



HUMAN SERVICES DEPARTMENT
COMMUNITY PARTNERSHIPS DIVISION

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Support Services Network Meeting Minutes

Date: March 5, 2024, at 9:00 AM – 10:15 AM

Location: Zoom

Facilitator: Clinical Quality Management Support Staff

quality@brhpc.org

(954) 561-9681 ext. 1295

Providers Present:

AHF: Andrew Carron

BCOM: Roseline Labissiere, Chaquita Ingram, Damary Martinez, Timothy Romero

BRHPC: Jasmin Shirley

Broward Health: Absent

Broward House: Patty Falco

Care Resource: Rafael Jimenez, Maria Perez

Community Rightful Center: Olbeg Desinor, Renalde Joseph, Venkata Patibandla

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, Dr. Gritell Berkley-Martinez, Mandy Lacroix, Maunika Patel

Part A Recipient Staff: Brianne Miller, Richard Pena

I. Call to Order

The meeting was called to order at 9:03 am.

II. Welcome/Introductions

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

III. Service Delivery Model (SDM) Discussion: Legal Services, Non-Medical Case Management, and Food Services

The Recipient staff provided an update on three SDMs: Non-Medical Case Management, Food Services, and Legal Services. For Legal Services, a change that was highlighted was the removal of Indicator 1.1 from the Broward Outcomes and Indicators because there was no data reported for this category for a few years. Indicator 1.2 replaced Indicator 1.1.

For Non-Medical Case Management Service Delivery Model (SDM), Recipient staff emphasized that peer counseling services are a recommended 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 the target goal. Some other changes included the expectations of progress notes and the updates to the Standards of Delivery.

For Food Services, the nutritional assessment is no longer billable under the food service category per HRSA Guidelines. Therefore, that requirement was removed. A list of recommended acceptable hygiene items was also included. By changing the Outcomes and Indicators for this service category, providers will be able to measure how they can support access to client retention in care and viral suppression. A representative from Care Resource had a question regarding uploading receipts for food vouchers in Provide Enterprise (PE). The Recipient office responded by stating "According to the Food Service Delivery Model, providers must document both the distributed food vouchers and the returned receipts, in the designated HIV HSSS."

IV. Announcements

Legal Aid announced their expanded Pro Bono program "Advice Hotline" which pairs income-eligible Broward residents with private attorneys for advice on a variety of legal issues. The details of this program were distributed to the Network via email.

The Priority Setting and Resource Allocation (PSRA) committee will be conducting a listening session to discuss concerns from the clients and their recommendations to help improve Ryan White Part A services. It will be held on **Wednesday, April 24th**, at the AHF community room from the hours of 3-5 pm. There will be door prizes and refreshments.

V. Adjournment

The meeting was adjourned at 9:56 am.

Next Meeting Date: June 4, 2024, at 9 am

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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