



HUMAN SERVICES DEPARTMENT

COMMUNITY PARTNERSHIPS DIVISION

115 S Andrews Avenue, Room A360 • Fort Lauderdale, Florida 33301 954-357-8647 • FAX 954-357-8204

Support Services Network Meeting Minutes

Date: December 5, 2023, at 9:00 AM – 10:15AM

Location: Zoom

Facilitator: Clinical Quality Management Support Staff

quality@brhpc.org

(954) 561-9681 ext. 1295

Providers Present:

AHF: Andrew Carron

BCOM: Roseline Labissiere, Magaly Gousse

BRHPC: Jasmin Shirley, Nathalie Lewis

Broward Health: Absent

Broward House: Bobby Baker, Patty Falco

Care Resource: Maria Perez

Community Rightful Center: Absent

Latinos Salud: Richard Ortiz

Legal Aid: Kara Schickowski, Mertella Burris

MHS: Jean-Raymond Alexandre, Denise Maxwell, Olga Garcia

Poverello: Brad Barnes

CQM & PCS Support Staff: Danielle Liao

Part A Recipient Staff: Tim Thompson, Brianne Miller, Richard Pena

Broward County Board of County Commissioners

Mark D. Bogen • Lamar P. Fisher • Hazelle P. Rogers • Steve Geller • Robert McKinzie • Nan H. Rich • Tim Ryan • Beam Furr • Michael Udine

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<https://www.broward.org/Commission/Pages/default.aspx>

I. Call to Order

The meeting was called to order at 9:04 am.

II. Welcome/Introductions

CQM Support Staff welcomed all attendees, made a statement of the meeting's goal, and made individual introductions.

III. Non-Medical Case Management Discussion

The recipient staff discussed the Non-Medical Case Management Service Delivery Model (SDM) changes and asked for any feedback from the Support Services Network regarding these changes. The Recipient staff emphasized that peer counseling services are a required component of Non-Medical Case Management services and that it's important we utilize our peers.

There were a few changes to the Broward Outcome and Indicators to emphasize the role of non-medical case management as a Support Service and increase in the target goal. Some other changes included the expectations of progress notes and the updates to the Standards of Delivery. A representative from Broward House had questions regarding changing the cost per unit for some services and the qualification requirements of a non-medical case manager to allow peers who do not have a degree to become case managers. Recipient staff responded by stating that any changes regarding the taxonomy would have to be through the Human Services Department and Community Partnership Division. A representative from BCOM asked if they could change the language from support groups to fellowship groups to help engage more clients. The Recipient office had no issues with the nomenclature once the values of the support group remained.

The Recipient office had a few questions for the group regarding training and using peers to gain some knowledge for the SDM. Most of the agencies with case management provide training for their staff.

IV. FY23-24 Q1 and Q2 Care Continuum Data

The CQM Support Staff reviewed data for the FY23-24 quarters(Q) one and two. During the presentation, FY22-23 and FY23-24 Q1 and Q2 data were compared for the Ryan White Part A overall systemwide Care Continuum. Due to PE issues with the retention in care measure, the CQM Support staff focused on viral suppression. The overall viral suppression for all three reporting periods was between 86th to 87th percentile.

Next, the service category was drilled down by the three subpopulations: gender, race/ethnicity, and age. For the gender subpopulation, there was an overall decrease for all three subcategories between quarters one and two. The CQM Support staff addressed the difference between the measures prescribed ARV and viral suppression. Although we see that clients are continuing to pick up their medications, the overall viral suppression is 10% lower than the prescribed ARV.

For the race/ethnicity subpopulation, all three subcategories decreased by about 2% between the quarters. Again, although all groups remain in the 95th percentile and above

under prescribed ARV, we still see that the numbers are lower in viral suppression. Despite the Black Non-Hispanic group making up over 40% of our Ryan White Part A population, we still see that their viral suppression remains the lowest compared to their counterparts. The CQM Support staff provided some possible explanations, such as medication adherence and barriers to care. Lastly, for the age subpopulation, the in-care measure had a 2.5% decrease for the age group 18-28 and a 2% decrease for both age groups 29-38 and 49-58 between the reporting periods. Under viral suppression, the youth population (76.9%) is the area of concern that should be focused on for the upcoming fiscal year.

V. Case Study Presentation by Latinos Salud

A representative from Latinos Salud shared a case study with the network. The presentation consisted of a male client who resides with his mother temporarily. The client has been compliant with his HIV care and treatment with his provider every six months. The client also has a support system that consists of his family and friends. The client has a history of substance abuse and sees an orthopedic specialist and physical therapist due to his toe amputation. Currently, the client is trying to find a place of his own and dental since he cannot utilize dental services through Ryan White Part A. He is fearful of a possible foot amputation and suffers from depression.

VI. Announcements

Latinos Salud will be hosting its Annual Latinos Salud Gala in January. More details will come for this event once the flyers are completed.

The CQM team will host a peer workshop event called *“Lean into Your Peer Power through Quality Improvement Initiatives,”* This in-person workshop will be held at Broward Regional Health Planning Council on December 20th from 12 to 2 p.m.

VII. Adjournment

The meeting was adjourned at 10:07 am.

Next Meeting Date: March 5, 2024, at 9 am