Health Services  
PLANNING COUNCIL  
M I N U T E S

Ryan White Part A and B Programs  
1809 Art Museum Drive, Suite 100 • Jacksonville, FL 32207

Thursday, September 28, 2017

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**Council Members Present:** Kendall Guthrie (*Chair*), Nathaniel Hendley (*Vice-Chair*), Sharon Hunter (*PLWHA Rep*), Dana Barnes, Michael Bennett, Ne'Tosha Dopson, Veronica Hicks, DeWeece Ogden, Beth Parker, Zane Urbanski, Heather Vaughan, and Linda Williams

**Council Members Absent:** Christie Mathews and Terri Mims

**Proxy Pool Present:** Steven Greene

**Support Staff Present:** Sandy Arts, Lourdes Diaz, Sandra Ellis, Mary Martinez, and Sandra Sikes

**Guests:** Irfan Kakezai, Johnnetta Moore, Katrina Odell, Herb Smith, Vicki Truman, and Antoinette Turner

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**Call to Order**

The Jacksonville Planning Council was called to order at 3:00 p.m. by Chair Kendall Guthrie. Following a moment of silence, Kendall led the group in an NHAS exercise.

**Public Comments:**

- Dr. Barnes announced that the City Council budget passed earlier in the week included a provision to outsource medical care at the Jail. Armor Correctional Health Care will be taking over those duties November 1. At this time, we cannot determine what, if any, impact it will have on our Jail Link program, nor on the member representing the formerly incarcerated PLWHA.

**Announcements**

- Veronica announced a Masquerade Gala that will be held from 6:00 to 11:00 p.m. Saturday, December 2 at the Karpeles Museum.
- There will be a fresh vegetable give-a-way tomorrow at the Legends Center.

## **Roll Call**

Nathaniel Hendley took the roll, and a quorum was declared.

## **Approval of Minutes**

Motion was made and seconded to accept the August 24, 2017 Minutes as presented.

## **Administrative Agency Report**

Sandy Arts, Program Manager for Part A, presented the Agency Report. She is working on the RFP and the grant application. She shared with the Council a recent study Graham did on the barriers to care in the Jacksonville TGA. The top three barriers are income (29%), transportation (24%), and mental health (11%).

Due to Hurricane Irma, the Combined Part A&B meeting is being tentatively re-scheduled the week before Thanksgiving. Main topics to discuss in that meeting will be ADAP and the upcoming enrollment period for health care. Also, thanks to Irma, the Part A Office was without power and telephones for a week. Sandy and our HRSA Project Officer both extended their appreciation to all the agencies as they kept in touch with the Part A Office to advise how their offices were doing and that they were serving the Ryan White clients.

During our conference call with Project Officer Andy Tesfazion, the subject of funding for the Peer Navigator pilot program came up. HRSA wants the funding for this program to come from Outreach, and not from Medical Case Management, so these funds will be moved into Outreach. The only other item in Outreach is the Youth Block Party.

## **Lead Agency Report**

Sandra Ellis presented the Part B Lead Agency Report. She reported their office fared well though Hurricane Irma. The DOH-Duval's Pharmacy reopened on Thursday, September 14, and the clinics reopened the following day. The anticipated Lead Agency meeting originally scheduled for this week had to be postponed because of Irma, but is expected to be rescheduled at a later date.

Area 4's new HAPC (HIV/AIDS Program Coordinator) Joseph Mims will start new employee orientation on October 6 and will begin his duties by October 10. One of his first responsibilities may be to hire a new HIV Surveillance Manager, as Treva Davis recently left. Rod Brown will be attending the HAPC Meeting next week, in place of Joe, and Rod will provide information from that meeting.

## **Committee Reports**

### **Executive Committee**

Nathaniel Hendley

The Executive Committee met September 5, and Nathaniel encouraged members to read the committee report. The Ad-Hoc Review Board will be meeting the first part of October, possibly coinciding with the October 4 Membership Committee meeting.

Executive Committee members have put in time and energy working on the Assessment of the Administrative Mechanism tool. There were a few minor changes to this year's annual assessment, but next year the Planning Council should appoint a committee to focus solely on designing a new comprehensive tool to evaluate the Part A Office. Heather will facilitate this year's evaluation later in this meeting.

A warning letter was mailed to Terri Mims for non-attendance. Nathaniel asked that if anyone hears from Terri, to please let Kendall Guthrie or Sandy Sikes know.

### **Bylaws**

Heather Vaughan

The committee met in early August and presented a first reading of the proposed bylaws changes during the August 24 Council meeting. There were a couple of minor changes brought up at that time, and Heather reviewed them again with the Council during the meeting today (9/28/17) for the second reading. The floor was then opened for questions and additional discussion. There being none, the committee recommendation to approve the proposed changes was voted on. All members present voted in favor; there were no nays or abstentions. These changes go into effect at the close of today's meeting.

### **Assessment of Agency**

Heather Vaughan provided additional information on the why and how of conducting an Assessment of the Administrative Mechanism. She also shared a power point presentation outlining the results of a Survey Monkey that was completed by Ryan White providers a few weeks ago. An 18-question paper survey was then handed out to Council members for their individual input. These surveys were collected and tabulated by Heather and Mike Bennett, who reported at the end of the meeting that the overall score for the Part A Office was 3.97 out of a possible 5.0.

### **Unfinished Business:**

There was no unfinished business.

### **New Business:**

- The Executive Committee wanted to add a section to the Council agenda this month, asking two or three members to tell how they got involved with the Jacksonville Planning Council.
  - Dana Barnes: Was asked by another Council Member to talk about medical services at the Jail. A month or two later, that same member invited Dana to a meeting, and then another meeting. When that member's term ended, she recommended Dana for the seat.
  - Ne'Tosha Dopson: She was recruited by Nathaniel. Sulzbacher had previously had a representative who termed out, and the Health Care Provider seat was vacant.
  - Kendall Guthrie: Had been a member of Priority & Allocations committee for a number of years. He applied when the Part C seat became open.
- Beth Parker asked if any of the agencies present had thought about what they plan to do in January when the state stops funding Medicaid Case Managers? Insurance carriers will be providing case management for our clients whom we've been serving for years. Beth had a conversation a few days ago with a PAC case manager who told Beth about a client who's been enrolled in a managed-care plan, and that client is failing, partly because he does not hear from his private insurance case manager; those case managers have a different level of service than what Ryan White providers typically offer. Beth said this could be a 'heads up' moment for the Council to think about what it might possibly look like in six months when clients begin reaching out to Ryan White agencies and say this isn't working. We need to begin talking about this now, and talk about what would be the exceptions if someone had Medicaid and were eligible for PAC Waiver services including case management, what kind of exceptions could the Ryan White planning body make to bring these clients back in for case management services? We don't know at this point if the Jacksonville TGA will be overwhelmed with people needing this help, but there may be some who will really struggle without that.

Question was asked what will happen to the current PAC case managers? There is no answer at this time, but one of the possible scenarios is that those case managers may not have a job after January 1. Another question was asked if the Case Managers' Co-Op has been discussing this, and no one in the room was able to answer.

Kendall as Planning Council Chair established an Ad-Hoc Committee of representatives who are willing to be a part of that committee to look at how the Jacksonville TGA addresses case management and what we can do differently to try and help what is going to be a huge unmet need. Beth Parker agreed to be on this Ad-Hoc committee but due to other commitments, she is not able to chair it. DeWeece Ogden also volunteered for the committee. Kendall

asked that if anyone else wants to volunteer, to please see him after today's meeting. Kendall will appoint a chair for this Ad-Hoc committee in the next few weeks.

### **Announcements**

- Oct. 16 for Bingo at Hamburger Mary's, benefitting the Teddy bear Touchdown.
- World AIDS Day Committee is selling raffle tickets.
- Oct. 30 for Bingo at Hamburger Mary's, benefitting the World AIDS Day Committee.
- UF CARES has an open position for Clinical Coordinator II.
- Pride Weekend begins Saturday; there will be a parade Saturday and the Festival is on Sunday.
- Saturday, October 14 is the First Coast AIDS Walk; registration at 9:00 and the Walk is at 10:00 a.m. Location is Riverside Avenue Christian Church.
- Linda Williams has been appointed Chair of the Women, Adolescents, and Children (W.A.C.) Committee.

### **Adjournment**

The meeting ended at approximately 4:25 p.m.

Approved by:

  
Kendall Guthrie, Planning Council Chair

10-26-2017  
(date)

Metropolitan Jacksonville Area HIV Health Services  
**PLANNING COUNCIL**

**EXECUTIVE COMMITTEE**

Ryan White Part A and B Programs  
1809 Art Museum Drive, Suite 100 • Jacksonville, FL 32207

Tuesday, September 5, 2017

Summary of Meeting

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**Committee Members Present:** Kendall Guthrie (*Chair*), Nathaniel Hendley (*Vice-Chair*), Sharon Hunter (*PLWHA Rep*), Michael Bennett (*Chair Integrated Comp Plan*), and Heather Vaughan (*Priority & Allocations*)

**Committee Members Absent:** Ne'Tosha Dopson (@ *Clinic*) and Veronica Hicks

**Support Staff Present:** Sandy Arts, Mary Martinez, Sandra Sikes, and Graham Watts

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**CALL TO ORDER**

The meeting was called to order at 3:00 p.m. by Chair Kendall Guthrie. Following a moment of silence, members did self-introductions.

**COMMITTEE REPORTS**

**Membership**

Nathaniel Hendley

Committee met August 22 and presented DeWeece Ogden to the Planning Council later that week for recommendation. Nathaniel distributed copies of the *Retention and Recruitment* action plan, based on the input he received from members. The Executive Committee reviewed the action plan again, and asked Nathaniel to add the ideas that were brought up during this meeting and return the revised *Retention and Recruitment* plan back to the Membership Committee for their review.

Discussion continued about recruiting and the Planning Council in general:

- Luncheon held in May for Financial Eligibility staff and MCM's and requested their help in promoting Community Connections
- Produce a video of Planning Council and committee members, telling their story of how they got involved with the Council. Video can play on a loop in agencies' waiting rooms

- People need to feel they have a purpose and get something out of attending Council and committee meetings
- Change the Council agenda to have Public Comments and Announcements at the beginning of the meeting, and Announcements again at the end
- Publically recognize and welcome guests; reinstate 'Meet and Greet' at the end of Council meetings
- Shorten committee reports and focus on the work being done by the committee that contributes toward the Planning Council's overall goals
- Engage members in dialogue about business brought before the Planning Council
- At the Planning Council meetings have members briefly describe why they wanted to serve on the Council
- Members will be responsible for bringing their own copy of the Planning Council packet to the Council meetings; only one or two copies of the full packet will be available at the meetings.

#### **Ad-Hock Review Board**

Kendall appointed Antoinette Turner to this board, joining Nathaniel, Sharon, and Veronica. They will meet in October.

#### **Bylaws**

Heather Vaughan

The second reading of the bylaws changes will occur at the September Council meeting. We need to determine who calls an Ad-Hoc committee meeting. Admin Agency felt that it should be the Planning Council through its Chair.

#### **UNFINISHED BUSINESS**

Assessment of the  
Administrative Agency

Heather shared with the committee the Survey Monkey Questionnaire she designed for the Ryan White agencies, to get their input on the level of service they receive from the Admin Agency. Members critiqued and offered some minor changes to the wording of a couple of questions.

Heather will send out the Questionnaire and have the results come back to her, and she will forward to Mike Bennett who will put the results in a spreadsheet. The paper questionnaire used last year for the Planning Council will be used again this year, and members will complete it during the September 28 meeting.

W.A.C. Committee Chair      Kendall is appointing Linda Williams as Chair of the Women, Adolescents, and Children's Committee.

**NEW BUSINESS**      A Letter of Warning is being mailed to Terri Mims regarding her lack of attendance at Council meetings.

**STAFF REPORT**      Sandy Sikes gave hand-outs and went over 'What's In Your Tool Kit?' Officers and committee chairs can get copies of the sign-in sheets, committee applications, attendance rosters, or member contact info by asking the Part A Office. This is useful in keeping track of new members, and of regular members who are missing meetings. Committee chairs should appoint someone to be a greeter; normally that is handled by the co-chair.

**WRAP UP**

Public Comments

Sue Andrews' last day will be September 9; a couple of interviews have been lined up for her replacement. There might be a slight delay in processing invoices, but otherwise, Part A Office is expecting to stay on top of things.

Graham distributed a PLWHA Recruitment Proposal, which outlined some strategies for attracting prospective members. He asked for input from the committee.

Announcements

There were no announcements.

Adjournment

The meeting was adjourned at 5:00 p.m.

**Committee Recommendation  
to the Planning Council**

None

## 2<sup>nd</sup> Reading of the Proposed Bylaws Changes – September 28, 2017

### PROPOSED CHANGES

#### Article IV Membership Section 11

Ex-Officio members ~~and former Officers~~ of the Planning Council ~~who are former members~~ selected and approved by the Planning Council ~~shall to advise the Planning Council as needed, but have no voting rights.~~ A term and role of service must be specified by the Planning Council Chair at the time of appointment. An Ex-Officio member can be appointed as a committee chair or co-chair, but shall have no voting rights on the Planning Council.

#### Article VI Officers – Duties and Responsibilities Section 4

The Person Living with HIV/AIDS (PLWHA) Representative shall serve for one-year. No PLWHA Representative shall hold office for more than two (2) consecutive one-year terms. The PLWHA Representative's duties and responsibilities include, but are not limited to:

- A. Bringing consumer perspectives to the table and communicate a broad range of prevention and treatment issues to persons affected and infected by HIV,
- B. In the absence of the Planning Council Chair and Vice-Chair, preside at the Planning Council meeting,
- B.C. Mentoring newly appointed Planning Council members, and
- C. D. Serving as a committee chair.

### FINALIZED VERSION

#### Article IV Membership Section 11

Ex-Officio members of the Planning Council are former members selected and approved by the Planning Council to advise the Council as needed. A term and role of service must be specified by the Planning Council Chair at the time of appointment. An Ex-Officio member can be appointed as a committee chair or co-chair, but shall have no voting rights on the Planning Council.

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- C. Mentoring newly appointed Planning Council members, and
- D. Serving as a committee chair.

## 2<sup>nd</sup> Reading of the Proposed Bylaws Changes – September 28, 2017

### PROPOSED CHANGES

#### **Article X     Standing Committees** Section 1

The Chair of the Planning Council shall appoint the chairs of each of the committees. Committee co-chairs will be selected by their committees during their ~~February~~ March meeting, or at their next regular committee meeting. Committee chairs must be members of the Planning Council. A committee co-chair may be a member of the Planning Council or the Proxy Pool. Both chairs and co-chairs will be limited to two (2) consecutive terms per committee. At the discretion of the Executive Committee, the Council Chair may extend a Committee Chair for a third term. Upon the approval of the committee chair, persons who are not members of the Planning Council may be included as members of the committees.

#### **Article X     Standing Committees** Section 3

- C. Priority and Allocations – establishes service priorities and allocates/reallocates funds to service categories. A 60% quorum of voting members is required.

### FINALIZED VERSION

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The Chair of the Planning Council shall appoint the chairs of each of the committees. Committee co-chairs will be selected by their committees during their March meeting, or at their next regular committee meeting. Committee chairs must be members of the Planning Council. A committee co-chair may be a member of the Planning Council or the Proxy Pool. Both chairs and co-chairs will be limited to two (2) consecutive terms per committee. At the discretion of the Executive Committee, the Council Chair may extend a Committee Chair for a third term. Upon the approval of the committee chair, persons who are not members of the Planning Council may be included as members of the committees.

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## 2<sup>nd</sup> Reading of the Proposed Bylaws Changes – September 28, 2017

### PROPOSED CHANGES

- D. Continuum of Care Coordination Committee – serves as a communication link to the ~~three (3)~~ two (2) subcommittees described below:
- ~~1) Eligibility reviews and makes recommendations regarding eligibility for Ryan White services in Area 4 (Baker, Clay, Duval, Nassau and St. Johns Counties);~~
- ~~2) Needs Assessment identifies needs and barriers to care for individuals affected by HIV, and~~
- 1) Integrated Comprehensive Planning – oversees the development and implementation of an Integrated Comprehensive Plan for the Jacksonville Transitional Grant Area (TGA).
- 2) EIIHA (Early Identification of Individuals with HIV/AIDS) – focuses on facilitating rapid case identification and barrier-free linkage to ambulatory HIV/AIDS care for individuals living in the Jacksonville TGA. This committee looks at providing tools that can assist in the identification of persons who do not know their HIV status or who are out of care and provide the means to link them to health and support services.
- I. ~~EIIHA (Early Identification of Individuals with HIV/AIDS) – focuses on facilitating rapid case identification and barrier-free linkage to ambulatory HIV/AIDS care for individuals living in the Jacksonville TGA. This committee looks at~~

### FINALIZED VERSION

- D. Continuum of Care Coordination Committee – serves as a communication link to the two (2) subcommittees described below:
- 1) Integrated Comprehensive Planning – oversees the development and implementation of an Integrated Comprehensive Plan for the Jacksonville Transitional Grant Area (TGA).
- 2) EIIHA (Early Identification of Individuals with HIV/AIDS) – focuses on facilitating rapid case identification and barrier-free linkage to ambulatory HIV/AIDS care for individuals living in the Jacksonville TGA. This committee looks at providing tools that can assist in the identification of persons who do not know their HIV status or who are out of care and provide the means to link them to health and support services.
- I. (This paragraph will be deleted, since the description has moved to D.2.)

## 2<sup>nd</sup> Reading of the Proposed Bylaws Changes – September 28, 2017

### PROPOSED CHANGES

~~providing tools that can assist in the identification of persons who do not know their HIV status or who are out of care and provide the means to link them to health and support services.~~

### FINALIZED VERSION

#### Article X Standing Committees

##### Section 4

##### Ad Hoc Committees

- A. Grievance Committee – resolves complaints relating to matters within the Planning Council’s jurisdiction in accordance with Article XIV.
- B. Eligibility – reviews and makes recommendations regarding eligibility for Ryan White services in Area 4 (Baker, Clay, Duval, Nassau and St. Johns Counties).
- C. Needs Assessment – identifies needs and barriers to care for individuals affected by HIV.

#### Article X Standing Committees

##### Section 4

A meeting of an Ad Hoc committee may be called by the Planning Council Chair when the need arises. Ad Hoc committees are listed below. Other Ad Hoc committees may be formed by the Planning Council as needed, and dismantled when their mission ends.

- A. Grievance Committee – resolves complaints relating to matters within the Planning Council’s jurisdiction in accordance with Article XIV.
- B. Eligibility – reviews and makes recommendations regarding eligibility for Ryan White services in Area 4 (Baker, Clay, Duval, Nassau and St. Johns Counties).
- C. Needs Assessment – identifies needs and barriers to care for individuals affected by HIV.

## 2<sup>nd</sup> Reading of the Proposed Bylaws Changes – September 28, 2017

### PROPOSED CHANGES

Policies and Procedures No. 2006-02  
PROCEDURES FOR DEVELOPMENT OF THE PLANNING COUNCIL SLATE  
OF OFFICERS  
(last amended October 3, 2014)

- A. Qualifications to run for office – the Membership Committee will examine each member's Reassessment Tool to determine who would be eligible to run for office. Eligible nominees:
- 1) Must have a minimum combined attendance of 75% for Planning Council and committee meetings, and
  - 2) Be a Planning Council member who has ~~Have~~ served as a committee chair or co-chair ~~or Planning Council Officer~~ for at least one year prior to taking office.

Policies and Procedures No. 2006-02

- D. Election – Planning Council members will vote by a written, signed ballot at the ~~December~~ January meeting; write-in candidates will not be allowed on the ballot. For offices uncontested, the consensus of the group will be used to elect the officer. The newly elected officers will be announced at this meeting, and will be installed during the ~~January~~ February meeting. Terms of service become effective March 1.

### FINALIZED VERSION

Policies and Procedures No. 2006-02  
PROCEDURES FOR DEVELOPMENT OF THE PLANNING COUNCIL  
SLATE OF OFFICERS  
(last amended October 3, 2014)

- A. Qualifications to run for office – the Membership Committee will examine each member's Reassessment Tool to determine who would be eligible to run for office. Eligible nominees:
- 1) Must have a minimum combined attendance of 75% for Planning Council and committee meetings, and
  - 2) Be a Planning Council member who has served as a committee chair or co-chair for at least one year prior to taking office.

Policies and Procedures No. 2006-02

- D. Election – Planning Council members will vote by a written, signed ballot at the January meeting; write-in candidates will not be allowed on the ballot. For offices uncontested, the consensus of the group will be used to elect the officer. The newly elected officers will be announced at this meeting, and will be installed during the February meeting. Terms of service become effective March 1.

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First Coast

# AIDS WALK

Presented by:  **COMM CARE**  
SPECIALTY PHARMACY

**OCTOBER 14, 2017**

[www.firstcoastaidswalk.com](http://www.firstcoastaidswalk.com)

**OCT  
14**

## 2017 First Coast AIDS Walk

Public · Hosted by [First Coast AIDS Walk](#)

Interested

Going

Invite

Saturday, October 14 at 10:00 AM - 11:00 AM EDT

Riverside Avenue Christian Church  
2841 Riverside Ave Jacksonville, Florida 32205

[Show Map](#)

Ticket Information  
[www.firstcoastaidswalk.com](http://www.firstcoastaidswalk.com)

[Find Tickets](#)

About

Discussion

**73 Going · 145 Interested**

Share this event with your friends

Invite

### Details

Annual walk to generate funds and awareness for local HIV/AIDS programs. Most of our dollars each year assist individuals living with HIV in need of assistance with items not covered by other programs such as photo identification, driver's licenses, birth certificates, and transportation. We have also provided funding for incentives for HIV testing programs and support for the World AIDS Week Committee and the Northeast Florida NAMES Project Chapter. Registration Opens at 9am. Walk begins at 10am.

[Causes](#) [Causes](#) [Free Admission](#) [+1](#)


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## THE JACKSONVILLE PLANNING

# OCTOBER 2017



Mon	Tue	Wed	Thu	Fri
<b>2</b>	<b>3</b>	<b>4</b> <b>10:00 Membership</b>	<b>5</b> <b>9:00 W.A.C.</b>	<b>6</b>
<b>9</b>	<b>10</b>	<b>11</b> <b>2:00 Integrated Comp Plan</b>	<b>12</b> <b>12:00 Community Connections</b>	<b>13</b> 1st Coast AIDS Walk  10:00 a.m. Saturday 10/14
<b>16</b>  Nat'l Latino AIDS Aware- ness Day Oct. 15	<b>17</b>	<b>18</b>	<b>19</b>  9:00 MCM Meeting	<b>20</b>  9:00 Providers Mtg
<b>23</b>	<b>24</b>	<b>25</b>	<b>26</b>  <b>3:00 PLANNING COUNCIL</b>	<b>27</b>
<b>30</b>  Part A Grant Application due	<b>31</b>	<p>Events in <b>bold</b> are Planning Council / committee meetings held at Art Museum Dr.</p> <p><b>MEETINGS ARE SUBJECT TO CHANGE.</b> To verify a meeting's start time, or to see if a meeting is still scheduled, contact Planning Council Support at 630-3504.</p>		

Ryan White Part A Office - Jacksonville TGA  
**ASSESSMENT OF THE ADMINISTRATIVE MECHANISM AND  
EFFECTIVENESS OF SERVICES**

Question/Item	Rating					
	Poor	Needs to Improve	Below Average	Average	Above Average	Excellent
Overall, how well does the Ryan White Part A administrative office team support the Planning Council?	0	1	2	3 (2)	4 (6)	5 (5)
How timely, well-prepared and complete are presentations and information presented by the administrative office team?	0	1	2	3 (3)	4 (5)	5 (5)
How well does the Ryan White Part A administrative office team support the prioritization & allocation process?	0	1	2 (2)	3 (1)	4 (5)	5 (5)
How well does the Ryan White Part A administrative office team support the process of allocating carry-forward dollars?	0	1 (1)	2	3 (3)	4 (4)	5 (5)
How well does the Ryan White Part A administrative office team's allocation of funding to provider organizations reflect prioritization and allocation of revenue by category by the Planning Council?	0	1	2	3 (4)	4 (1)	5 (6)
How well does the Ryan White Part A administrative office team manage the process of allocating unutilized revenue?	0	1	2	3 (4)	4 (4)	5 (4)
Rate the quality, timeliness, effectiveness and efficiency of the Ryan White Part A administrative office team's technical assistance to provider organizations.	0	1	2	3 (4)	4 (7)	5
How well does the Ryan White Part A administrative office team support the roles and functions of the various committees of the Planning Council?	0	1	2	3 (1)	4 (7)	5 (5)

Question/Item	Rating					
	Poor	Needs to Improve	Below Average	Average	Above Average	Excellent
What is the quality of the relationship between the Ryan White Part A administrative office team and the Planning Council?	0	1	2	3 (3)	4 (1)	5 (9)
Rate the overall communication of the Ryan White Part A administrative office team with the Planning Council.	0	1	2	3 (2)	4 (5)	5 (6)
Rate the overall communication of the Ryan White Part A administrative office team with provider organizations.	0	1	2	3 (4)	4 (3)	5 (4)
Rate the support provided by the Ryan White Part A administrative office team to provider organizations.	0	1	2	3 (5)	4 3	5 4
Rate the quality, timeliness, effectiveness and efficiency of the Ryan White Part A program office invoice process.	0	1	2	3 5	4 4	5 3
Rate the quality, timeliness, effectiveness and efficiency of the Ryan White Part A program monitoring process.	0	1	2 1	3 6	4 2	5 3
Rate the quality, timeliness, effectiveness and efficiency of the Ryan White Part A RFP process.	0	1	2 1	3 5	4 5	5 1
Rate the quality, timeliness, effectiveness and efficiency of the Ryan White Part A Continuous Quality Improvement (CQI) process.	0	1 1	2	3 5	4 6	5 1
Rate the quality, timeliness, effectiveness and efficiency of the Ryan White Part A contracting process.	0	1	2 1	3 5	4 3	5 3

Average score of the questions/items listed above: \_\_\_\_\_