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**JUNE
2011**

AIDS Network
Consumer Quarterly

A Message from Dan Guinn - Director of Client Services

Thank you, Conrad! I want to begin this *Consumer Quarterly* by letting everyone know that Conrad Oleson is leaving us. A long time AIDS Network volunteer, Conrad served hundreds of clients over the years. Although he may best be known for his accounting skills and helping clients with taxes, Conrad has done everything from providing clients with transportation to appointments and delivering food, as well as assisting with fundraising events. Conrad is moving from Wisconsin and he will be missed by everyone at AIDS Network due his giving nature and good humor. We appreciate you!



We have a lot to be ready for this summer. Please look over this *CQ* for important news and updates.

For those with Medical Assistance there is a new state process for arranging transportation to appoint-

ments directly through LogistiCare. The ACT 9 AIDS Ride is coming in August for anyone interested in riding or volunteering. A few clients have been targeted for financial scams and potential identity theft, so the article from Legal Services provides important information on how to protect yourself.

Joel Duffrin from Prevention is organizing a group for clients who may be interested in fun and creative ways for making over their appearance, and Case Manager Shawn Neal is helping create a support group for younger gay or bisexual men. Please consider attending any of our support groups. They offer good company, refreshments, valuable discussions and education.

Have a great summer!

Important Dates and Information

The ACT Ride

ACT 9 - Wisconsin's 9th annual AIDS Ride is taking place this year August 4th - 7th. The ACT Ride is a 4-day, 300-mile, fully supported bike ride through AIDS Network's service area. Last year the ACT Ride raised \$254,169 for AIDS Network and is currently recruiting riders, crew members and donors for this year's Ride. Register to become an ACTion Hero today at www.actride.org. Change your life, change the world, one mile at a time.



Medicaid Transportation

Are you Medicaid eligible and do you utilize Medicaid transportation? How you access Medicaid transportation is changing.

As of July 1, 2011, there is a new State of Wisconsin mandate that requires a company called LogistiCare to assist patients with accessing local transporta-

tion to and from their medical appointments.

Previously, you may have contacted your case manager at AIDS Network to assist with this service via Union Cab or by providing bus tickets. LogistiCare will now provide this service to you.

Here is some important information regarding this change:

- When Should I call? All trips must be pre-arranged at least two business days in advance.
- Reservation line: (866) 907-1493
- What will I need to provide? Have your Forward Health number and your destination address (including the zip code), and the time of your appointment.
- What if they are late? Call (866) 907-1494.

We understand this change is new and you may have questions. Please contact your Case Manager for further information about how these changes may

affect you and your health care. We are happy to provide more details of how LogistiCare plans to provide you with this service. Remember, LogistiCare only applies to those who receive Medicaid.

The Results Are In!

Thanks to all of the 83 people who submitted the 2010 needs assessment survey. Two lucky winners won the gift card drawing! We asked clients to rate the top five services they utilize or benefit from the most. Here are the service rankings with the number of votes in brackets: **1.** Case Manager/Brief Services Worker (48), **2.** Dental Care (47), **3.** Food Pantry (42), **4.** Legal Services (41), and **5.** Public Benefits assistance (38).

We also asked you to rate the services you need but cannot easily access. These numbers were much more spread out over the many service areas. The number of votes are again listed in brackets: **1.** Dental Care (12 votes), **2.** Housing Assistance (10), **tied 3.** Acu-

Important Dates and Information Cont.

puncture & Support Groups (9 votes each), 4. Utility Assistance (8), and 5. Toiletries/Hygiene Supplies (7). Transportation availability ranked sixth in this area, but according to many clients, the lack of transportation made it difficult to access many other services. If you are having problems accessing services due to transportation, please contact your Case Manager or Brief Services Worker to see if there is any transportation assistance available to meet your needs.

Again, thank you for your input as it helps us identify your needs and concerns.

NEW STAFF & GROUPS

Joel Duffrin: Prevention Case Manager

Hello everyone. My name is Joel Duffrin and I am your new Prevention Specialist. I have been living here in Madison for 10 years. I love the city, this community, and I

look forward to the next 10 years, and beyond.

Looking Good, Feeling Great

A new self-help group is coming to AIDS Network. The group will discuss many inexpensive and creative methods for personal grooming, skincare, makeup, fashion, wig maintenance/styling and much more, in addition to providing a safe place to meet and discuss issues important to you.

The group is open to anyone who is HIV-positive and will be facilitated by Joel Duffrin. Joel is most famous for his drag persona of Josie Lynn. He has been an entertainer and makeup artist for over 18 years. Throughout his many years on stage, Joel has learned and shared many creative ways to help people take care of what's on the outside, which in turn makes you feel great on the inside.

Please come join us at the initial meeting of "Looking Good, Feeling Great" on June 30th at 5:30PM at AIDS Network. This promises to be a fun and memorable adventure.

Future meetings are still in the works. For more information, please contact your Case Manager, or Joel.

Hope to see you there!

Friends of Ryan

To address a growing population, Friends of Ryan is a new support group for younger gay or bisexual men living with HIV. Group meetings occur outside of AIDS Network at a public venue. Currently Friends of Ryan meets on a monthly basis. If you are interested in attending the group, please email the group at Friendofryan11@gmail.com or call Shawn at 608.316.8605.

IDENTITY THEFT: The Need for Action and Prevention

Legal Services

Incidents of identity theft are growing in number as identity thieves develop new techniques for stealing an individual's private information. The Federal Trade Commission (FTC), the agency in charge of monitoring identity crimes, estimates that 9 million Americans were affected by identity theft last year. Although the federal and state governments, as well as the media, have taken measures to draw public attention to identity theft, many individuals do not take the proper precautions to protect themselves. Further, many victims are not sure what to do once they are targeted. Identity theft can be difficult to prosecute once information is stolen, so it is important to understand how it occurs, and how to prevent becoming a victim.

WHY WOULD SOMEONE STEAL MY IDENTITY?

People commit identity theft for a variety of reasons and in a variety of ways. Perpetrators use personal information to open new credit cards, to steal insurance, to open fraudulent utility accounts, or to rent apartments under their victim's name. Some identity thieves use personal information to apply for government benefits, such as Social Security, while others target people that they know, including family members, to get cash or "free" medical services.



WHY SHOULD I BE CONCERNED ABOUT IDENTITY THEFT?

Recovering from identity theft can take years because of the damage this crime has on a victim's financial reputation. Although identity thieves use your information without your consent, their actions can still destroy your credit score. A bad credit score may keep you from getting a loan or renting an apartment. Further, if a criminal uses your identity to obtain medical care, there might be incorrect information in your medical records, which is potentially dangerous to you. In more extreme cases, an identity thief uses a victim's name when arrested for another crime, meaning that the crime ends up on the victim's criminal record.

HOW DO CRIMINALS STEAL PERSONAL INFORMATION?

According to the FTC, some of the more common methods of illegally obtaining information include:

- **"Dumpster diving":** going through trash to locate documents containing personal information
- **Robbery/Mugging:** stealing an individual's purse, wallet, or computer to gain access to ATM and credit cards
- **"Shoulder surfing":** peering over shoulders at the ATM to see a victim's PIN number. Identity thieves can forge ATM cards and use the information that they "shoulder surfed" to drain accounts
- **Online phishing:** using software to set up fake institutions online promising everything from free trips to low interest rates and then using the information individuals provide them to steal their identities.

IDENTITY THEFT: The Need for Action and Prevention Cont.

- **Telephone scams:** pretending to be a debt collector when calling a victim– or to have the police arrest the victim– if he or she doesn't send a certain amount of money to the debt collector immediately.

HOW CAN I PREVENT IDENTITY THEFT?

Because identity theft is difficult to prosecute, and extremely costly to victims, prevention is important. The FTC recommends that individuals take these protective measures:

- **Carefully monitor your bank and credit card statements.** Doing so allows you to see if any unauthorized activity is on your statements and allows you to stop any fraud before it becomes a major problem. If you locate a purchase that you did not make, call your credit card company.
- **Leave your Social Security card at home.** Carrying the card with you increases the likelihood that someone will steal it and use your social security number to open new accounts.
- **Change your online passwords regularly.** Online banking is a great tool for monitoring your financial activity; however, maintaining the same password allows criminals to hack into your account.
- **Shred all documents containing financial and social security information.** Taking this step will prevent “dumpster diving.”
- **Regularly monitor your credit report.** Your credit report displays any information that negatively affects your credit score. Make sure ALL the information on your report is accurate, including your address. You are entitled to one free credit report every 12 months from each of the three major credit bureaus (Experian, Equifax, and TransUnion). The ONLY authorized website where you can access your free yearly report is: www.annualcreditreport.com.
- **Be cautious!** Do not give out your personal information, especially your social security number, without being careful. Never give this information to a third party over the phone unless you know the reason why they need it. Be suspicious when an online sweepstakes, or someone emailing or calling you as a bank representative or debt collector, asks for your bank account and social security number. Your bank already has this information and should not need it again.

WHAT SHOULD I DO IF I AM TARGETED?

If you believe someone is misusing your identity, file an initial fraud report with one of the credit bureaus. This alert allows you to receive a free copy of your credit report, which you should review for errors. Next, file a complaint with the FTC and an identity theft report with your local police. An identity theft report offers another layer of protection and helps block fraudulent information from your credit report. Further, an identity theft report allows you to file an extended fraud alert, which lasts for seven years, and guarantees that all creditors must call or meet with you before opening any new account. This cuts down on the likelihood that someone will open an account under your name.

If you have any questions about identity theft, or have other legal issues, you can contact AIDS Network Legal Services at (608) 252-6540.



Support Groups at AIDS Network

Urban Expressions Support System: A group to support the emotional, spiritual and physical wellness of men of color. Meetings are the 3rd Friday of each month, 6-8PM at AIDS Network, Madison. Refreshments provided. For more information contact Michael Bullock, Outreach and Prevention Specialist at (608) 316-8622 or mbullock@aidsnetwork.org.

Life Support (Formerly "Distinctions"): A fellowship of HIV+ Adult Men and Women of Color. The next meeting will be July 21, 2011. Please join us out on the town for refreshments, good conversation and company. For more information, please call Tiffany Hodges at 608-316-8609 or email thodges@aidsnetwork.org.

Pozitive Lite: A social and support group for all gay or bisexual HIV-positive men. Feel free to attend this on-going group on the 2nd and 4th Fridays of the month from 5:30-7:30PM at AIDS Network. Please contact Joel at (608) 316-8623 or jduffrin@aidsnetwork.org prior to attending the group and/or for details

Latinos con Pensamiento Positivo: Grupo de apoyo social para Latinos: Se reunirá el primero Sábado de cada mes a las 5PM te esperamos. Si deseas participar por favor comunícate con Norah Boynton (608) 316-8613 o nboynton@aidsnetwork.org.

Substance Use Relapse Prevention Group: All HIV positive individuals with concerns about past or present alcohol or drug use are welcome. Meetings are on Thursday afternoons from 4-5PM at AIDS Network's Madison Office. Facilitated by Brett Brasher, AODA Counselor. Please contact your case manager if you have questions.