



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: June 4, 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, Magaly Gousse

BRHPC: Jasmin Shirley

Broward Health: Absent

Broward House: Bobby Baker

Care Resource: Absent

Community Rightful Center: Olbeg Desinor, Venkata Patibandla, Roseline Louis

Latinos Salud: Richard Ortiz

Legal Aid: Kara Schickowski

MHS: Absent

Poverello: Brad Barnes, Thomas Pietrogallo

CQM & PCS Support Staff: Danielle Liao, Debbie Cestaro-Seifer, Michele Rosiere

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

I. Call to Order

The meeting was called to order at 9:06 am.

II. Welcome/Introductions

CQM Support Staff welcomed all attendees, outlined the meeting's goal, and facilitated individual introductions. They also updated the Network's contact list for the new fiscal year.

III. Case Conferencing and Health Insurance Continuation Program (HICP) Discussion

The Recipient's office wanted to have a general discussion about how agencies classify a case conference. A representative from BCOM defined case conferencing as a process in which case managers meet with other service providers or have multidisciplinary meetings. A representative from BRHPC stated that it's either a case conference with a provider agency or a case manager and/or peer involved in the client's care as it relates to Centralized Intake and Eligibility Determination (CIED). Broward House also defined case conferencing as case managers meeting with medical physicians, mental health professionals, or the care team.

The second discussion briefly overviews the Health Insurance Continuation Program (HICP). The Recipient representative spoke about having a more client-focused document that educates clients on their insurance plans, medical providers accepted under their plans, and client orientation around the HICP process. A representative from Poverello Center shared that the biggest challenge they see with clients is their experiences with high copays.

IV. FY2023-2024 Priority Setting and Resource Allocation (PSRA) Scorecards Data

The CQM Support Staff reported on the fiscal year 2023-2024 annual data in the form of Priority Setting and Resource Allocation (PSRA) scorecards for the Support Services Network. The purpose of the PSRA scorecards is to inform the PSRA committee of the utilization of these services and the allocation and expenditures for each service category. These scorecards contain data around service utilization, demographics, an overview of the Care Continuum data, and a breakdown of virally suppressed people.

For each Support Services category, the CQM Support Staff identified trends during the fiscal year 2023-2024. Some common trends seen across all the service categories were that the male subcategory comprised most of the population and the Black Non-Hispanic group. Regarding the Federal Poverty Level (FPL), most clients resided in the 300% and lower category.

CQM Support Staff discussed data issues surrounding retention in care and provided the Network a breakdown analysis of those virally suppressed from categories such as housing type and education.

V. Announcements

A representative of BRHPC had two announcements to share. The first announcement was about a new health insurance work group under Integrated Planning. The next meeting will be June 28th with more details to come. The second announcement was that open enrollment is provided year-round for clients who reside between 100% and 150% of the federal poverty level.

The Priority Setting and Resource Allocation (PSRA) committee is hosting a two-day workshop filled with different data from all the Parts and HOPWA. There will also be data on both epidemiological surveillance and the Ryan White Part A service categories.

VI. Adjournment

The meeting was adjourned at 10:09 am.

Next Meeting Date: September 3, 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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