



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: March 7, 2023, at 9:00 AM – 10:15AM

Location: Zoom

Facilitator: Clinical Quality Management Support Staff

quality@brhpc.org

(954) 561-9681 ext. 1219, 1295

Providers Present:

AHF: Andrew Carron, Eddy Diaz

BCOM: Roseline Labissiere, Magaly Gousse

BRHPC: Absent

Broward Health: Absent

Broward House: Bobby Baker, Patricia Falco, Matthew Patterson

Care Resource: Harold Balvin

Community Rightful Center: Absent

Latinos Salud: Richard Ortiz

Legal Aid: Kara Schickowski

MHS: Amy Pont, Guerline Verger-Coreus

Poverello: Thomas Pietrogallo

Guest: Julia Hildalgo

CQM & PCS Support Staff: Brianne Miller, Danielle Liao, Gritell Berkeley-Martinez, Maunika Patel

Part A Recipient Staff: Tim Thompson, Wismy Cius, Richard Pena

Broward County Board of County Commissioners

Mark D. Bogen • Lamar P. Fisher • Steve Geller • Dale V.C. Holness • Chip LaMarca • Nan H. Rich • Tim Ryan • Barbara Sharief •

Michael Udine

Broward.org



I. Call to Order

The meeting was called to order at 9:05 am.

II. Welcome/Introductions

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

- **PE Training Survey**

CQM Support Staff had the providers complete an online survey regarding their concerns or questions about Provide Enterprise (PE). The purpose of the survey was to address specific barriers and improve PE competency.

- **Broward Outcomes and Indicators Data**

The CQM Support Staff reported on the Broward Outcomes and Indicators data for the Support Service Network from fiscal year 2021-2022 and quarters three and four of fiscal year 2022-2023.

For each Support Service category, the CQM Support Staff identified trends comparing fiscal year 2022-2023, quarters three and four. At the end of the presentation, the CQM Support staff reported on notable trends comparing fiscal 2022-2023 quarter three data to the indicator set goals. Some notable trends from these Support Service categories are as follows: CIED Indicator 1.1(46.88%) and 1.2(99.68%), Food Service Indicator 1.1(72.44%), Health Insurance Continuation Program Indicator 1.1(74.36%), and Non-Medical Case Management Indicator 1.1(93.09%).

A representative from Poverello asked if the data for Broward Outcomes and Indicators can be broken down further by agency for each service category. The Recipient staff explained that the data is not broken down further in order to prevent singling out providers; however, they will bring this request up to the Recipient office and follow up with the network.

- **System Mapping Discussion**

The CQM Support staff led the discussion on their System Mapping Project. They wanted to hear feedback from the network about how they interact with clients and help navigate them through the system. An EHE representative suggested considering EHE processes when examining how clients navigate the system. Some providers emphasized that clients with comorbidities are referred to disease case management to help them with their clinical needs. Agencies with peer navigators or specialists help new clients, who are not in the Ryan White system, get acclimated before introducing a case manager. Some challenges identified by the providers were gauging clients' expectations on how case managers can best meet their needs and addressing misperceptions when contacting clients.

III. Announcements

A representative from Legal Aid shared information with the network on the general and HIV legal services they provide, which includes Ryan White and HOPWA housing services.

A representative from Poverello also mentioned that they collaborate with other organizations to distribute food through their site, and if anyone is interested, they can reach out to Poverello.

IV. Adjournment

The meeting was adjourned at 10:05 am.

Next Meeting Date: June 6, 2023, at 9 am