



JOINT CLIENT/COMMUNITY RELATIONS COMMITTEE Policies and Procedures

Policies

The Joint Client/Community Relations Committee shall inform and empower the community, and particularly individuals with HIV disease, to become involved in the decision making of HIV policies and processes, quality assurance programs and grievance procedures with Broward County.

The Committee shall actively recruit and encourage the public, and particularly people with HIV disease, to take a more active role in the decision making process of the Broward County HIV Health Services Planning Council (Council) and South Florida AIDS Network (SFAN).

The Committee shall provide a forum for the discussion of Council agenda items and items of concern. This will provide an opportunity to gain a better understanding of issues.

The Committee will develop policies to encourage participation of consumers in Council and SFAN activities.

The Committee will function as a clearinghouse and second level of appeal for individuals or community groups with unresolved grievances relative to the Council's decisions regarding Ryan White Part A and Part B funding (to include comprehensive planning, nominations, needs assessment, priority setting and funding allocation). All attempts to resolve grievances will be made in an impartial, open, inclusive and non-discriminatory manner, through voluntary mediation, emphasizing negotiation and compromise. Unresolved grievances will be referred through the Executive Committee of Part A or Part B as appropriate for binding arbitration according to the policies and procedures of the committee. The members of the committee shall include representatives of Part A and Part B.

To avoid conflict of interest issues and in accordance with the Act, grievances relative to the process of selecting service providers, provider performance and grants management shall be referred to the Director, Broward County Human Services Department, and be addressed in accordance with Broward County Administrative Code.

Procedures

The Committee will utilize its Social Marketing Manual to promote and market Council and SFAN activities and events.

Utilizing the Social Marketing Manual, the Committee will host community outreach meetings and community events as outlined in the annual work plan.

The Committee will solicit, review and provide a consumer perspective to Council and SFAN on policies, processes and documents.

The Committee will process grievances in accordance with the published Grievance function.