

Recap of the Citizens Advisory Committee Meeting February 26, 2016

The February 26, 2016, Hillsborough County Citizens Advisory Committee (CAC) meeting was called to order by Chair Fadal at 8:30 a.m. CAC members in attendance were: Chair Cristan Fadal, Vice Chair Lee Lowry, Ron Govin, Joe Caetano, Wendell Duggins, Linda Porter, Joseph Wicker, Barbara Aderhold, Roia Barrios, and Gaye Townsend. CAC members absent were: Spencer Kass and Kay Doughty. A quorum was present. County staff in attendance: Beth Cardenas.

The Pledge of Allegiance and an explanation of the role and responsibilities of the CAC were given.

Public Comment #1: None.

Meeting Recap: The November 2015 and January 2016 meeting recaps were reviewed and approved.

Presentation on Children's Services: JoAnn Rollins, Director of Children's Services, gave an overview presentation on the department. She spoke to the department's mission, vision, and values, the subdivisions of the department, and those served by the department. She also spoke to the new philosophies of the department under her leadership, including a multi-faceted approach to wellness and enrichment, and service driven outcomes.

Presentation on Aging Services: Mary Jo McKay, Manager with Aging Services, gave an overview presentation on the department. She spoke to the department's mission, management team, services offered, and initiatives. She also spoke to joint ventures for meal delivery.

Presentation on Customer Satisfaction: Mark Aesch, of Transpro, gave an overview on the County's study of customer satisfaction. Ms. Townsend and Ms. Aderhold discussed the study group sample. Mr. Duggins and Mr. Wicker spoke to sample size, demographics, and geographic location. Mr. Aesch discussed episodic satisfaction.

CAC Elections: Lee Lowry was elected Chair and Kay Doughty was elected Vice Chair for the 2016-2017 year.

Subcommittee Reports: None.

Advisory Committee Reports: None.

Other Business: None.

Public Comment #2: None.

Adjournment: The meeting adjourned at 10:30 a.m.

Note: Instructions to staff are underlined