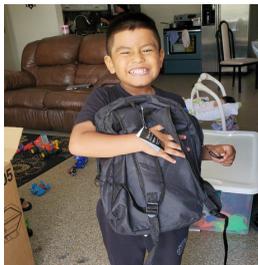




ANNUAL REPORT 2020-2021



BRHPC

*Transforming Our
Community's Health*

Broward Regional Health Planning is committed to delivering health and human service innovations at the national, state and local level through health planning, direct services, evaluation and organizational capacity building.

A Message From Our President & CEO



As the COVID-19 global pandemic has been affecting our daily lives for over a year, I am proud to work in a community where residents are eager to work together to improve the overall health and wellbeing in our community. Throughout the United States, we have been fortunate to see COVID-19 cases and transmissions decline since the availability and accessibility of the vaccine. This year has reminded us of the importance of disinfecting surfaces and staying home when sick in order to flatten the curve during this public health crisis. We are all in this together!

I would like to extend my gratitude to the staff at BRHPC for their continuous efforts in creating a safe and healthy work environment by disinfecting workstations, maintaining social distance, wearing masks, washing their hands for at least twenty seconds and staying home when they do not feel well. Overall, I am proud of the team at BRHPC for overcoming extraordinary conditions the pandemic presented us with, for coming to work every day and being a vital asset to our community. Our Human Resources Department has done a tremendous job developing, continuously updating and distributing our Pandemic Policy, Mitigation Plan and Telehealth Policy to all staff as updates are constantly being made. Thank you all for following safety guidelines, supporting our clients and embracing various technology platforms to maneuver through the challenging times of the COVID-19 pandemic. Moving forward, we will continue to implement these strategies and techniques into the work we do.

As recommended by the Centers for Disease Control and Prevention, the World Health Organization and local health officials, I highly advise that everyone get vaccinated in order to protect yourself, your family and those around you as soon as possible. The vaccine is helping us return to a normal pre-pandemic lifestyle, along with all of the special moments we have been missing out on. The South Florida “I Did It” Campaign has helpful resources and communication toolkits regarding the importance of vaccination, including vaccine safety. The campaign can also answer any questions or concerns regarding the vaccine. This campaign is led by the Health Foundation of South Florida in partnership with Broward County and Miami-Dade County, as well as their respective Health Departments. To learn more about the South Florida campaign or to find a vaccination site near you, visit: www.Ididitsfl.com. This initiative is a true example of all that can be accomplished through the collaboration of community partners.

I am extremely grateful to all of our funders, who have been supportive while transitioning our communication methods to telehealth during the pandemic. This has been instrumental to the work we do and for providing resources, education and information to our clients in a safe and structured way.

A Message From Our President & CEO

Our funders helped to make this process seamless. Please join me by recognizing our outstanding funders: Broward Behavioral Health Coalition, Broward County, Broward County Board of County Commissioners, Children's Services Council, City of Fort Lauderdale, Florida Department of Health, Florida Department of Health in Broward County, Florida Healthy Start Coalition, Ounce of Prevention and United Way.

BRHPC continues to strive to ensure organizational sustainability while preserving affordable housing availability for Broward County residents with low and moderate income. BRHPC has maintained two properties for over two years that include ten apartments, one duplex in Hollywood and one 8-unit apartment building in Oakland Park. All units in both properties have impact windows, impact doors and new roofs.

BRHPC's online statewide Health Data Warehouse is an analytic engine, which provides specific analysis by Health Planning District or County. We appreciate all of the hospital and county districts for their continuous support and dedication to these modules by providing updates on a monthly basis. These reports provide a variety of data that include medical services, health indicators, medical facilities utilization, financial and demographic data for hospitals and nursing homes. This system has served as a model for the entire State.

Over the past six years, I have been honored to participate in the Sun Sentinel's South Florida 100 weekly panel discussion which is comprised of the most influential and knowledgeable leaders in government, politics and culture. I am delighted to continue this journey with my fellow colleagues on discussing past and future stories of the week and what we envision will make the headlines of the paper in the weeks to come. Congratulations to all new members that have been selected this year. To view the discussion panel, visit SunSentinel.com/100 every Sunday.

I am excited to welcome Peter Powers, Alexander Fernandez and Venessa Walker as new members of our Board of Directors. Each of them bring a wealth of knowledge to the Council and we look forward to them joining the work of our agency as we strive to improve the health and well-being of our community.

As I have just marked my twentieth year at BRHPC, I could not be prouder of the level of sophistication, satisfaction and knowledge our funders, Board of Directors, community partners and staff bring to the organization. Thank you for working together to transform our community's health in the right direction.

Sincerely,



Mike De Lucca, President & CEO

2021 Florida State Health Assessment Provider & Resident Surveys

WE WANT TO HEAR FROM YOU

The Broward Regional Health Planning Council, along with all of the local health councils in Florida, is working with a diverse array of partners to develop the **2021 Florida State Health Assessment and the 2022-2026 Florida State Health Improvement Plan**. A major component of this process is to gather the perspectives of Florida residents, as well as those who provide, coordinate or manage health care for Florida residents.

RESIDENT SURVEY

The Resident Survey is now available through August 31, 2021. The survey is completely anonymous and available in English, Spanish, Creole, and Braille.

The survey results will help us identify key health issues and how to best address them. Please assist us by completing the survey, sharing the survey, and asking your friends and family to complete and share the survey too!

[Click Here](#) or *Scan the QR Code to take the Resident Survey!*



PROVIDER SURVEY

If you are a provider or someone who provides, coordinates, and/or manages health care for the residents of Florida, your input is critical. Please complete the Provider Survey and share among your network and other providers.

This survey is completely anonymous and will be available through August 31, 2021.

[Click Here](#) or *Scan the QR Code to take the Provider Survey!*



About Broward Regional Health Planning Council

THIRTY-NINE YEARS IN OPERATION

Broward Regional Health Planning Council, Inc. (BRHPC), a not-for-profit, was established in 1982 under Florida Statute (408.033) as the legislatively designated Broward County local health planning entity. BRHPC is committed to delivering health and human service innovations at the national, state and local level through planning, direct services, evaluation and organizational capacity building. For 39 years, BRHPC has been a leader in identifying critical health and human services needs in the community and finding solutions to address these needs with its community partners.

COA-ACCREDITED

BRHPC maintains national accreditation through the Council on Accreditation (COA). COA accreditation demonstrates accountability in the management of resources, sets standardized best practice thresholds for service and administration, and increases organizational capacity and accountability by creating a framework for ongoing quality improvement.

DIRECT SERVICES

With a budget of approximately \$73 million, BRHPC demonstrates excellence through the delivery of quality services and programs that meet the needs of uninsured and underinsured low-income Broward County residents from infants to the elderly. These services include: Maternal and Child Home Visitation, HIV/AIDS Planning, Quality Assurance, Eligibility, Housing Assistance, Health Promotion, Disease Prevention, Substance Abuse/Mental Health, and Forensic Re-integration. BRHPC provides coordinated, efficient, cost-effective and client-centered services with a diverse workforce. BRHPC staff consists of over 100 culturally competent multilingual professionals fluent in English, Spanish, Creole, French, and Portuguese.

PLANNING SERVICES

Through planning activities, BRHPC collects data and conducts analyses and studies related to health care needs of the district, including the needs of medically indigent persons. Planning services also assist hospitals, nursing homes, community agencies and other state agencies in carrying out data collection activities. BRHPC also provides expert services in the development of Community Health Needs Assessments and comprehensive plans. BRHPC has the capacity to gather up-to-date data, conduct focus groups, integrate hospital-specific data sets, and include customized reports per clients' needs and requirements. BRHPC developed and manages the nationally recognized web-based Florida Health Data Warehouse, which allows users access to a wide variety of health-related data sets, including AHCA's inpatient admissions and emergency department data, chronic disease data, diagnostic related groupings (DRGs), and prevention quality indicators for adults and children (PQIs and PDIs).

About Broward Regional Health Planning Council

CAPACITY BUILDING

BRHPC expands its staff and volunteer competency base and contributes to the growth and development of other community entities through its publications, staff development/internship programs, and administrative services. These activities allow BRHPC to pursue planning, evaluation and capacity building, as well as provide technical assistance and service activities in furtherance of its mission and in support of sustainability and growth opportunities.

CONTINUOUS QUALITY IMPROVEMENT

BRHPC upholds a culture of continuous quality improvement through its transparent processes that engage the BRHPC Board of Directors, managerial and supervisory staff and stakeholders. BRHPC strives to eliminate barriers to achieve accountability through the agency-wide scorecard system monitoring of well-defined program and process outcomes for all programs and departments including HR, Finance, and IT.

FISCAL VISABILITY

BRHPC takes pride in its 39 years of service history of strong fiscal management and experience in administering multimillion-dollar cost reimbursement and unit-based contracts. With the strong commitment and dedication of its staff, administration and governing Board, BRHPC is positioned to strengthen and grow its ability to address needs of the community.

VISION FOR INNOVATION

BRHPC understands that technology is a game changer in human services. Web-based data systems are strategically developed and improved to ensure effective case management and public access. Its efforts were recognized in the Online Journal of Public Health Informatics for the development and implementation of its Clinical and Business Intelligence System. BRHPC also maintains a strong social media presence on Facebook, Twitter, LinkedIn & Instagram and participates in the Sun Sentinel South Florida 100.

ORGANIZATIONAL STABILITY & AFFORDABLE HOUSING OPPORTUNITY INITIATIVE



BRHPC strives to ensure organizational stability while preserving affordable housing availability for Broward County residents with low and moderate income. BRHPC has maintained two properties for more than two years, one duplex



in Hollywood (photo on the left) and one 8-unit apartment building in Oakland Park (photo on the right). Both properties have impact windows, impact doors and new roofs.

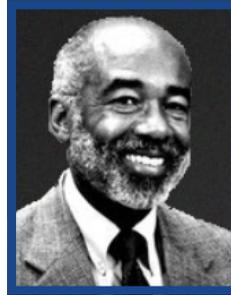
Board of Directors



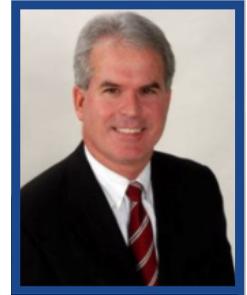
Barbara S. Effman
MPH
Chair



John A. Benz
MBA
Vice Chair



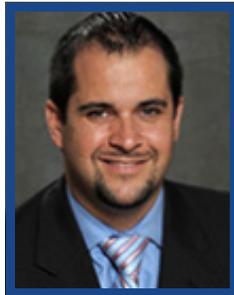
Samuel F. Morrison
BA, MLS
Secretary



Mark Dissette
MBA
Treasurer



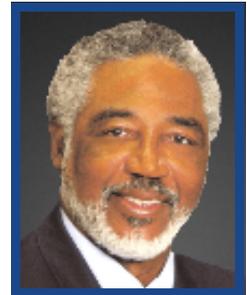
Pamela B. Africk



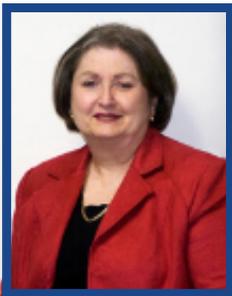
Osmel Delgado
MBA, PharmD, FASHP



Alexander Fernandez
MBA, CPA



Albert C. Jones
MA



Leilani Kicklighter
MBA, ARM, RN



Peter Powers
MBA, FACHE



Venessa E. Walker
DC



Cary Zinkin
DPM

Map of Services

DIRECT SERVICES

Family Strengthening

- Healthy Families Broward
- Nurse-Family Partnership

Eligibility, Housing & Insurance

- Centralized Intake & Eligibility Determination
- HOPWA: Short-Term Rent Mortgage/Utilities; Permanent Housing Placement; Case Management; Tenant Based Rental Voucher
- Health Insurance Continuation Program
- PrEP

Substance Abuse & Mental Health

- Competency Restoration Training
- Post-Arrest Diversion
- Forensic Hospital Diversion
- Forensic Hospital Commitment

PLANNING

Data Warehouse

- Hospital and Nursing Home Utilization
- Prevention Quality Indicators
- Pediatric Quality Indicators
- Emergency Department Utilization
- Self-Inflicted Injury
- Disease Related Groups
- Chronic Conditions

Planning

- Certificate of Need
- Evaluation
- Community Health Needs Assessment
- Point-in-Time Homeless Count
- Broward County Health Profile

HIV Planning

- HIV Planning Council
- HIV Clinical Quality Assurance

CAPACITY BUILDING

Publications

- Broward County Health Plan
- Fact Sheets
- Broward Benchmarks
- Broward County Trauma Plan
- Special Needs Study
- Infographics

Staff Development, Volunteerism & Internships

- Workforce Development Series
- Training Opportunities
- Internship Opportunities

Administrative Services

- Live Scan Level II Background Screening
- Human Resource Support
- Legal Oversight
- Insurance Benefit Management System
- Health Insurance Co-pays/Deductibles
- Property Management

Healthy Families Broward

ABOUT THE PROGRAM

Healthy Families Broward (HFB) is recognized by Prevent Child Abuse America/Healthy Families America as a nationally credentialed multi-site program based on over 20 years of research. BRHPC is a certified, accredited provider of the Healthy Families Broward Program in Broward County. It is a voluntary home visitation program designed to prevent child abuse and neglect by promoting positive parenting practices and knowledge of child development, health and safety through modeling of appropriate parent-child interaction, sharing parent-child activities, use of curricula and regular screening of target children. Potential participants are assessed for risk factors impacting healthy child development and associated with child abuse and neglect, such as low income, higher rate of child protective services involvement, low education attainment, limited support system and lack of self-sufficiency.

The program serves families identified as being “at-risk” with children 0-5 years of age. A participant may enter the program during the pregnancy stage or within 90 days of the child’s birth. A well-trained para-professional conducts visits at least once a week for the first six months and then on a diminishing schedule. The role of the home visitor is to build a social connection with parents to reduce isolation and increase parents’ positive connection to their child(ren) and the community.

PARTNERS/COLLABORATORS

Partners and collaborators with Healthy Families Broward services are delivered through a collaborative effort with BRHPC as the lead entity. Subcontracts are in place for two teams to provide services through the following agencies: Healthy Mothers, Healthy Babies and Kids In Distress (KID) Inc. A partnership with Broward Health, Holy Cross and Memorial Regional Hospital is in place to screen expectant mothers and parents for eligibility. Agreements are also in place with Healthy Start Coordinated Intake & Referral (CIR) System and Florida Department of Health in Broward County for daily referrals. Healthy Families Broward has strong community support from the Children’s Services Council of Broward County (CSC), United Way of Broward County, Community Care Plan (CCP), Early Learning Coalition of Broward County and many others that contribute to the success of our program and the families served in Broward County.

At Healthy Families Broward there is always a focus on encouraging parent child interaction (PCI), and the importance of family engaging and bonding. We continue to spotlight our resilience families and amazing Family Support Workers (FSW) each day.

Healthy Families Broward

CLIENTS SERVED DURING 2020-2021FY

- 1,044 individuals
- 849 Families

PROGRAM HIGHLIGHT



HFB families participate in fun and educational activities brought to them in a safe manner to enjoy while in the comfort of their homes. The daily reminder of the importance of family bonding time and parent/child interaction (PCI) is key to building a healthier child and brain development. This is what makes the program great. This was all done through the initiative made possible with game donations from Big Brothers Big Sisters Miami supporting families in Broward County. Because of generous support and donations like this, the program is able to provide HFB families with a variety of game night activities.

CLIENT TESTIMONIAL



"I heard about the Healthy Families Broward Program during a difficult time of my pregnancy and COVID-19 at the same time. I got news that my daughter would have down syndrome, but I was thankful to have Archeline Petit Homme as a Family Support Worker (FSW) who was there to give me direction. She is patient and a big help for my children and myself. I learned about daily do's and important milestones for my child with the Ages in Stages Questionnaire (ASQ's). I am so very thankful for the knowledge

I have gained and will continue to learn. After one year, I am back to school and my five year old child started VPK in February. My one year old has been the hero of the month at Children's Diagnostic Treatment Center (CDTC). Having Archeline in our home is a blessing and my children love her. Thank you Healthy Families Broward and to the donors of the program who always put a smile on my children's faces during the holidays. A special thank you to Archeline who was the face to represent Healthy Families Broward in a positive way."

Healthy Families Broward Child Maltreatment Indicators 2020-2021			
90% of target children enrolled six months or longer will be linked to a medical provider.	99%	95% of children in families who complete the program shall have no "verified" findings of child maltreatment within 12 months after completion.	100%
90% of primary participants enrolled in the project six months or longer will be linked to a medical provider.	100%	95% of the children in families participating in the program for more than six months shall have no "verified" findings of child maltreatment during their participation.	100%

Nurse-Family Partnerships

ABOUT THE PROGRAM

The Broward Nurse-Family Partnership (NFP) services are delivered through a partnership between BRHPC and the two hospital districts in Broward: Memorial Healthcare System and Broward Health. The program is supported through Maternal Infant Early Childhood Home Visiting Initiative (MIECHV) funds which are administered by the Florida Association of Healthy Start Coalitions. Oversight of the model fidelity is provided by the Nurse-Family Partnership National Service Office. Through ongoing home visits from registered nurses, low-income, first-time moms receive the care and support they need to have a healthy pregnancy, provide responsible and competent care for their children, and become more economically self-sufficient. From pregnancy until the child turns two years old, Nurse-Family Partnership Nurse Home Visitors form a much-needed, trusting relationship with the first-time moms, instilling confidence and empowering them to achieve a better life for their children and themselves.

CLIENT TESTIMONIALS



Appreciation of Supplies

"I want to thank my nurse and the organization for donating the car seat and hurricane supplies to me. You have been giving me so much information about becoming a mother and the organization has been a big help to me. I want to say thank you." - C.P.



Grateful for the Program

"I am very grateful for NFP and their generosity during this season that we all know can be unpredictable. The box of diapers personally came at such a needed time and having the canned foods and flashlights gives me security to face any storm or hurricane that may come during this season. Thank you so much!!" - S.O.

Nurse-Family Partnership Outcome Indicators 2020-2021

Program capacity (Target: 90%)	96%	% Women screened within 6 months of enrollment for Domestic Violence	100%
Participants enrolled prior to 28 weeks gestation (Target: 100%)	100%	% Children who received a developmental screening	91%
Mean number of months women employed following birth of infant (Target: 8 months from 13 to 24 months)	9	% Children with a report of suspected maltreatment	0%
Women enrolled during pregnancy and who initiated breastfeeding (Target: 60%)	93%	% Children with a substantiated report of maltreatment	0%

Centralized Intake & Eligibility Determination

ABOUT THE PROGRAM

Centralized Intake & Eligibility Determination's (CIED) core functions include determining eligibility for Ryan White Part A services and/or third-party payers. CIED also provides information and referrals for services for clients who are seeking medical and supportive services. CIED services include a centralized intake, eligibility, enrollment and information/referral process for all Ryan White Part A funded services. CIED serves as the single point of entry for Persons Living with HIV and AIDS (PLWHA) who are residents of Broward County.

This program is funded by Broward County Board of County Commissioners. Our specialized staff provides information and assistance in obtaining medical care and other core and supportive services. Expected benefits for Persons Living with HIV/AIDS (PLWHA) include:

- Elimination of the need to complete applications for each Ryan White Part A service provider
- Expanded 3rd party benefits through application and enrollment assistance
- Reduction in delays and barriers to access HIV-related care and treatment
- Immediate access to all Part A medical and support services in one application

CLIENT TESTIMONIALS

- “I was very thankful for the staff here.”
- “Awesome!”
- “Thank you!”
- “Intake worker was very patient with me and very courteous and I appreciate her. Need more like her. Thanks”
- “The program is very good. I have not had any problems from the first time I started that was back in 1998. Thank you. God Bless.”
- “Lisa is fabulous. All people that work here are amazing!”
- “Since my diagnosis in 2017, I am fortunate to have very helpful, informative people at my disposal. Thank you everyone!”
- “Keep up the good work!”
- “I was very thankful for the staff here.”
- “Thank you so much, Ms. Beckford. Your’re the best. Thanks so much.”

NUMBER OF CLIENTS SERVED

7,794 CIED Clients

Centralized Intake & Eligibility Determination

ONLINE ELIGIBILITY



BRHPC provides Part A online eligibility, allowing clients to complete recertification without traveling to a physical intake location. To date there have been over 2,462 online user accounts created. BRHPC has interagency and out-posting agreements with approved Ryan White Part A Providers. CIED provides RW Part A eligibility at thirteen RW Provider locations and the BRHPC main office in Hollywood.

Provider	Location	Hours of Service
BRHPC	200 Oakwood Lane Hollywood	M, W, F 8:30 - 6
AHF North Point	6405 N. Federal Hwy, Ft Laud	M, T, Thurs, Fri 8:30 - 5
AHF Oakland Park	1164 W. Oakland Park Blvd	Wd 8:30 - 5
AHF Fort Laud	700 SE 3rd Avenue	Thurs 8:30 - 5; Fri 8:30 - 5
BCFH Pompano	168 N. Powerline Rd	M 8:30-5; Tues 9:30 - 6
Broward House	2800 N. Andrews Ave	Tues - Fri 8:30 - 5
Care Resource	871 W. Oakland Park Blvd. Ft Laud	M, W-F 8:30 - 5
CDTC	1401 S. Federal Hwy, Ft Laud	T & TH 8:30 - 5, W 1 - 5*
Broward Health	1101 NWP 1 Street Ft. Laud	M, W, TH 8:30 - 5, F 8:30 -12
Memorial	5647 Hollywood Blvd, Hollywood	M, T, W, Th 8:30 - 5
FDOH (ADAP)	205 NW 6th Ave, Pompano Beach	M, W, F, 8:30 - 5*
Poverello	2200 NE 12th Ave, Wilton Manors	M-F 8:30 - 5
Broward Health	1111 W. Broward Blvd	Tues & Fri 8:30 - 5
FDOH (ADAP)	2421 SW 6th Ave, Ft Laud	M 9:30 - 6; T-F 8:30 - 5*

* Eligibility Specialists are not currently out-posted at these locations due to COVID-19.

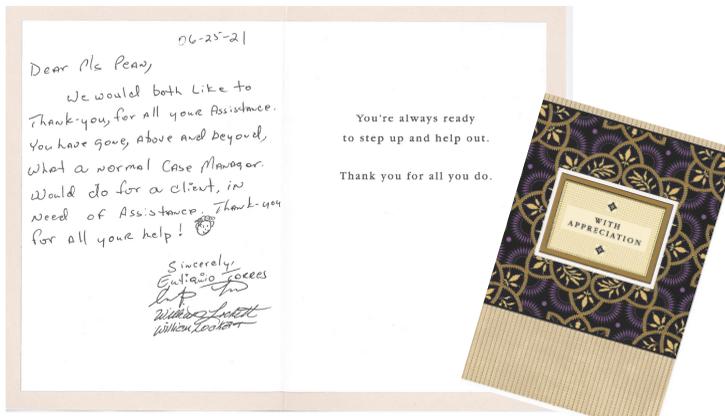
Housing Opportunities for Persons with AIDS

ABOUT THE PROGRAM

The Housing Opportunities for Persons with AIDS (HOPWA) program offers housing assistance through its programs for vulnerable individuals and families who are at-risk for homelessness or who are already homeless. Our target population - Low and Moderate Income Persons Living with HIV/AIDS (PLWHAs) throughout Broward County.

- **Short Term Mortgage Rent Utilities (STRMU)** - The goal of STRMU assistance under the HOPWA program is to provide short-term, stabilizing interventions to HOPWA eligible households experiencing a financial crisis because of their HIV/AIDS health condition or a change in their economic circumstances.
- **Permanent Housing Placement (PHP)** - PHP is an eligible supportive service activity under the HOPWA program, the goal of which is to help establish permanent residence when continued occupancy is expected. PHP offers financial assistance in the form of first and last month's rent and/or utility deposits to move into a new housing unit that meets the Department of Housing and Urban Development (HUD's) habitable standards.
- **Tenant Base Rental Voucher (TBRV)** - TBRV is a program that helps individual households, rather than subsidizing rental projects. The TBRV assistance moves with the tenant - if the client no longer wishes to rent a unit; the client may take the voucher and move to another rental property in Broward County. Also, the level of TBRV subsidy varies case by case. The program takes into consideration the entire household income, the unit size, and the Fair Market Rent standards. Once all those factors are met, the program will pay a portion of the rent, with the client paying the remaining balance.

CLIENT TESTIMONIAL



Housing Opportunities for Persons with AIDS

PROGRAM HIGHLIGHTS

The Tenant Based Rental Voucher program is proud to announce the program currently has another client that has reached self-sufficiency. The client has maintained his income for the past six months and has graduated from the TBRV program. The TBRV team is very proud of the client's success and is currently working closely with other clients to achieve those same goals. The TBRV Program was able to select the next eligible applicant from the waiting list and is nearing selection of three more eligible applicants.

NUMBER OF CLIENTS SERVED DURING OCTOBER 2020 - MARCH 2021

- STRMU/PHP Unduplicated Clients - 212
- TBRV Clients - 86
- Total number of persons who benefit from assistance (households) - 375

PARTNERS/COLLABORATORS

BRHPC has collaborative relationships with all HOPWA providers and other local HIV/AIDS service providers. BRHPC also collaborates with Consolidated Credit.

HOPWA Outcome Indicators, 2020-2021

PHP/STRMU		TBRV	
90% of Grievances upheld by the City	100%	75% of clients that access an ongoing source of income	93%
90% of STRMU applications completed within 10 business days	98%	90% of clients that maintained stable housing	100%
90% of STRMU applications completed within 10 business days	100%	80% of clients with completed Housing Stability Plans	100%
100% of clients with completed Housing Stability Plans	100%	90% of clients that remain compliant with TBRV program rules	100%
100% of PHP properties with Housing Quality Standard Inspections	100%		

Health Insurance Continuation Program

ABOUT THE PROGRAM

The Health Insurance Continuation Program (HICP) provides financial assistance to clients who meet program criteria of residency, income and health status. Health insurance plans are identified by the AIDS Drug Assistance Program (ADAP) and the Ryan White Program. Financial assistance is offered for Broward County eligible individuals living with HIV to maintain optimal health outcomes. The goal of HICP is to help clients with financial assistance to maintain health insurance coverage, go to medical providers of their choice and receive preventive health care through their chosen Affordable Care Act (ACA) Marketplace health insurance plan.

Each client enrolled in the HICP program is eligible for \$6,500 in annual assistance for out of pocket and deductible cost for their respective insurance plan. The target population includes all Ryan White Part A clients that have an income between 250% and 400% of the Federal Poverty Level. During the FY 2020-2021, clients had the option of selecting and enrolling in 1 of 25 different ACA Marketplace health insurance plans. The ACA enabled clients to select a plan based on medical providers, medications on approved formularies and geographic location of medical providers and pharmacies. The Health Insurance Continuation Program is funded by Broward County Board of County Commissioners.

CLIENT TESTIMONIALS

HICP provides payment assistance to eligible clients on the day of service. After updating a client on the payment status of his submitted medical bills, the client had this to say, "The service that the HICP team provides is invaluable and I truly appreciate the program." – HICP satisfied client

NUMBER OF CLIENTS SERVED

935 Clients

HICP Outcome Indicators, 2020-2021

100% of premium payments are made on or before the due date.

100%

100% of clients will have proof of payments documented in client's record.

100%

Substance Abuse & Mental Health

SERVICES PROVIDED

The Post-Arrest Diversion program seeks to divert individuals with serious and persistent mental illness and a history of non-violent 3rd-degree felony charges from the criminal justice system and into a structured, outpatient treatment protocol. Determination of program eligibility is a collaborative effort between the State Attorney's Office, the Public Defender's Office and the Mental Health Diversion Program.

Competency Restoration Training services are offered to over 230 clients who have been found Incompetent to Proceed with court proceedings due to their mental health status. Training sessions are provided at multiple locations: the BRHPC office, residential programs in the community and in the jails. At the end of a training series, clients are re-evaluated to determine level of competency and risk factors.

The Forensic Hospital Diversion/Forensic Hospital Commitment program coordinates care for Broward County clients in facilities throughout Florida: South Florida Evaluation and Treatment Center, South Florida State Hospital Miami-Dade County, Treasure Coast Forensic Treatment Center in Martin County, North Florida Evaluation and Treatment Center in Gainesville, Northeast Florida State Hospital in Macclenny near Jacksonville and Florida State Hospital in Chattahoochee in the Florida panhandle. Our team has successfully diverted more than 10 forensic hospital commitments in the last year to reside in the community. The SAMH Programs are funded by Broward Behavioral Health Coalition and Broward County Board of County Commissioners.

NUMBER OF CLIENTS SERVED

2,000+

SUCCESS STORY

Congratulations to both of our Nova Southeastern University Program Coordinators who have successfully matched their internships outside of the State of Florida thanks to the training they received at BRHPC over the past two years. On behalf of the agency, we wish them success and growth on their new chapters!

PROGRAM ENDING

BRHPC did not re-apply for the Mental Health and Substance Abuse Services for Competency Restoration, Moral Reconciliation and Post Arrest Diversion Programs. BRHPC is grateful for the opportunity to provide mental health and substance abuse services over the past two decades and we pride ourselves on the delivery of quality services and programs that meet the needs of the entire community. We wish Fellowship House much success as they take on this new endeavor.

Health Data Warehouse

BRHPC FLORIDA HEALTH DATA WAREHOUSE

BUSINESS INTELLIGENCE System

Financial Data

Demographic Data

About

Medical Services/DRGs Database

Hospital Inpatient Data

Prevention Quality Indicators (Adults)

Pediatric Quality Indicators (Children)

Chronic Conditions

Self Inflicted Injuries

Emergency Department Data

Emergency Department (Preventable/Avoidable)

Emergency Department (Acuity/Severity)

Medical Facilities Utilization Reporting Database

Broward Regional Health Planning Council's **Health Data Warehouse** is an analytic engine which provides specific analysis by Health Planning District or County. Modules that are available include:

- Medical Services/DRGs
- Health Indicators (which includes data on Prevention Quality Indicators, Pediatric Quality Indicators, Chronic Conditions, Self-Inflicted Injuries, Emergency Department (preventable/avoidable) and Emergency Department (acuity/severity))
- Medical Facilities Utilization
- Financial Data
- Demographic Data

The Health Data Warehouse databases continue to provide community members with access to vital health planning and policy-making data. The warehouse functionality was updated extensively to include broader querying ability. The hospital utilization data improves upon a manual reporting system that BRHPC administered for over 38.5 years. The Data Warehouse combined with qualitative data, was also used in creating Community Needs Assessments based on the 990 IRS requirements for several local hospitals. For more information about the system or inquiries regarding a subscription, email utilization@brhpc.org.

Needs Assessment



2021 Community Health Needs Assessment Report

Broward County, Florida



Prepared by:
PRC, Inc.
11326 P Street Omaha, NE 68137-2316
www.PRCCustomResearch.com

2019-0148-02
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BRHPC has access to a myriad of local data sets to facilitate the process of conducting a Community Health Needs Assessments that allows agencies and hospitals to ensure compliance with IRS 990 requirements.

In the process of conducting a Community Health Needs Assessments, quantitative and qualitative data sets from primary and secondary sources are gathered and studied. These elements are considered in the prioritization of issues, goal setting and integration into strategic planning for Broward County. As part of the process, each hospital convenes a Community Advisory Council to guide the process, review the data, identify unmet needs/service gaps, and prioritize needs. BRHPC presents the findings in final reports.

Health Profile

2020 Broward County Health Profile



BRHPC annually publishes the Broward County Health Profile which provides a synopsis of Broward County health indicators. It is a compilation of statistics at the county and state levels including population demographics, socioeconomic factors, leading causes of death, maternal and child health, healthcare access and prevention quality indicators.

The Health Profile assists local organizations and social services programs with identifying the services being utilized and where there are deficiencies in the healthcare delivery system in Broward County. The Health Profile is updated annually and made available on BRHPC's website. The information is targeted to community members as well as leaders in local governments, healthcare administrators, healthcare providers, healthcare funders, healthcare researchers, consumers and stakeholders.

Certificate of Need

BRHPC has overseen the Certificate of Need (CON) Program for Broward County since its establishment in 1982. The Florida Agency for Health Care Administration website describes the program as follows. The CON program is a regulatory process that requires certain health care providers to obtain state approval before offering certain new or expanded services. CON Batching Cycles are posted on the BRHPC website, www.brhpc.org.

PARTNERS/COLLABORATORS

BRHPC collaborates with all healthcare facilities planning to establish or expand their services in Broward County.

Hospital Facilities and Hospice 1st Batching Cycle - 2021

Description	Dates*
Summary Need Projections Published in F.A.R.	2-05-21
Letter of Intent Deadline	2-22-21
Application Deadline	3-31-21
Completeness Review Deadline	4-07-21
Application Omissions Deadline	4-28-21
Agency Initial Decision Deadline	6-18-21

Nursing Homes and ICF/DDS: 1st Batching Cycle - 2021

Description	Dates*
Summary Need Projections Published in F.A.R.	4-02-21
Letter of Intent Deadline	4-19-21
Application Deadline	5-19-21
Completeness Review Deadline	5-26-21
Application Omissions Deadline	6-16-21
Agency Initial Decision Deadline	8-13-21

Hospital Facilities and Hospice 2nd Batching Cycle - 2021

Description	Dates*
Summary Need Projections Published in F.A.R.	8-6-21
Letter of Intent Deadline	8-23-21
Application Deadline	9-29-21
Completeness Review Deadline	10-06-21
Application Omissions Deadline	10-27-21
Agency Initial Decision Deadline	12-17-21

Nursing Homes and ICF/DDS: 2nd Batching Cycle - 2021

Description	Dates*
Summary Need Projections Published in F.A.R.	10-01-21
Letter of Intent Deadline	10-18-21
Application Deadline	11-17-21
Completeness Review Deadline	11-24-21
Application Omissions Deadline	12-15-21
Agency Initial Decision Deadline	2-11-21

*Pursuant to 59C-1.008 (2) (a), the Agency shall publish in the Florida Administrative Register at least 15 days prior to the letter of intent deadline for a particular batching cycle the Fixed Need Pools for the applicable planning horizon for facilities in the applicable Agency rules contained in Rules 59C-1.034-59C-1.041 F.A.C.

Point-in-Time Homeless Count

ABOUT THE PROGRAM

A Point-in-Time (PIT) Homeless Count is a statistically reliable count of people experiencing homelessness during a 24-hour period typically within the last 10 days of January. The count includes both sheltered homeless (those living in emergency shelters or transitional housing) and unsheltered homeless (those living in places deemed not suitable for human habitation). Given the brief amount of time allotted for the actual count, the PIT count is intended to provide a snapshot of the state of homelessness in a given location in order to provide local, state and federal agencies with any necessary homeless data so that assistance funds may be allocated properly.

Aside from eligibility to compete for homeless funding, the PIT Count offers several benefits including being able to:

- Monitor trends of homelessness in our local area
- Support local efforts by identifying unmet needs and characteristics of the homeless
- Assist in development or redistribution of programs and services
- Raise community and political awareness of homelessness
- Measure if homelessness is being ended in a community



Due to the COVID-19 Pandemic, the PIT Count was done very differently in 2021. The safety of everyone involved was of the utmost importance. Surveyors were provided PPE's and handed out PPE's and hygiene kits to those surveyed. Law enforcement provided security for our teams at nighttime. This year's survey was condensed to 9 questions to decrease interaction time. Therefore, only the Housing and Urban Development (HUD) required data was collected. 100% of unsheltered surveys were completed on an app instead of paper surveys, which improved the efficiency.

The data showed an increase from 2,211 to 2,561 individuals experiencing homelessness this year. Showing this increase will allow Broward County to request additional funding from the Federal Government to provide more resources to those who need it most in our community.

HIV Planning Council & Clinical Quality Management

OVERVIEW

BRHPC began providing HIV/AIDS-specific services in 1990 at the inception of the Ryan White Care Act. Since then, BRHPC has coordinated activities for the Broward County Ryan White Part A HIV Health Services Planning Council (HIVPC) and the HIV Clinical Quality Management (CQM) program. The Council was created to provide planning, cost-effectively promote HIV/AIDS health services, and ensure that resources are available for health care agencies, reduce inefficiencies, and develop HIV-related health plans. The mission of the CQM Program is to ensure equitable access to a seamless system of high-quality, comprehensive HIV services that improve health outcomes and eliminate health disparities for people with HIV/AIDS in Broward County.

HIV HEALTH SERVICES PLANNING COUNCIL

The HIVPC marked its 30th year of providing and planning for services that meet the needs of people living with HIV. Broward County's position as one of the top-ranking counties for new infections means that the work of the Ryan White Part A program and the HIVPC is increasingly important. The focal points for the year were collaborations with other planning bodies to promote better health outcomes, completion of ranking services, allocating Ryan White Part A funds, and enhancing recruitment efforts. The Planning Council and its committees worked diligently with the County and local stakeholders to achieve these goals.



The year was marked by the global COVID-19 pandemic, which impacted in-person HIVPC meetings and community outreach efforts. The Council and committees commenced virtual meetings in May 2020 and completed the Priority Services Resource Allocation (PSRA) process for the March 1, 2021 - February 28, 2022 grant cycle. The System of Care Committee (SOC) met after a two-year hiatus and is responsible for identifying gaps in care and developing recommendations for improvements. The Community Empowerment and Membership Development Committees (CEC/MCDC) held their first combined meeting to address the Council's recruitment and

retention. The Council, challenged with maintaining a membership that reflects the HIV epidemic in Broward County, requested technical assistance from its federal funder and sought innovative approaches to increase recruitment and retention efforts, which will continue throughout 2021. Members of the HIVPC participated in the 2021 Florida AIDS Walk & Music Festival (April 24) and the Stonewall Pride Parade & Street Festival (June 19). The events, which had participation from hundreds of patrons, served as membership recruitment drives for the HIVPC. Members were able to engage with attendees, distribute promotional materials, and

HIV Planning Council & Clinical Quality Management

increase the visibility of the overall Planning Council. The Executive Committee brought together Broward County HIV Prevention Planning Council (BCHPPC) & South Florida AIDS Network (SFAN) to collaborate across planning bodies. The Council looks forward to new ventures into social media and continuing this valuable work for the community.

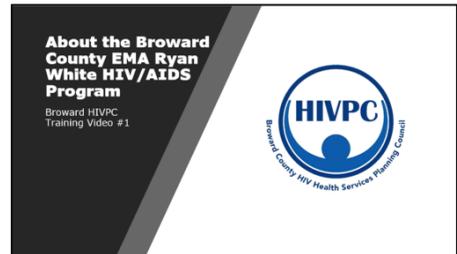
NATIONAL RYAN WHITE CONFERENCE PRESENTATION

BRHPC's Planning Council Support (PCS) and CQM staff participated in the 2020 National Ryan White Conference on HIV Care & Treatment. CQM support staff and a representative from the recipient's office presented Broward EMA Initiative to Increase Quality Improvement Capacity. The CQM Team was able to demonstrate that all agencies successfully completed a Quality Improvement Project (QIP) within the fiscal year, increased documentation of QIPs, involvement of consumers in quality, and ownership of the QIP process and the impact on health outcomes. The PCS staff's poster presentation highlighted the methodology used in a unique approach designed to engage diverse community members in combating the effects of HIV stigma through the Council's "Fighting Stigma through Fashion" event.

CLINICAL QUALITY MANAGEMENT

Provider Appreciation Week: Despite the challenges of operating through the pandemic, CQM Support Staff was able to continue honoring provider agencies for their work. The CQM Team facilitated a virtual Provider Appreciation Week in lieu of its Annual Network Retreat featuring short mid-day webinar learning sessions. The session topics were based on providers requests that were acquired via network evaluation surveys and were developed in coordination with the recipient. The topics varied and were designed to appeal to all providers and agencies.

QMC Video Launch: The Clinical Quality Management (CQM) program launched a four-part series of training videos for the Quality Management Committee (QMC). These videos serve as an orientation to QMC and the Broward County Ryan White Part A Program. Covering a range of topics relevant to Committee service, these videos provide a strong overview for new and prospective members to join QMC ready to work for the community.



Title Slide from QMC's Training Video #1

The QMC orientation videos are available on the HIVPC website and provide overviews of the Ryan White HIV/AIDS Program, Clinical Quality Management, Service Delivery Models, and Ryan White data. These orientation videos stand new members in good stead to join in on the Committee's work. Visit our site for more information about the Planning Council and CQM activities at <https://brhpc.org/hiv-planning-council/>.

Committee Facilitation

HEALTH CARE ACCESS COMMITTEE

BRHPC acts as facilitator for the Health Care Access Committee with the purpose to improve access to health care for the residents of Broward County. During committee meetings, outcomes and indicators are established, measured and reviewed. The members of the committee represent various facilities, agencies and/or departments within the County.

HEALTH SERVICES PLANNING COMMITTEE

BRHPC convenes the Health Services Planning Committee to ensure the updating and accuracy of the Broward County Health Plan and Fact Sheets published by BRHPC. Presenters are also invited to discuss current issues impacting the health of Broward County residents.

OTHER COMMITTEES

Broward Regional Health Planning Council staff members are involved with many committees throughout Broward County to improve health care access and outcomes for Broward County residents. A sampling of some of these committees includes: Steering Committee of Six Pillars Broward County, Nova Southeastern University and Florida International University Master of Public Health Advisory Committees, Coordinating Council of Broward Board of Directors, Everglades Area Health Education Center, Health Foundation of South Florida Board of Directors, Healthy Families Florida Advisory Committee, Leadership Florida Finance Committee, Sun Sentinel Celebrating Nurses Judging Committee, Florida Blue Foundation Consumer Health Grant Application Committee, American Heart Association Health Equity Committee, South Florida Media Coalition, Southeast Regional Domestic Security Task Force Health and Medical Function Work Group, Children's Services Council Steering Committee and Abuse and Neglect Committee, March of Dimes Program Services Committee, Teen Parent Advisory Committee among others.



Insurance Benefit Management System

ABOUT THE PROGRAM

BRHPC has developed and implemented an Insurance Benefit Management System (IBMS) to facilitate health insurance enrollments and premium payments for program eligible clients. These clients have been approved for premium assistance which is funded by the Florida Department of Health. Since going live, the IBMS has enrolled and processed premium payments for over 8,100 clients. The IBMS tracks eligibility and premiums for the Federally Facilitated Marketplace plans, employer sponsored health insurance and COBRA participants.

Since the beginning of the contract, BRHPC has paid premiums in excess of \$48 million and anticipates paying approximately \$85 million for the plan year. The IBMS provides reporting for enrollment and premium payments, as well as invoicing to insurance carriers and reimbursement from the State. The IBMS delivers real-time program eligibility and verification of active insurance coverage with marketplace insurance carriers. These features allow for the expeditious enrollment and payment for premiums which prevents access to care issues, reduces workload while minimizing human errors.

The IBMS continues to evolve by supplying improved reporting and furnishing a more user-friendly interface from the combination of experience gleaned from BRHPC's Finance, IT and Insurance teams. Recent additions have automated the process for those clients returning to care and have eliminated the need for a manual re-enrollment process. This is accomplished by the system automatically verifying premium and policy activation through the Federally Facilitated Marketplace and insurance carrier systems.

The IBMS is now automating monthly premium payments to Molina Healthcare by utilizing an SFTP with an administrator to verify premium payments and eligibility. These clients have been identified in the Molina system and flagged to prevent policy terminations for non-payment. A programmatic challenge that occurs when the clients' eligibility in the program expires for more than a month.

Additionally, the system now has improved reporting capabilities to track and identify clients who are non-compliant with program eligibility requirements. This allows our team to reach out to clients prior to their eligibility lapsing/policy terminating or, in the case where eligibility has expired, expedient re-enrollment into the program which insures continuity of care.

BRHPC has been providing insurance benefits management and premium payment services for Ryan White programs (including ADAP, Part A, and Part B) since 2004. BRHPC developed its proprietary IBMS after, unsuccessfully, attempting to work with external software companies to customize their software packages to meet the unique needs of the Ryan White Recipients and their clients.

Insurance Benefit Management System Continued

In 2019, BRHPC partnered with American Exchange to add capacity to BRHPC's insurance enrollment services. This partnership has been a great success in Florida and we are looking forward to expanding our partnership in neighboring states where American Exchange currently serves Ryan White clients. We are excited about the possibility of expanding our services to other state ADAP programs that do not currently have a not-for-profit provider of IBMS services as is intended by Ryan White Care Act legislation.

Broward County Trauma Plan

PLAN OVERVIEW

Since its inception in 1991, the Broward County Trauma Management Agency has continued to develop and implement strategies to ensure the citizens of Broward County are afforded a comprehensive, timely and uniform approach to trauma care.

In partnership with the Broward County Trauma Management Agency, a section of the Office of the Medical Examiner and Trauma Services, BRHPC develops the Broward County Five Year Trauma Plan and the Annual Trauma report for the Trauma Services Network. The Annual Trauma Report provides an overview of the operational functions of the County's trauma services

system and its components. The report addresses such issues as quality assurance, demographics, budgets and clinical statistics. The Agency is also responsible for injury prevention and outreach programs, including support for the "Take 5 to Stay Alive Don't Text & Drive" campaign. The Trauma Management Agency, in coordination with the Emergency Medical Services (EMS) Council is also responsible for pre-hospital and hospital compliance through monthly trauma quality review meetings, development and implementation of County-wide protocols including Stroke Protocols and Hospital Transfer Policies. The EMS Council is comprised of members representing hospitals, fire rescue, medical and nursing personnel, ambulance transport, both municipal and county representatives as well as a representative from BRHPC, appointed by the Broward County Board of County Commissioners.

Additionally, the Trauma Management Agency is responsible for the ongoing research of innovations in trauma services to ensure an efficient continuum of medical care in Broward County. The purpose is to strategize for the ongoing development, management and continual analysis of the County's trauma network and its impact upon the safety of Broward County's residents and visitors.



Broward County Health Plan

The Health Plan is a dynamic document, continually updated, to ensure availability of the most current information. It covers a vast spectrum of topics from labor force statistics to immunization rates, reflecting the broad scope of issues affecting public health, as well as highlighting the correlation between socioeconomics and community health. The Health Plan is divided into nine chapters to address the multifaceted healthcare system in Broward County as follows:

CHAPTER I: REGIONAL PROFILE provides demographic and socioeconomic indicators influencing health status and impacting availability of health resources that contribute to increasing utilization rates and decreasing availability of healthcare financing.

CHAPTER II: HEALTH STATUS outlines community health status through five broad health categories: Maternal and Child Health, Behavioral Health, Oral Health, School Health and Morbidity and Mortality.

CHAPTER III: HEALTH RESOURCES provides an overview of health resources currently available in Broward County.

CHAPTER IV: HEALTHCARE UTILIZATION provides healthcare utilization data. Broward County's diversity, as well as the seasonal fluctuations in population, can influence utilization.

CHAPTER V: HEALTHCARE FINANCING discusses the increasingly complex topic of healthcare financing. It outlines numerous sources of healthcare financing in Broward County and provides a brief description of healthcare funding.

CHAPTER VI: BENCHMARKS sets annual community health priorities, identifies community interventions, and measures progress attaining health improvements.

CHAPTER VII: THE HEALTH DATA WAREHOUSE explains and examines the Health Indicator modules from the Health Data Warehouse which include: 1) Prevention Quality Indicators/Avoidable Admissions; 2) Inpatient Chronic Conditions (ICD-9); 3) Suicide Incidence; 4) ED Acuity Stratification (CPT); and 5) NYU Algorithm ED Preventable/Avoidable Admissions.

CHAPTER VIII: GAPS ANALYSIS analyzes the potential impact of implementing a common eligibility program for publicly funded social services in Broward County and the surrounding metropolitan area. The analysis was based on four programs: 1) Earned Income Tax Credit (EITC); 2) Nutritional/Food Stamps Program; 3) Women, Infants and Children (WIC); and 4) Health Insurance.

CHAPTER IX: BEHAVIORAL HEALTH provides an overview of behavioral health status in Broward County.

Electronic Fingerprinting Services

In order to assist community agencies and providers in meeting legislative requirements of HB 7069, BRHPC acquired equipment with the capability to scan fingerprints electronically for Level II Background Screening, using Live Scan technology.

BRHPC offers Live Scan fingerprinting technology for Level II Background Screening for the Department of Children and Families (DCF), Agency for Health Care Administration (AHCA), Volunteer and Employee Criminal History System (VECHS), Elder Affairs, and the Department of Business and Professional Regulation (DBPR). Live Scan allows for electronic submission of fingerprint screens, with results within 24 to 48 hours, in comparison to the hard card fingerprint submission, which can take 4 to 6 weeks. Additional services such as photo submission to the AHCA clearinghouse are available at BRHPC.

BRHPC's fingerprinting clientele include hospital employees, guardian ad litem programs, doctors' offices, non-profit and social service agencies, colleges, universities and more.

To make an appointment, contact the BRHPC office at (954) 561-9681 Monday through Friday from 8:30AM to 4:30PM.

Fingerprinting clients must bring a valid ID and the identifying number for the organization requesting fingerprints (ORI, OCA). Cash or business check is accepted.

Location for fingerprinting services:

Broward Regional Health Planning Council
200 Oakwood Lane, Suite 100
Hollywood, FL 33020
954-561-9681

Located in the Oakwood Plaza across from the Regal Oakwood 18 Movie Theater.



Staff Training

Broward Regional Health Planning Council (BRHPC) is committed to providing all personnel with the supervision and training needed to perform their job functions at the highest possible level. BRHPC is committed to the enhanced staff development and growth of every employee through regularly scheduled and ongoing training and supervision. This provision of training and supervision is designed to improve professional and technical skills, increase staff use of and fidelity with evidence-based practices and further system of care utilization management and compliance. Examples of staff trainings include but are not limited to: Safety in the Workplace and in the Field, Service Delivery for the Deaf or Hard-of-Hearing, HIPAA and Confidentiality and Cultural Competency. All programs are required to complete trainings per their contractual requirements.

Volunteerism & Internships

BRHPC collaborates with local colleges, universities, and community agencies to offer internships and volunteer opportunities to upcoming professionals pursuing courses of study in the fields of Public Health, Public Policy, Human Services, Social Work and Administration. The goal is to create opportunities for individuals and students to develop new skills in a real world setting. Examples of volunteer and internship opportunities are listed below:

- Healthy Families Broward Community Needs Assessment by Zip Code
- Broward County Health Plan Internship
- Broward County Health Profile Internship
- Social Media

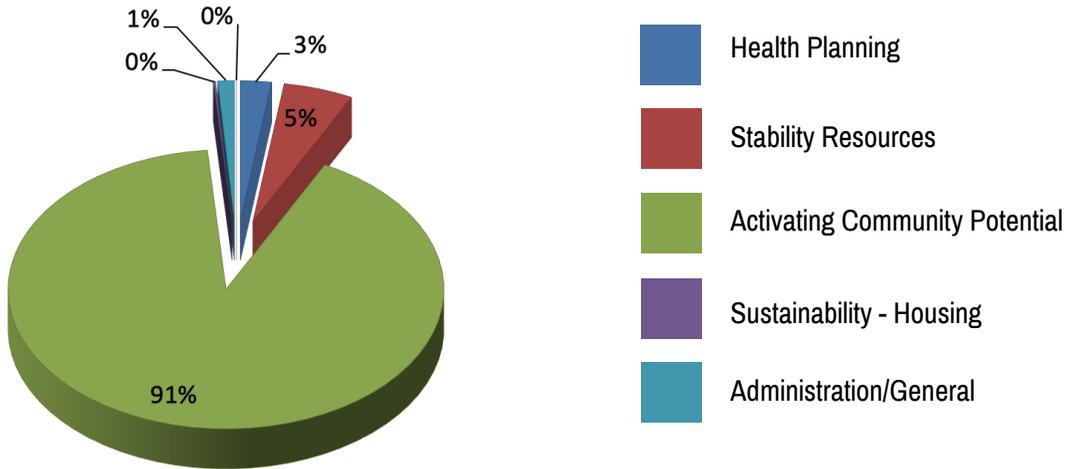


Summer Employment Program

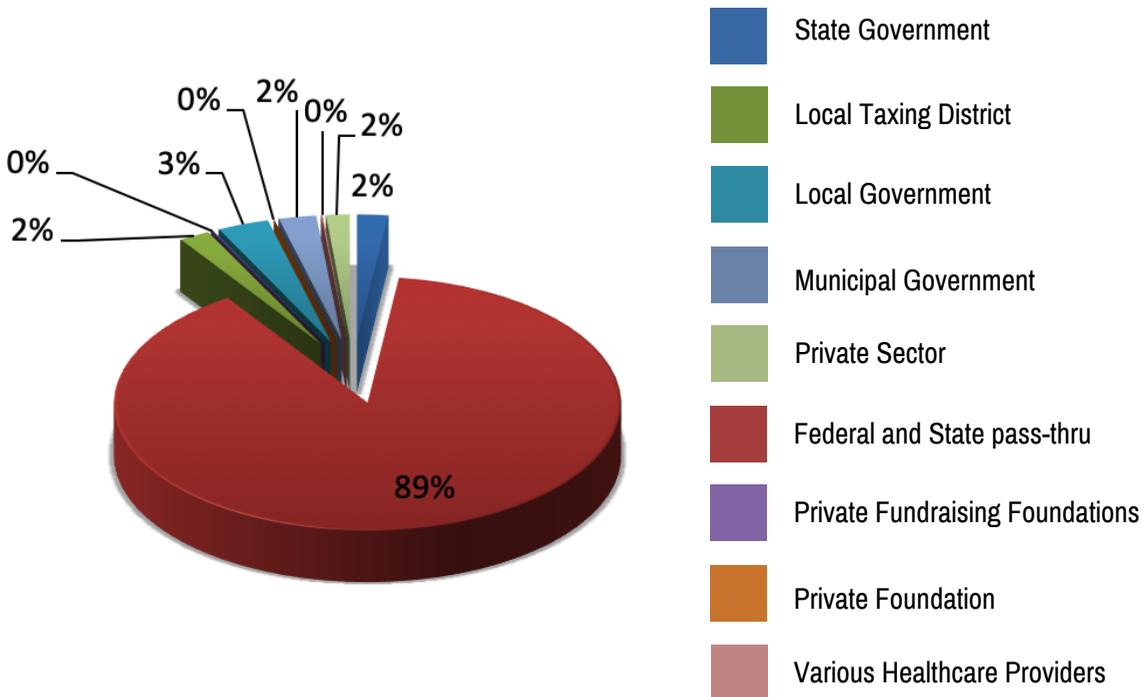
Every summer, BRHPC hosts a number of high school/college students for its Summer Employment Program. The main function of this program is to provide students with the opportunity to work in a real world environment while developing skills, such as time management, teamwork and organization. While participating in the program, students develop a professional portfolio which reflects performance evaluations, work samples, copies of certificates and testimonials from supervisors and managers. In addition, they learn resume writing, how to dress for success and participate in mock interviews. Students have the opportunity to sit in during committee meetings to be exposed to the decision-making and collaborative process in a committee setting. Due to COVID-19, BRHPC's Summer Employment Program has been cancelled this year with hopes of returning next year!

Fiscal Viability

AGENCY REVENUE BY SERVICE/PROGRAM FISCAL YEAR 2021



AGENCY EXPENSE BY SERVICE/PROGRAM FISCAL YEAR 2021





Broward Regional Health Planning Council (BRHPC) has achieved national accreditation for the second time on January 8, 2021, through the New York-based Council on Accreditation (COA). Organizations like BRHPC pursue accreditation to demonstrate the implementation of best practice standards in the field of human services. COA evaluated all aspects of BRHPC’s programs, services, management, and administration.

COA accreditation is an objective, independent, and reliable validation of an agency’s performance. The COA accreditation process involves a detailed review and analysis of an organization’s administration, management, and service delivery functions against international standards of best practice. The standards driving accreditation ensure that services are well-coordinated, culturally competent, evidence-based, outcomes-oriented, and provided by a skilled and supported workforce. COA accreditation demonstrates accountability in the management of resources, sets standardized best practice thresholds for service and administration, and increases organizational capacity and accountability by creating a framework for ongoing quality improvement.

BRHPC upholds a culture continuous of quality improvement through its transparent processes that engages the BRHPC Board of Directors, managerial and supervisory staff and stakeholders. During BRHPC’s monthly Performance Quality Improvement committee meetings, various elements impacting performance outcomes are reviewed and discussed such as scorecards, satisfaction surveys, safety measures and more. The PQI Committee is comprised of executive, supervisory and managerial staff. The following four subcommittees present their reports to the PQI meeting for discussion and approval:

- **The Human Resources Subcommittee**
 - Reviews all policies and procedures related to employment practices.
- **The MIS Subcommittee**
 - Monitors all data information systems function to assure seamless operations across all areas.
- **The Risk Prevention Management Subcommittee**
 - Ensures that BRHPC engages in comprehensive, systemic and effective risk prevention and management; and evolves policies and procedures constantly to reduce/eliminate any BRHPC risk, loss, and/or liability exposure.
- **The Staff Training & Development Subcommittee**
 - Provides all personnel with the supervision and training needed to perform their job functions at their highest possible level. It is also committed to enhanced staff development and growth of every employee through regularly scheduled and ongoing supervision and training.

Overall, BRHPC views performance quality improvement as a dynamic process that is constantly evolving.

Career Paths at BRHPC

STAFF TRAINING & DEVELOPMENT

BRHPC provides staff with ongoing and cross training opportunities to build upon existing skills or develop new ones. The goal is to create opportunities for professional growth in the workplace. It also fosters internal promotion within the BRHPC workforce. BRHPC is committed to providing all personnel with the supervision and training needed to perform their job functions at their highest possible level. The organization is also committed to enhanced staff development and growth of every employee through regularly scheduled and ongoing supervision and training. This provision of training and supervision is designed to improve professional and technical skills, increase staff use of and fidelity with evidence-based practices and further system of care utilization management and compliance. Additionally, the goal is to improve financial and programmatic accountability.

JOB OPPORTUNITIES

All BRHPC job openings are advertised internally and externally and are easily accessible to all staff. Current career opportunities are always posted on the BRHPC website and hard copies are available in the break room. Providing these opportunities to staff enhances employee career development, engagement and motivation.

EMPLOYEE GROWTH SPOTLIGHT

LEADERSHIP TEAM

● Michael De Lucca*

Years of Service: 20

- Deputy Director
- President & CEO

● Michele Rosiere**

Years of Service: 18

- Director of Special Projects
- Division Director
- Vice President of Programs

● Sandy Thompson*

Years of Service: 8

- Accounting Manager
- Chief Financial Officer

● Yolanda Falcone**

Years of Service: 35

- Administrative Assistant
- Executive Assistant
- Manager of Administrative Services

● Jonathan Hill*

Years of Service: 11

- System Administrator
- MIS Director

● Nicole Cohen*

Years of Service: 6

- Transforming Our Community's Health Communication Manager
- Public Information Officer

Career Paths at BRHPC

PROGRAM MANAGEMENT TEAM

● Sharon Alveranga-Jones***

Years of Service: 16

- Healthy Families Broward Program Support Assistant
- Doula Admin Assistant
- Housing Opportunities for Persons with AIDS (HOPWA) Reviewer
- HOPWA Lead Reviewer
- HOPWA Coordinator
- HOPWA Program Manager

● Kerline Baptiste*

Years of Service: 1.5

- Accounts Receivable/Accounts Payable Specialist
- Accounting Manager

● Diana Lara*

Years of Service: 4.5

- Nurse Home Visitor
- Nurse-Family Partnership Program Manager

● Gritell Martinez***

Years of Service: 3

- Disaster Case Manager
- Disaster Case Management Program Manager
- HIV Clinical Quality Manager
- HIV Planning Council Manager
- Manager, Planning & Quality Management

● Natasha Markman***

Years of Service: 15

- Healthy Families Broward (HFB) Intern
- HFB Relationship Facilitator
- HFB Fatherhood Initiative Facilitator
- HFB Family Support Worker & Family Assessment Worker Supervisor
- HFB Assistant Program Manager
- Centralized Intake & Eligibility Determination (CIED), Benefit Insurance Support Services Manager & Housing Opportunities for Persons with AIDS Program Manager
- School Readiness & VPK Program Manager
- Navigator Program Manager
- CIED, Health Insurance Continuation Program and Program Assistance for Payment of PrEP Labs & Medical Visit Co-Payments Program Manager

● Lasonya Starlin***

Years of Service: 9

- Healthy Families Broward (HFB) Family Support Worker (FSW)
- HFB Family Assessment Worker (FAW)
- HFB FSW & FAW Supervisor
- HFB Program Manager

Career Paths at BRHPC

PROGRAM SUPERVISORS & COORDINATORS

● Mildred Franco*

Years of Service: 2

- Healthy Families Broward (HFB) Family Assessment Worker
- HFB Family Assessment Worker Supervisor

● Candi James*

Years of Service: Less than 1

- Healthy Families Broward Family Support Worker
- Child Development Specialist

● Cristy Kozla***

Years of Service: 6

- Finance Department Temp
- School Readiness & VPK Payment Manager
- Accounts Receivable/Accounts Payable Specialist
- Premium Assistance Payment Manager

● Natalie Lewis**

Years of Service: 3

- Healthy Families Broward (HFB) Program Support Aid
- HFB Administrative Assistant
- HFB Family Support Worker Supervisor

● Vanessa Oratien**

Years of Service: 5

- Administrative Assistant for HIV Planning Council (HIVPC)
- HIVPC Health Planner
- Clinical Quality Management Coordinator

● Ivy Pierre*

Years of Service: 4

- Centralized Intake & Eligibility Determination Specialist
- Health Insurance Continuation Coordinator

● Rhode Rosulme-Rock*

Years of Service: 5

- Housing Case Manager
- Tenant Based Rental Voucher Program Coordinator

● Florence Ukpai*

Years of Service: 2

- HIV Planning Council (HIVPC) Health Planner
- HIVPC Coordinator

● Latoya Taylor**

Years of Service: 2.5

- Supportive Services for Veteran Families Case Manager
- Housing Opportunities for Persons with AIDS Reviewer
- Healthy Families Broward Family Support Worker Supervisor

IT DEPARTMENT

● David Tamfee***

Years of Service: 8 Years

- Summer Intern for IT
- IT Staff Support
- Desktop Support Technician
- MIS Specialist

● Daniel Oviawe**

Years of Service: 6 Years

- MIS Liaison Backup
- EFS Administrator
- MIS Liaison

Public Health Workforce Development Series

The Public Health Workforce Development Series is a series of seminars conducted by Nova Southeastern University Dr. Kiran C. Patel College of Osteopathic Medicine Department of Public Health Program and Broward Regional Health Planning Council.

During the 2021 Workforce Development Cycle, five presentations were conducted between January and June on a range of public health topics.

If you are interested in presenting, attending a seminar or have any questions, email Workforce@brhpc.org. Interested presenters should include their name, title, organization and the presentation topic in the email. We look forward to seeing you at future seminars!



Social Media

BRHPC's social media platforms, Facebook, Twitter, LinkedIn and Instagram are used as effective tools for health awareness and outreach. These channels help increase program awareness and engagement, increase the visibility and reputation of BRHPC as a local nonprofit organization and facilitate engagement and interaction among community members, agencies and partners. BRHPC currently has over 4,670 followers across all social media outlets. Connect with BRHPC by liking, commenting and sharing our social media posts!



www.Facebook.com/BRHPC



www.Twitter.com/BRHPCHealth



www.Linkedin.com/BRHPC



www.Instagram.com/BRHPCHealth

If you would like to be added to BRHPC's email distribution list, email Nicole Cohen at Ncohen@brhpc.org.

BRHPC
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Hollywood, FL 33020

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