

# 2022-2023 Annual Report

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# A Letter from the President & CEO

## A Leadership Message



I am honored to receive three significant awards this past fiscal year. These recognitions would not have been possible without the continued support from our Board of Directors, funders, community members, community, staff, and volunteers. In September 2022, I received the Professional Research Consultants (PRC) Healthcare Leadership Award for Impact. Special thank you to Tim Curtin, Executive Director, Community Services, Memorial Healthcare System, for nominating me to embody PRC's core values of collaboration, service, and innovation to lead meaningful impact within Broward Regional Health Planning Council and externally in the community and statewide.

This past March, I was nominated as a Delta Omega Alpha Xi Chapter member at Nova Southeastern University Dr. Kiran C. Patel College of Osteopathic Medicine. The Delta Omega Honorary Society in Public Health was founded in 1924 at Johns Hopkins University within the School of Hygiene and Public Health to promote the graduate study of public health. Each year, Delta Omega chapters recognize outstanding achievements in the field and connect students, faculty, alumni, and honorary members that advance the public's health. This is a lifetime membership in the National Society, and I am grateful to be part of this union.

Lastly, on June 1, I received the Milestone Award at the 211 Broward Making Real Connections Breakfast. I congratulate the other honorees who received awards at this event.



Congratulations to Michael Wild, Esq., WPF Law, for receiving the 211 Broward Board Ambassador Award, Steve Einhorn, Epic Properties – CLUB 211 Ambassador, Judge Ginger Lerner-Wren, Broward County Mental Health Court, Broward Behavioral Health Coalition, Baptist Health, Florida Department of Health in Broward and Parkland Cares. This event is significant as it raises money for 211 Broward's lifesaving services to the community and honors local individuals and organizations that have played critical roles in helping 211 Broward accomplish its goals.

BRHPC began its second reaccreditation cycle through the Council on Accreditation (COA). Our four Performance Quality Improvement subcommittees meet quarterly and present updates at our monthly Performance Quality Improvement Committee meeting. The subcommittees are chaired by Yolanda Falcone, Manager of Administrative Services and Assistant to the President & CEO, Nicole Cohen, Public Information Officer, and Jonathan Hill, MIS Director. COA is an independent, nonprofit organization that partners with human

service organizations worldwide to improve service delivery outcomes by developing, applying, and promoting appropriate best practice standards. COA accreditation demonstrates accountability in the management 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 strives to eliminate barriers to achieving accountability through the agency-wide implementation of a balanced scorecard. BRHPC's electronic Scorecard Portal is a structured report used by program directors to keep track of the execution of project activities and to monitor the consequences arising from these actions. The portal allows administrators to achieve the following: translating the vision into operational goals, communicating the vision and linking it to individual performance, strategic planning, feedback, learning and adjusting the strategy accordingly. The scorecard can be viewed in monthly and quarterly formats. Our Board of Directors can access the portal and view and approve reports.



Cristy Kozla has been recognized as BRHPC's Outstanding Leader of the Year! Cristy began her career at BRHPC in 2015 as a temp employee. A few months later, BRHPC was awarded a contract with Early Learning Coalition (ELC), where she was hired as a full-time employee and took on the role of Payment Manager for the ELC program. In this new role, Cristy ensured all childcare centers in Broward County received their monthly payment between VPK and School Readiness contracts on time. After twenty-seven months, the ELC program ended and Cristy was presented with a new opportunity. BRHPC was awarded an expanded Insurance Benefits Management Services program, and she became Payment Manager and is now Director of Premium Assistance for the Insurance Benefits Management Services Program. Congratulations Cristy and well deserved!

I want to take the opportunity to welcome three members to our Board of Directors during the 2022-2023 fiscal year, Matt Hughes, MBA, Chief Financial Officer, HCA Westside Florida Hospital; Dr. Ronald E. Moore, Bariatric, General and Trauma Surgeon and a Laparoscopic/ Robotic specialist in Fort Lauderdale; Paula L. Anderson, DO, MPH, Board-Certified Family Physician, Associate Professor, and Assistant Dean of Faculty & Alumni at Nova Southeastern University – Kiran C. Patel College of Osteopathic Medicine. Thank you to our Board of Directors, who strive to make a powerful impact on the health and well-being of the residents of our service area and at the national and state level. I would also like to extend my gratitude to our funders, community partners, staff, and volunteers for their continuous support and the work they do for our organization, clients, and the community. I look forward to another wonderful year of working together!

Sincerely,

A handwritten signature in blue ink, appearing to read "Michael DeLucca".

Michael DeLucca, President & CEO

# About Broward Regional Health Planning Council

**OVER 40+ 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 developing and providing health and human service innovations at the national, state and local level through planning, direct services, evaluation and capacity building. For over 40 years, BRHPC has been a leader in health planning, system coordination, community collaboration and implementation of health and human services planning to meet the needs of the service area.

**DIRECT SERVICES:** With a budget of approximately \$120 million, BRHPC demonstrates excellence through the delivery of quality services and programs that meet the needs of uninsured and underinsured low-income residents from infants to the elderly. These services include Maternal and Child Home Visitation, HIV/AIDS Planning, Quality Assurance, Eligibility Housing Assistance, Disease Prevention, Health Insurance Premium Assistance Programs, Community Based Workforce for COVID-19 Vaccine Outreach, Get Covered Broward, Supportive Services for Veteran Families and ten single-family housing units. BRHPC provides coordinated, efficient, cost-effective and client centered services with a diverse workforce. BRHPC staff consists of over 8 culturally competent multilingual professionals fluent in English, Spanish, Haitian 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 assist hospitals, nursing homes, community agencies and other state agencies in carrying out data collection activities. BRHPC 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 to access a wide variety of health-related data sets including Agency for Health Care Administration's (AHCA) inpatient admissions and emergency department data, chronic disease data, diagnostic related groupings (DRGs), and prevention quality indicators for adults and children (PQIs and PDIs).

**CAPACITY BUILDING:** BRHPC recognizes the need for capacity building as an investment in our effectiveness and sustainability within the community. This investment effectively strengthens our ability to continue fulfilling our mission by adapting to societal changes, investing in technology, improving communication strategies, enhancing volunteer recruitment and ongoing staff development programs affirming our positive impact on lives and communities.

**MISSION STATEMENT:** BRHPC is committed to developing and providing health and human service innovations at the national, state and local level through planning, direct services, evaluation and capacity building.

**COA ACCREDITED:** BRHPC achieved COA accreditation in 2016 and continues to maintain accreditation through the nationally recognized Council on Accreditation (COA). COA accreditation demonstrates accountability in the management of resources, establishes standardized best practice thresholds for service and administration and increases organizational capacity and accountability by creating a framework for ongoing quality improvement.

**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 Human Resources, Finance and Information Technology. BRHPC believes that the quality of our programs and services should exceed the expectations of our partners and funders.

**FISCAL VISIBILITY:** BRHPC takes pride in its 40+ years of service history of strong fiscal management and experience in administering multi-million-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 service area.

**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 and Instagram and participates in the Sun Sentinel South Florida 100. BRHPC focuses on facilitating change and innovation that improves and enhances our services.

**ORGANIZATIONAL STABILITY & AFFORDABLE HOUSING INITIATIVE:** BRHPC's affordable housing initiative resulted in the purchase of multi-family housing in Oakland Park and Hollywood. Each city sets their affordable housing rates which BRHPC utilizes, preserving affordable housing for Broward County residents with low and moderate income. The housing vacancies are focused on vulnerable populations including seniors, college students and low-income individuals who cannot afford the median rent of Broward County.

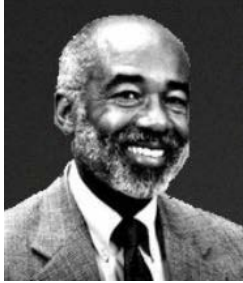


# BRHPC Board of Directors

2022-2023



**Barbara S. Effman**  
MPH  
Chair



**Samuel F. Morrison**  
BA, MLS  
Vice Chair



**Pamela Africk**  
BA  
Secretary



**Alexander Fernandez**  
MBA, CPA  
Treasurer



**Paula L. Anderson**  
DO, MPH  
Board Member



**John A. Benz**  
MBA  
Board Member



**Osmel Delgado**  
MBA, PharmD, FASHP  
Board Member



**Matt Hughes**  
MBA  
Board Member



**Albert C. Jones**  
MA  
Board Member



**Ronald E. Moore**  
MD  
Board Member



**Leilani Kicklighter**  
MBA, ARM, RN  
Board Member



**Peter Powers**  
FACHE  
Board Member

# Map of Services

## Direct Services

### Activating Community Potential

- COVID-19 Vaccine Outreach
- Healthy Families Broward
- Nurse-Family Partnership
- Supportive Services for Veterans and Families

### Housing

- HOPWA: Short-Term Rent Mortgage/Utilities; Permanent Housing Placement; Case Management; Tenant Based Rental Voucher
- Two Rental Units (one duplex in Hollywood and one 8-unit apartment in Oakland Park)

### Eligibility

- Enrollment in Affordable Care Act
- Centralized Intake & Eligibility Determination
- Health Insurance Continuation Program
- Insurance Benefit Management System (State of Florida)

## Planning

### Data Warehouse

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

### Planning

- Certificate of Need
- Evaluation
- Community Health Needs Assessments
- Focus Groups
- Key Informant Interviews
- Social Determinants of Health (PRC Survey)
- Broward County Opioid Outreach initiatives

### HIV Planning

- HIV Clinical Quality Assurance
- HIV Planning Council

## Capacity Building

### Publications

- Behavioral Health Needs Assessment
- Broward Benchmarks
- Broward County Health Plan
- Broward County Health Profile
- Broward County Trauma Plan
- Infographics
- Social Media
- Special Needs Study

### Staff Development, Volunteerism & Internship

- Internship Opportunities
- Public Health Workforce Development Series
- Training Opportunities

### Administrative Services

- Fingerprinting- Level II Background Screening
- Health Insurance Co-Pays & Deductibles
- Property Management

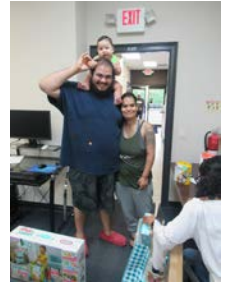
# Healthy Families Broward

## Program Highlight: Ending the Year, Closing Out Stronger!

Over the past several months, Healthy Families Broward (HFB) continued to serve the families in Broward County communities. As the 2022-2023 fiscal year begins to wind down, the energy from the Family Support Specialist team to keep families and children engaged during the months did not stop. Family Support Specialists (FSS) empowered families to read to our young learners to prepare them for school and unlock their potential. To keep our important work going in the community, our team hosted multiple different events for the families.

### Activities & Events

Participants were invited to come and shop for newborns, toddlers and other household items rewarded from HFB **"Mommy Bucks" Shopping Center**. Our team continued the momentum by hosting a beautiful fun-filled **Baby Shower** for all expecting (prenatal) participants, who received free baby items and tons of diapers.



Closing out the fiscal year Healthy Families Broward celebrated with a huge successful **graduation** for over 79 well-deserving participants. No dry eyes were in the room as graduates were able to share their personal experiences and praises with overwhelming support from their Family Support Specialist and the entire program.





# Healthy Families Broward

## Clients Served During 2022-2023 Fiscal Year

- 703 Families
- 500 Children

## Client Testimonial

“I started in the program in 2021 as a single mom and the father of my daughter was not around at the beginning. During my time in the program the father came back home, and I was able to share with him everything that I learned in this program about parenting. He enjoyed doing the parenting activities as much as I did. We learned together how to be better parents, the importance of communication and working as a team. All of this was due to our FSS, Michele. We could not have achieved, endured, and enjoyed the journey of parenting if we did not have our FSS Michele during this time. I have been blessed to have her the whole time in the program to guide me and my daughter’s father too. I was able to be a parent, working full-time overnight while attending school to obtain my AA Degree. During this time, I was able to buy a new car the same year it came out and I just recently purchased my first condo, it was the first time I was able to accomplish this during my life.



Having a child has inspired me to do better not only for me, but for my family too, which I know I was only able to do with the help of my FSS Michele. Proudly I’m able to say I graduated from Healthy Families Broward and graduated with my AA Degree in June 2023 during the same time. Now I am enrolled to further my education to pursuit my bachelor’s degree in nursing and looking forward to the future of attending my next graduation in two years. I am grateful for everything that Healthy Families of Broward has had to offer me, and a special thanks to my FSS Michele for being a support to me and my family.”

## Healthy Families Broward Outcomes 2022-2023

90% of target children enrolled six months or longer will be linked to a medical provider	95%
90% of primary participants enrolled in the project six months or longer will be linked to a medical provider	98%
80% of families will be enrolled prenatally or within 3 months of birth	100%
90% of all families are assessed within 30 days of enrollment	100%

# Nurse-Family Partnership

## About the Program

The Broward Nurse-Family Partnership (NFP) services is a home visiting program delivered through a partnership between BRHPC (Broward Regional Health Planning Council) and the two hospital districts within Broward: Memorial Healthcare System (MHS) and Broward Health (BH). The program is supported through local foundations and Maternal Infant Early Childhood Home Visiting Initiative (MIECHV) funds. The funds are administered by the Florida Association of Healthy Start Coalitions. The home visiting program is overseen by the National Service Office.

Through ongoing home visits from registered nurses (RN), mothers who present themselves as high-risk or part of vulnerable populations receive visits from pregnancy through the first two years of the child’s life. The program is a source of care and support to have a healthy pregnancy, assist in providing responsible and competent care for their children, and become more economically self-sufficient. NFP’s Nurse Home Visitors form a much-needed, trusting relationship with the moms instilling confidence and empowering them to achieve a better life for their children and themselves.

## Clients Served from September 2022 - July 2023

The program serves 202 mothers to date including pre-and post-natal clients with twenty-seven live births during the first three quarters of the 2022-2023 fiscal year. There are a total of 163 infants being served in the program.

Nurse-Family Partnership Outcome Indicators 2022-2023	
Program capacity 200 participants	142
Families that continued with the program from initial enrollment until completion (Target: 85%)	92%
Mean number of months women employed following birth of infant (Target: 8 months from 13 to 24 months)	41
Women enrolled during pregnancy and who initiated breastfeeding (Target: 60%)	99%
% Women screened within 6 months of enrollment for domestic violence	99%
% Children who received a developmental screening	100%
% of Children with a report of suspected maltreatment	0%
% Children with a substantiated report of maltreatment	0%

# Supportive Services for Veterans and Families

## About the Program

Broward Regional Health Planning Council is funded by a grant between the Advocate Program, Inc., and the US Department of Veterans Affairs to provide supportive services to veterans. The Supportive Services for Veterans and Families (SSVF) program has a primary goal of rapid re-housing for veterans and their families. BRHPC provides case managers to coordinate SSVF case management and rapid rehousing efforts for veterans and their families. In addition, the case managers assist participants in transitioning from homelessness to permanent, stable housing or supported housing arrangements.

Case managers serve as the primary point of contact in the coordination of services. They are responsible for the referral and follow up to local community service providers, and work in concert with fellow SSVF partner agencies for successful housing outcomes for program participants.

## Supportive Services Include

- Assertive Outreach
- Ongoing Case Management
- Housing Stability and Counseling
- Veteran's Administration Benefit and Health Care Acquisition
- Public Entitlement and Disability Benefit Attainment
- Emergency and Temporary Financial Assistance
- Income Supports: Educational, Vocational, Employment
- Legal Services

## Client Success Story

A twenty-five-year-old veteran was enrolled in the Advocate SSVF program. The veteran was homeless and unemployed while attending school. The veteran met with the case manager weekly and was linked to supported employment and housing navigation, among other referrals.

With the assistance of the case manager, the veteran obtained part-time employment with Walmart as a stocker and rented a studio apartment where she currently resides. The veteran was provided additional necessities, such as furniture and resources, to enhance her quality of life.

The veteran successfully graduated as a certified massage therapist. In addition, the veteran was enrolled in The Advocate Program Shallow Subsidy Program, which assists with half of her monthly rent. The veteran expressed her appreciation for the help of the program and thanked everyone who was part of her successful journey.

# Housing Opportunities for Persons With HIV/AIDS

## Program Overview

The Housing Opportunities for Persons with AIDS (HOPWA) program offers housing assistance through its programs for vulnerable individuals and families who are at-risk of homelessness or who are already homeless. Our target population - very low, extremely 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)** – 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 HUD's habitable standards.
- **Housing Case Management (HCM)** - provides clients a single point of contact with housing, health, and social services systems in the community. Housing case managers mobilize needed resources and advocate on behalf of clients to ensure housing stability.
- **Tenant Base Rental Voucher (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 continue renting their current 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, and the client must pay the balance.

## Partners/Collaborators

The TBRV Program continues its partnership with Consolidated Credit offering hybrid monthly financial literacy workshops and aims to assist families in ending financial crises and managing money.

## Client Testimonial

"I want to let my superior know how caring and amazing she is. She helped me at my lowest and helped me when I was jobless. She helped me get a job. She listens to me, and always provides good advice. I just want to tell her I am thankful."

# Housing Opportunities for Persons with HIV/AIDS

## Clients Served from October 2022 - May 2023

- Short Term Mortgage Rent Utilities and Permanent Housing Placement: 122
- Tenant Based Rental Voucher: 80
- Total number of people who benefit from assistance (households): 307

## Program Highlights

The City of Fort Lauderdale (COFL) opened applications to the TBRV waitlist beginning June 26, 2023, at 9:00 am and closed the waitlist on June 28, 2023, at 5:00 pm. The applicants were selected by a lottery and placed on the waitlist. As a result, the TBRV program will be admitting at least thirty applicants into the program.

## The Professional Association of Social Workers in HIV/AIDS Conference

The Professional Association of Social Workers in HIV/AIDS (PASWHA) Conference was held in Washington, DC, from May 24 to 27th, 2023. Our Director of Housing, Sharon Alveranga-Jones, attended this conference. This year’s conference theme was “35 Years Strong: How Social Work Will End the Epidemic.” The objective of the conference was to advance and support social workers and allied professionals to be leaders in the field of HIV and AIDS.

The organization introduced a certification program, “HIV and Aging.” This program aims to develop a mutual understanding and realistic framework that creates the capacity to respond to the needs of those aging with HIV/AIDS.

## Program Outcome Indicators, October 2022 - May 2023

PHP/STRMU	
90% of grievances upheld by the City	100%
90% of STRMU applications completed within 10 business days	98%
90% of PHP applications completed within 14 business days	100%
100% of clients completed Housing Stability Plans	100%
100% of PHP properties Housing Quality Standard Inspections	100%

TBRV	
75% of clients that access an ongoing source of income	93%
90% of clients that maintained stable housing	100%
80% of clients who completed Housing Stability Plans	100%
90% clients that remain complaint with TBRV program rules	100%



# Get Covered Broward

## Recap of the 2023 Open Enrollment Period

Through the partnership of the Health Foundation of South Florida, BRHPC's Get Covered Broward Program increases awareness regarding the availability of free or low-cost health insurance. The 2023 Open Enrollment Period started on November 1, 2022 and ended on January 15, 2023. A variety of outreach endeavors were utilized to promote the toll free number and broadcast this valuable information out to the community. During the Open Enrollment Period, the Get Covered Broward Program:

- Enrolled 297 new clients
- Shared 77 free social media posts on Facebook, Twitter, LinkedIn and Instagram with a reach of 2,745 users
- Shared 9 paid advertisements on Facebook with a reach of 69,592 users
- Broadcasted advertisements in Spanish on Univision Radio with a reach of 16,095 listeners
- Broadcasted advertisements in English on Pandora with a reach of 44,541 listeners
- HOT 105 FM Radio Station aired an interview with BRHPC on the final week of Open Enrollment Period reaching 2.8 million listeners
- BRHPC participated in the Healthier Together Health and Resource Fair on Friday, January 13, 2023, along with 14 other vendors

## Special Enrollment Period

We are now in the Special Enrollment Period (SEP) through October 31, 2023. The Special Enrollment Period for The Federal Marketplace includes:

- **Qualifying Life Event** - Certain life events like losing coverage, moving, getting married, having a baby, or adopting a child.
- **Low-Income** - Income between 100% and 150% of the Federal Poverty Level
- **Medicaid Unwinding** - Consumers losing Medicaid or CHIP Coverage due to Medicaid Continuous Enrollment unwinding. Eligible consumers will have 60 days after they submit their application to select a Marketplace plan with coverage that starts the first day of the month after they select a plan

## Health Insurance Enrollment Assistance

Health Insurance Enrollment Assistance is available at **1-800-794-2208** in English, Spanish, Haitian-Creole, Monday through Friday between 8am and 5pm.

# Centralized Intake and 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."
- "Keren 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. You're the best. Thanks so much."

## 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 3,045 online user accounts created. BRHPC has interagency and out-posting agreements with approved Ryan White Part A Providers.

## Number of Clients Served During the 2022-2023 Fiscal Year

8,081 unduplicated clients

# Centralized Intake and Eligibility Determination

## Ryan White Part A - Certification Locations/Services

### **Broward Regional Health Planning Council**

200 Oakwood Lane, Suite 100

Hollywood, FL 33020 | 954-561-9681 x 1242/ 1279

M-F 8:30am- 5:00pm

### **AHF - North Point (Medical & Case Management)**

6333 N. Federal Highway, Suite 301 & 302

Fort Lauderdale, FL 33308 | 954-722-2411

M, T, Th & F 8:30am- 5:00pm

### **AHF - Oakland Park (Medical & Case Management)**

1164 E. Oakland Park Boulevard, Floor 2

Oakland Park, FL 33334 | 954-561-6900

W- 8:30am- 5:00pm

### **AHF -Downtown (Medical & Case Management)**

700 SE 3rd Avenue, Suite 301

Fort Lauderdale, FL 33316 | 954-767-0887

TH & F 8:30am- 5:00pm

### **BCFHC Pompano Beach (Medical & Case Management)**

168 N. Powerline Road

Pompano, FL 33069 | 954-970-8805

M 8:30am- 5:00pm & T 9:30am- 6:00pm

### **Broward House (Case Management Only)**

2800 Andrews Avenue, Wilton Manors, FL 33311

954-568-7373 | T-F 8:30am- 5:00pm

### **Care Resource (Medical, Case Management & RW Part A Dental)**

871 W. Oakland Park Boulevard

Fort Lauderdale, FL 33311

954-567-7141 | M, W-F, 8:30am- 5:00pm

### **Broward Health Comprehensive Care Center**

1101 NW 1st Street

Fort Lauderdale, FL 33311 | 954-467-0880

M, W-F, 8:30am- 5:00pm

### **Memorial Primary Care Center (Medical & Case Management)**

5647 Hollywood Boulevard, Hollywood, FL 33021

954-276-1616 | M-Th, 8:30am- 5:00pm

### **Poverello (Food Bank)**

2056 N. Dixie Highway

Wilton Manors, FL 33305 | 954-561-3663

M-F, 8:30am- 5:00pm

### **Specialty Care Center (Medical & Case Management)**

1111 W. Broward Boulevard

Fort Lauderdale, FL 33312 | 954-463-7313

T & F, 8:30am- 5:00pm

### **FDOH (ADAP)**

2421 SW 6th Avenue, Fort Lauderdale, FL 33315

954-467-4700 x 5633- ADAP 954-213-0623

T & F, 8:30am- 5:00pm

# Health Insurance Continuation Program

## Overview of 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 FY 2022 – 2023, clients had the option of selecting and enrolling in 1 of 133 different ACA Marketplace health insurance plans. The number of plans increased from 63 to 133 as compared to the last FY 2021-2022. The ACA enabled clients to select a plan based on medical providers, medications on approved formularies and geographic location of medical providers and pharmacies. Broward County Board of County Commissioners fund the Health Insurance Continuation program.

Broward Regional Health Planning Council works with many providers within Broward County to ensure all clients receive health care coverage to stay healthy. Staying healthy is our main concern. We want clients to maintain health checkups and receive the best of care to have a healthier lifestyle. Maintaining annual check ups is very important. We want all clients to stay in care and receive the benefits of this great program.

## Number of Clients Served from March 2022 - February 2023

876 clients served and 6,263 services provided.

Health Insurance Continuation Program Outcome Indicators 2022-2023	
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%

# Insurance Benefits Management System

## Program Overview

Since January 2020, BRHPC has paid in excess of \$309 million in premium payments and anticipates paying \$123 million for the current year's policies all while maintaining an enrollment of over 8,900 clients with the State of Florida's Department of Health (FDOH).

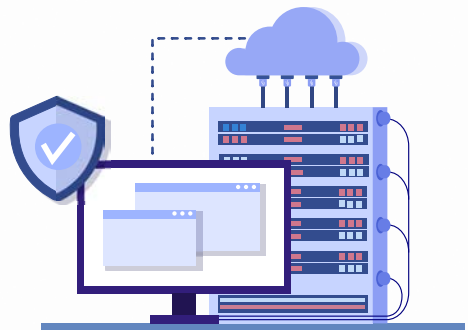
BRHPC's Insurance Benefits Management System (IBMS) continues to evolve as new opportunities present themselves. The most recent enhancement identifies program eligible clients who have not received services in the last six months by either reinstating the policy and continuing premium assistance or enrolling them in direct dispense, in an effort to maintain access to care. This safety net helps to prevent disruption of services which may occur during the recertification process if the proper steps are not taken by the case managers.

An added feature, new to the DOH view, is the Contract Forecast tool. Previously maintained in Excel and submitted with the monthly invoice, the DOH can now see the anticipated contract expenditures actual, forecasted and variances by month through September 2024.

The IBMS has additional work queues in place to monitor clients with enrollment data discrepancies such as first and or last name mismatch, date of birth mismatch, SSN mismatch, insurance carrier change, income document requirements or other marketplace requirements, such as citizenship, which require additional research needing to be resolved by designated BRHPC staff.

An additional aspect of the contract requires BRHPC to reconcile Advance Premium Tax Credits (APTC) once the Federal Tax Filing for 2022 has been completed. BRHPC contacted all clients who received an APTC for 2022, per the client's preferred contact method, and requested the required tax documents. To date, BRHPC has contacted 4,024 clients by email and 1,837 by phone. Efforts to collect documents and reconcile are on-going.

BRHPC's Premium Assistance team meets daily to review data integrity and discuss client or system issues which, in turn, improves the efficiency of the IBM system, sustains clients' continuity of care and ensures data quality. For **Insurance Enrollment** contact 1-844-441-4422 and for **Program Eligibility** contact 1-844-381-2327.





# COVID-19 Vaccine Outreach Program

## Community Based Workforce

The Broward Regional Health Planning Council (BRHPC) began the **Community Based Workforce for COVID-19 Vaccine Outreach Program** in January 2022 under the leadership of Program Director, Jasmin D. Shirley, MSPH. This collaborative program engages three community partners that include Holy Cross Health, Memorial Healthcare System and Mount Olive Development Corporation (MODCO); mobilizes community health workers and medical professionals to educate; assists individuals in getting the vaccine; addresses COVID-19 related health disparities and advances health equity. Thank you to our community partners for their continuous effort in building vaccine confidence amongst communities with highest rates of hesitancy and supporting equitable vaccine access to communities facing greatest challenges.

In addition, partnerships expanded to include Community-Based Organizations, (CBOs), local media publications, social media platforms, marketing firms and high school students from Dillard High School Center for the Arts. The Westside Gazette and The Advertising Group propelled outreach efforts to thousands of individuals and families throughout South Florida.

The COVID-19 viral mutation, Omicron, became a real game-changer with significant impacts escalating throughout the State of Florida at a time we thought cases of the Delta variant were decreasing. Unfortunately, the more highly transmissible Omicron variant skyrocketed significantly within unvaccinated populations resulting in severe illness, increasing hospitalizations, and increasing deaths.

Despite challenges specific to individual vaccine hesitancy, the lifting of mask mandates in schools, local businesses, etc., and the uptick of rumors and misinformation, **Community Health Workers (CHWs) across all participating organizations successfully provided 62,613 education/outreach opportunities resulting in 989 completed initial series vaccines and 2,034 boosters during the period January 18, 2022 through October 30, 2022.** It should be noted the number of boosters continues to increase since the beginning of the program, indicating more community members are getting vaccinated and following the series as prescribed by the Centers for Disease Control (CDC).

This successful program was expanded for an additional six months from November 1, 2022 through April 30, 2023. During this expanded period **CHW's across all participating organizations successfully provided 15,035 educational/outreach opportunities, resulting in 78 completed initial series vaccines and 738 boosters.**

## Artwork Featured in Our Community

BRHPC would like to thank the Fort Lauderdale Chapter (FL) of The Links, Inc. and their Arts Facet for connecting our organization with the students at the Dillard High School Center

for the Arts as warriors in the struggle to educate their peers about COVID-19 through art. A special shoutout to the teachers who embrace this program and allow their students to capture their feelings in their artwork.

## Reasons for Vaccine Hesitancy

Reasons for vaccine hesitancy have remained consistent since the inception of the COVID-19 Vaccine Outreach Program. Partner agencies have reported consistent reasons for vaccine hesitancy from their community members identified below:

- Community members remain concerned about vaccine potential side effects and misinformation about the vaccine.
- Members of the community are concerned about the number of shots required. They have expressed apprehensions based on potential side effects, the current number of shots suggested, their efficacy and the potential of having to continue to get multiple shots in the future.
- Partner agencies are reporting community members are requesting/waiting on more research, and are now focused on gas prices, increasing food prices and shortages, and the war in Ukraine.
- Community members have also resorted back to rumors such as the vaccine is designed by the government to kill of the minority community, the vaccine stops the reproductive process and causes infertility, the vaccine causes cancer and other chronic conditions, and that COVID-19 is over.
- Community members oppose the vaccine based on the misconception that vaccines are just for travelers and for certain workers. Additional misconceptions include COVID-19 is either going away, weaker, or harder to become infected.
- Community members have also expressed their hesitancy with the fourth shot (booster).
- Community members expressed concerns of medical mistrust, too many break-through infections of fully vaccinated individuals, constantly changing information about the vaccine, and other mitigating strategies imposed, reduced, or lifted across the United States, such as the mask mandates.

## Community Outreach and Engagement

The use of social media music platforms and radio ads increased our reach to thousands of individuals across the South Florida market. Strategic messages and themes highlighted in advertising campaigns increased awareness, addressed fears, rumors and misinformation about COVID-19 Vaccine which compelled communities into action. Spotify (English Ad) received 539,880 listens from 211,332 listeners. Pandora (Spanish Ad) received 341,692 listens from 148,621 listeners. Print and digital media via The Westside Gazette reached more than 150,000 viewers/readership within our targeted populations and zip codes county-wide.

# BRHPC Data Warehouse

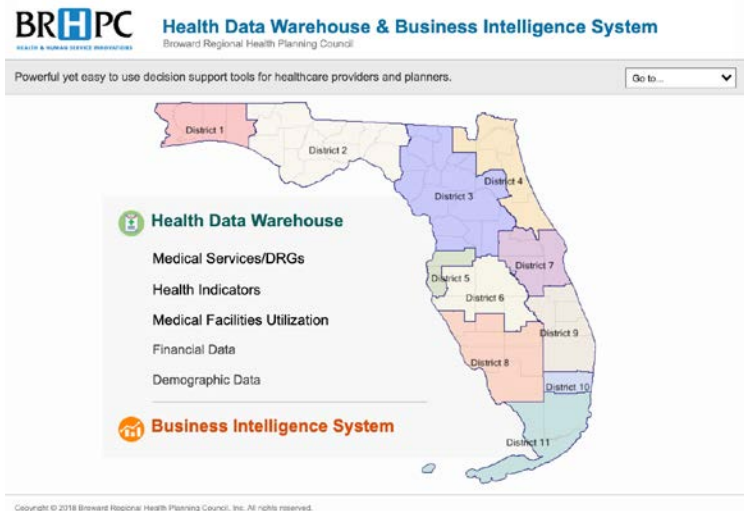
## State-of-the-Art-System

BRHPC has taken a leadership role in the development of several databases which are the first of their kind and provide community members with access to vital health planning and policy making data. BRHPC developed and manages the nationally recognized web-based Florida Health Data Warehouse. The Florida Health Data Warehouse contains self-reported utilization data for hundreds of hospitals and nursing home facilities through the State of Florida and provides specific analysis by Health Planning District and County.

This state-of-the-art system also processes detailed and searchable data indicators from the Agency for Health Care Administration (AHCA) and Nielsen, making it a powerful tool for planning, analysis and report development. BRHPC's long-term strategy for expanding its Health Data Warehouse offers hospitals and healthcare systems the unique opportunity to be at the forefront of data-driven decision-making, comparing hospitals and procedures across specific counties and the entire State of Florida. The Health Data Warehouse is a collection of health information databases developed by BRHPC which are designed to assist hospital and nursing home administrators in their strategic planning.

## Datasets Include:

- Hospital and Nursing Home Utilization
- Prevention Quality Indicators
- Pediatric Quality Indicators
- Emergency Department Utilization
- Self-Inflicted Injuries
- Diagnosis Related Groups
- Chronic Diseases
- Demographic Data



The Florida Health Data Warehouse database continues to provide community members with access to vital health planning and policy-making data and has been updated extensively to include broader querying ability. The hospital utilization data improves upon a manual reporting system that BRHPC continues to administer for over 40 years. The Data Warehouse combined with qualitative data, is also used in creating Community Needs Assessments based on the 990 IRS requirements for several local hospitals.

For more information on BRHPC's Data Warehouse, contact **Nicole Cohen** at [Ncohen@brhpc.org](mailto:Ncohen@brhpc.org)

# 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](http://www.BRHPC.org). BRHPC collaborates with all healthcare facilities planning to establish or expand their services in Broward County

## Hospice: First Batching Cycle 2023

Description	Dates
Summary Need Projections Published in F.A.R.	2-03-23
Letter of Intent Deadline	2-27-23
Application Deadline	3-29-23
Completeness Review Deadline	4-05-23
Application Omissions Deadline	4-26-23
Agency Initial Decision Deadline	6-16-23

## Nursing Home and ICF/DDs: First Batching Cycle 2023

Summary Need Projections Published in F.A.R.	3-31-23
Application Deadline	5-17-23
Application Omissions Deadline	6-21-23

## Hospice: Second Batching Cycle 2023

Description	Dates
Summary Need Projections Published in F.A.R.	8-04-23
Letter of Intent Deadline	8-28-23
Application Deadline	9-27-23
Completeness Review Deadline	10-04-23
Application Omissions Deadline	10-25-23
Agency Initial Decision Deadline	12-15-23

## Nursing Home and ICF/DDs: Second Batching Cycle 2023

Description	Dates*
Summary Need Projections Published in F.A.R.	9-29--23
Letter of Intent Deadline	10-16-23
Application Deadline	11-15-23
Completeness Review Deadline	11-22-23
Application Omissions Deadline	12-20-23
Agency Initial Decision Deadline	2-09-24

\*Rule 59C-1.008(2)(a), 1. Florida Administrative Code, which requires the Agency to publish Fixed Need Pools in the Florida Administrative Register at least 15 days prior to the letter of intent deadline prevails in cases of conflict with Rule 59C-1.008(1)(g) F.A.C.

# Broward County Outreach Initiatives

BRHPC has been subcontracted by the Florida Department of Health Broward, (FDOH-Broward) to evaluate surveillance and prevention activities as outlined in the Centers for Disease Control and Prevention (CDC) Overdose Data to Action (OD2A) grant. BRHPC collaborates with the FDOH-Broward and the United Way of Broward County's Community Response Team (CRT) in the development of the Opioid Action Plan and implementation throughout Broward County.

United Way of Broward County's Commission on Behavioral Health & Drug Prevention works to unite key community stakeholders in Broward County through its action teams to develop prevention strategies and action plans that address specific substance abuse and mental health concerns. Join BRHPC and the other community partners and stakeholders at the committee meetings outlined below:

## Broward County Monthly Committee Meetings

- **The Surveillance Committee** shares and provides emerging drug and mental health trend data and actionable information to our community. The committee meets on the 1st Friday of every month from 2 pm - 3:30pm. To register and receive the Zoom link, contact Coraal Cohen at [ccohen@UnitedWayBroward.org](mailto:ccohen@UnitedWayBroward.org) or call 954-308-9275.
- **The Community Response Team Committee** works to combat the opiate epidemic and other emerging drug trends in our community. The committee meets on the third Thursday of every month from 9 am - 10:30am. To register and receive the Zoom link, contact Luzcarime Figari, [lfigari@UnitedWayBroward.org](mailto:lfigari@UnitedWayBroward.org) or 954-453-3723

## Help Combat the Opioid Crisis

BRHPC continues to work closely with The United Way of Broward County, FDOH-Broward and their partners to actively spread awareness of the lifesaving medication Naloxone (Narcan) to help reverse the effects of an opioid overdose in minutes. The Robin Foundation, a non-profit organization provides free Narcan and free training on opioid awareness to our community and those in need, as well as how to administer Narcan in case of an overdose. The foundation's goal is to reach someone, teach someone and save someone.

If you are interested in receiving free Narcan and training for your organization or at a community event, contact Nicole Cohen at [Ncohen@brhpc.org](mailto:Ncohen@brhpc.org) who will connect you with the Robin Foundation. In your email, include your name, organization, community event or available dates for the training.

**THE ROBIN FOUNDATION**

**HELP COMBAT THE OPIOID CRISIS**

**WITH ROBIN FOUNDATION**

If you are an individual, family, or organization who is interested in receiving **FREE Narcan and Training**, We invite you to join Us

**FREE NARCAN & FREE TRAINING**

**SCAN ME**



# Health Planning Council & Clinical Quality Management

## HIV Health Services Planning Council 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 HIVPC and the Ryan White Part A Office work together to identify the needs of people with HIV. The HIVPC also ranks services, allocates funding for services, and issues service directives. The Council conducts its tasks through five active committees: *Community Empowerment Committee* (CEC), *Membership/Council Development Committee* (MCDC), *Quality Management Committee* (QMC), *Priority Setting & Resource Allocation (PSRA) Committee*, and *System of Care* (SOC).

## Community Outreach & Engagement

The Community Empowerment Committee hosted a series of Community Conversations designed to gather community feedback and identify gaps in care provision. The CEC will continue hosting sessions during the 2023-2024 program year. Seven Community Conversations and one Town Hall were for the reporting period:

- Youth Awareness Community Conversations (4/12/22)
- Ryan White Part A HIV Town Hall Meeting (4/14/22)
- Transgender HIV Testing Day (4/18/22)
- Long-Acting HIV Treatment Regimen Presentation (5/17/22)
- Long-Term HIV Survivors (LTS) (6/14/22)
- HIV Faith Awareness Day (8/9/22)
- “Leather Kink in Healthcare: What Should Your Provider Know?” (10/18/22)
- Language Matters (1/26/2023)



At the HIV Faith Awareness Conversation, (from left to right): MCDC Chair, Vince Foster; HIVPC Vice Chair, Von Biggs; & CEC Chair, Shawn Tinsley.

The community engagement activities resulted in four applicants being approved for membership by the Council during its January 26, 2023, meeting.

## Prioritizing Services and Allocating Funds

The HIVPC, based on needs assessments, service utilization, and epidemiologic data—decides what services are most needed by people living with HIV in Broward County (**priority setting**) and decides how much Ryan White HIV/AIDS Part A money should be used for each of the service categories (**resource allocations**).

During 2022, through recommendations from the PSRA committee, the Planning Council ranked core and support services for March 1, 2023, through February 28, 2024, funding cycle. The Committee, which includes PWH, allocated \$12,955,316 for Ryan White Part A Core and Support Services and \$1,304,367 for MAI Core and Support services totaling \$14,259,683. The top-ranked services were Outpatient/Ambulatory Health Services, Medical Case Management (Disease),

# Health Planning Council & Clinical Quality Management

Oral Health Care, AIDS Pharmaceutical Assistance (Local), Health Insurance Premium and Cost Sharing, Mental Health Services, Substance Abuse – Outpatient, and Health Insurance Premium & Cost-Sharing Assistance. In addition, the top-ranked support services were Emergency Financial Assistance, Food Bank/Food Vouchers, Non-Medical Case Management-Centralized Intake Eligibility Determination (CIED), and Legal Services. The Council also completed reallocations (“sweeps”) during the third and fourth quarters. The reallocations were held during October 27, 2022 (\$2,247,048) and January 23, 2023 (\$885,407) HIVPC meetings.

## Clinical Quality Management Program Overview

The CQM Program ensures 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 through monitoring and evaluating quality improvement activities.

## Quality Improvement Projects (QIPs)

The CQM team guided members of the Quality Network in conducting quality improvement projects (QIP) within their agencies, resulting in completed QIPs during the fiscal year as representatives became mentors and champions of change within their agencies. Technical assistance included support with checkpoint submissions, the development of aim statements, and guidance for planning cycles. As the agencies continue to activate quality improvement initiatives, success will be measured by the health outcomes of clients receiving services from the 12 agencies. The following are the QIP activities of the Ryan White Part A funded agencies:

Ryan White Part A funded Agency	QIP Topic
<b>AIDS Healthcare Foundation (AHF)</b>	Improve the Rate of Retention in Care for Consumers by Increasing Access to Mental Health Services
<b>Broward Community and Family Health Centers (BCOM)</b>	Increase Viral Suppression Rates through Medication Adherence Interventions for Ryan White Clients Aged 59 and Older
<b>Broward Regional Health Planning Council (BRHPC)</b>	Monitor and Evaluate the Viral Suppression of New to Care Ryan White Clients
<b>Broward House</b>	Improvement in Data Entry into Provide Enterprise to Increase Viral Suppression Reportability
<b>Care Resource</b>	Increase the Compliance Rate in Broward Ryan White Clients from the Disease Case Management Case Load
<b>Community Rightful Center</b>	Expansion of Case Management Caseload and MAI services to the Haitian and Caribbean populations in Broward EMA
<b>Latinos Salud</b>	Increase Retention in Care amongst the Hispanic/Latinx population
<b>Legal Aid Services of Broward</b>	Targeted Outreach to Increase Retention in Care for Clients who Utilize Legal Services
<b>North Broward Hospital District (Broward Health)</b>	Address the No-show Rate and the Impact on Viral Suppression
<b>Nova Southeastern University</b>	Increase Retention in Care Rates by Improving Overall Patient Experience
<b>South Broward Hospital District (Memorial Healthcare System)</b>	To Focus on and Increase Retention Rates Among Black Women between the ages of 36 to 45 years
<b>The Poverello Center</b>	To Increase Retention in Care and Viral Suppression for Clients with High or Unknown Viral Suppression and/or those not Virally Suppressed

# Broward County Health Plan



BRHPC develops and updates the Broward County Health Plan to assist community programs and agencies with health and community planning. The Health Plan is a dynamic document, continually updated, to ensure availability of the most current information. The document 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 socioeconomic and community health. The information in the Health Plan is targeted to leaders in the following areas: local governments and other policymakers, healthcare administrators,

healthcare providers, healthcare funders, healthcare professionals, healthcare researchers, consumers and other stakeholders and public and private healthcare financiers. The Health Plan is divided into seven chapters to address the multifaceted healthcare system in Broward County.

## Chapter Overviews

**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 and provides a brief description of healthcare funding.

**Chapter VI: Benchmarks** sets annual community health priorities, identifies community interventions, and measures progress attaining to 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.

# Publications

## 2022 Health Profile

### 2022 Broward County Health profile



**BRHPC**

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

954.961.8881 | [www.BRHPC.org](http://www.BRHPC.org) | 200 Oakwood Lane, Suite 100, Hollywood, FL 33020

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, infectious diseases, maternal and child health, prevention quality indicators and healthcare utilization.

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.

In August, the Health Profile will be available on BRHPC's website at [www.BRHPC.org/health-profile](http://www.BRHPC.org/health-profile). The Health Profile is targeted to

community members, leaders in local governments, healthcare administrators, healthcare providers, healthcare funders, healthcare researchers, consumers and stakeholders.

## Community Health Needs Assessment



Sponsored by  
Broward Regional Health Planning Council  
**BRHPC**

Presented by  
BRHPC



BRHPC has access to a myriad of local data sets to facilitate the process of conducting a Community Health Needs Assessment (CHNA) that allows agencies and hospitals to ensure compliance with IRS 990 requirements. In the process of conducting a Community Health Needs Assessment, quantitative and qualitative data sets from primary and secondary sources are gathered and studied. A CHNA provides information so that communities may identify issues of greatest concern and decide to commit resources to those areas, thereby making the greatest possible impact on community health status. 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.

## Broward County Trauma Plan

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 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 representative from BRHPC, appointed by the Broward County Board of County Commissioners. Additionally, the Trauma Management Agency is responsible for 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.

## Public Health Workforce Development Series

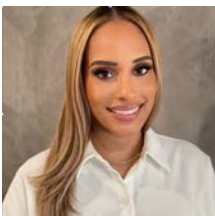
### About the Series

The Public Health Workforce Development Series is a series of seminars conducted by Nova Southeastern University’s Dr. Kiran C. Patel, College of Osteopathic Medicine (KPCOM) Department of Public Health Program and Broward Regional Health Planning Council. This program involves educational workshops about important skill sets for those in the public health field.

### Target Audience

The Public Health Workforce Development Series target audience includes consumers, providers, and purchasers of health information, practitioners employed in local and state governmental public health agencies, community-based agencies, practitioners who serve in community health centers and community health workers and volunteers and Nova Southeastern University students and alumni.

### Thank you to Our First Three 2023 Speakers



In February, **Kasi Lou Van Heel, DrPH, MPH** from Nova Southeastern University presented on “Recentering the Social Determinants of Health”. This seminar discussed how “critical consciousness” and recentering the social determinants of health around justice can be used to recognize inequity and deepen understanding of it to foster an active commitment to social justice among public health students, educators and health professionals.





In March, **Jennifer Maizel, PhD, MPH, CHES**, from Nova Southeastern University, presented on “Centering Mental Health in Diabetes Care”. Dr. Maizel’s presentation explores the psychosocial dimensions of diabetes, including conditions such as diabetes distress and eating disorders; diabetes stigma; COVID-19 concerns; and strategies for improving mental health outcomes among people with diabetes using clinical and public health approaches.



In May, **Ashleigh Bennette, MPH**, discussed “Shared Decision Making: What Is It and Can We Be Doing More?”. She discussed the foundational shared decision making (SDM) concepts, best practices, and the considerations that must be made when creating SDM tools and measures. She further presented on the exploration of the ethical, financial and health benefits of engaging in this type of care delivery.

### Email [Workforce@brhpc.org](mailto:Workforce@brhpc.org) to Attend Future Seminars

**Wednesday, September 6, 2023, from 12pm - 1pm** on “The Difference of Perception in Patient Safety Culture Based on Demographics”, by Jason Forbes, Ph.D., Assistant Professor of Public Health, Nova Southeastern University.

**Wednesday, November 15, 2023, from 12pm - 1pm** on “Human Trafficking Issues and Public Health Professionals” by Sandrine Gaillard-Kenney, Ed.D., Associate Dean and Associate Professor, Nova Southeastern University, Dr. Pallavi Patel College of Health Care Sciences.

### Interested in Presenting During the 2023 Cycle?

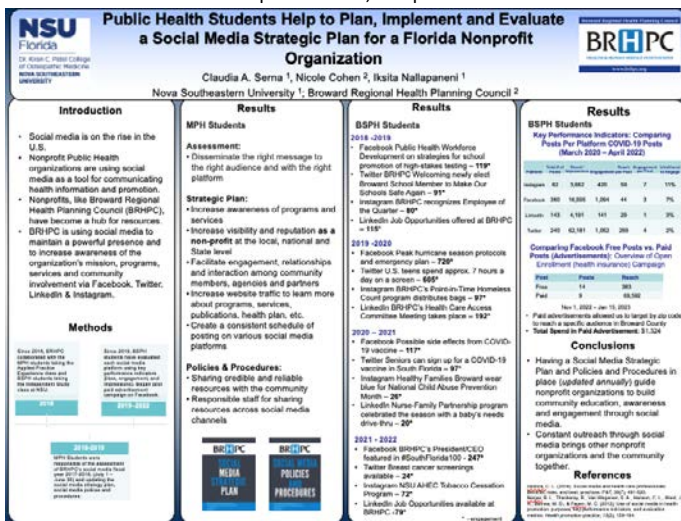
Email [Workforce@brhpc.org](mailto:Workforce@brhpc.org) to schedule your presentation on the 2023 calendar. Interested presenters should include your name, organization, title and presentation topic. All Public Health Workforce Development Seminars are held between 12pm and 1pm Monday, Wednesday and Fridays and between 12:30pm and 1:30pm on Tuesdays and Thursdays. We look forward to having you join us at an upcoming webinar.

## Social Media

In the 2022-2023 fiscal year, BRHPC increased its social media presence through frequent postings via Facebook, Twitter, Instagram and LinkedIn. BRHPC has over 5,440 followers across all social media platforms. In the 2022-2023 fiscal year, 1,242 posts with a reach/impression of 186,165 users.

Since 2017, Nicole Cohen, BRHPC’s Public Information Officer and Dr. Claudia Serna, Chair MPH Director & Assistant Professor from Dr. Kiran C. Patel College of Osteopathic Medicine, Nova Southeastern University, have been working together to evaluate, implement and disseminate new social media strategies to increase awareness.

This past year, Nicole and Dr. Serna's abstract to the Association of Schools and Programs of Public Health (ASPPH) entitled, "Public Health Students Help to Plan, Implement and Evaluate a Social Media Strategic Plan for a Florida Nonprofit Organization" (featured to the right) was accepted and presented. Additionally, their poster presentation entitled, "Effects of Smoking on Oral Health- A Social Media Campaign Between Academia and A Non Profit Organization" was accepted to the 2023 National Oral Health Conference (NOHC). Two NSU students who worked and provided insight on these projects, developed and presented posters that were showcased at NSU's 2023 Undergraduate Student Symposium.



## Fingerprinting Services

### Level II Background Screenings Available at BRHPC

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.

Additional services such as photo submission to the AHCA clearinghouse are available at BRHPC. 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's fingerprinting clientele include hospital employees, guardian ad litem programs, doctors' offices, non-profit and social service agencies, colleges, universities and more. 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). We accept cash or business checks only.

If you are in need of Electronic Background Screening Submissions & Quick Results, BRHPC can help you. For more information, email [Yfalcone@brhpc.org](mailto:Yfalcone@brhpc.org) or call 954-561-9681. Location for fingerprinting services: 200 Oakwood Lane, Suite 100, Hollywood, FL 33020.



# Committee Facilitation

## Health Care Access Committee Meeting

BRHPC acts as a facilitator for the Health Care Access Committee, established as a committee of the Coordinating Council of Broward. The purpose of the committee is to improve access to health care for the residents of Broward County, through the establishment of outcomes and indicators, which have been and will continue to be implemented and measured throughout the next several years. The members of the committee represent various facilities, agencies and/or departments within the county.

## Community Partners Include

- American Cancer Society
- Broward Community and Family Health Center
- Broward Health
- Broward Healthy Start Coalition
- Broward County Public Schools
- Broward Sheriff's Office
- Children's Services Council
- Community Care Plan
- Community Foundation of Broward
- Jack and Jill Center
- FLIPANY
- Florida International University
- Florida Blue
- Florida Department of Health Broward County
- Health Foundation of South Florida
- Holy Cross Health
- Humana
- Light of the World Clinic
- Memorial Healthcare System
- Nonprofit Executive Alliance of Broward
- Nova Southeastern University
- South Florida Regional Planning Council
- United Way of Broward County

## Interested in Joining the Committee?

Email Yolanda Falcone at [Yfalcone@brhpc.org](mailto:Yfalcone@brhpc.org) to receive the meeting link for upcoming meetings and to be included on the email distribution list. The Health Care Access committee meets on the fourth Monday of every month virtually through Microsoft Teams at 10 am. Upcoming meeting dates include: August 28th, September 25th, October 23rd and November 27th.

## Other Committees

BRHPC 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 include: Advisory Committees, Children's Services Council Steering Committee and Abuse and Neglect Committee, Coordinating Council of Broward Board of Directors, Florida Blue Foundation Consumer Health Grant Application Committee, Health Foundation of South Florida Board of Directors, Leadership Florida Finance Committee, March of Dimes Program Services Committee, Nova Southeastern University and Florida International University Master of Public Health, OneBlood Board of Directors, Sun Sentinel Celebrating Nurses Judging Committee, Southeast Regional Domestic Security Task Force Health and Medical Function Work Group and Teen Parent Advisory Committee.

# Advancement & Development

## Staff Trainings

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 enhance 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 evidence-based practices and further system of care utilization management and compliance. The goal is to create opportunities for professional growth in the workplace, improve financial and programmatic accountability agency-wide. Examples of staff trainings include, but are not limited to: Safety in the Workplace and in the Field, Supervisory Training, Emergency Preparedness, 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.

Career opportunities at BRHPC 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.

## Volunteerism and Internship

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 include Broward County Health Plan and Broward County Health Profile Internships. The main function of these internships is to gather information on Broward County health, demographics, socioeconomic status, cause of death, infectious diseases, healthcare utilization, and healthcare access through available web-based data from various sources. Another opportunity for students is the Social Media and Public Health Internship. The main function of this internship is to increase awareness of BRHPC's programs and services on social media, increase website traffic and develop a consistent schedule of posting for all BRHPC's social media platforms to increase engagement at the national, state and local level.

## Summer Employment Program

Every summer, BRHPC hosts a number of high school and/or college students for its Summer Employment Program. The main function of the 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 examples, 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. BRHPC would like to take this opportunity to acknowledge and thank our 2023 Summer Interns! Congratulations on a job well done!

### **Max Loyello, BRHPC Summer Intern 2023**



**Max Loyello** is a sophomore at Indiana University studying business management, with a desire to pursue a career in that field after the completion of his degree. This summer, Max worked as an intern at BRHPC, tackling many different projects, including, creating and presenting Broward's Chapter VI Health Benchmarks to community officials at BRHPC's Health Care Access Committee Meeting, updating excel records, and designing social media posts. Max most enjoyed the work he did on the benchmarks presentation as it gave him "the freedom to be creative, designing something that would intrigue the viewer, while using concrete and meaningful data that helps make a difference in my community". Max is excited to get back to school and put his new knowledge to work and hopes to be back at next summer. Best of luck, Max!

### **Madison Jordan, Summer Intern 2023**



**Madison Jordan** is a rising senior at United World College (UWC) Costa Rica, and her internship at Broward Regional Health Planning Council (BRHPC) is one she will never forget. Madison enjoyed working in the Housing Opportunity Persons with AIDS (HOPWA) department, where she was able to audit and organize documents as well as learn about the care which BRHPC places on each client. She enjoyed the work environment and learning from her colleagues. Madison plans to take the skills she acquired at BRHPC to her final year at UWC Costa Rica, where she is the President of two debate clubs and will benefit from the organizational skills she learned. Her favorite subjects in school are social and cultural anthropology and global politics. At BRHPC, she honed in on the skills she learned from both subjects and gained new perspectives from her four weeks spent at BRHPC. She plans to work at BRHPC again next summer and we look forward to having her come back!

### **Hannah Martinez, Summer Intern 2023**



**Hannah Martinez** is looking forward to her senior year at Harvard International Academy (HIA). Over the past four weeks, she has enjoyed working at Broward Regional Health Planning Council with the Healthy Families Program, Human Resources, and the Accounting Office. She learned administrative skills of filing, sorting documents, scanning, and organizing. These skills will come in handy in her role as a member of the Student Government at HIA. She said it was great to work with a team of professionals who provided valuable guidance and support throughout the internship, which has been a wonderful learning experience. She would like to thank Mr. Mike, Ms. Lasonya, Ms. Natalie, Ms. Yolanda, and Ms. Sandy for their support and encouragement. Their expertise and willingness to guide her throughout the internship have been invaluable. She is excited to continue building upon the skills and experiences gained during this internship.

# Council on Accreditation

## Received National Accreditation Twice & Going For a Third Time



We are proud to announce that BRHPC has achieved national accreditation through the Council on Accreditation twice and is in the process of another re accreditation cycle. **BRHPC plans to receive national reaccreditation for the third time in May 2024.**

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's PQI Committee

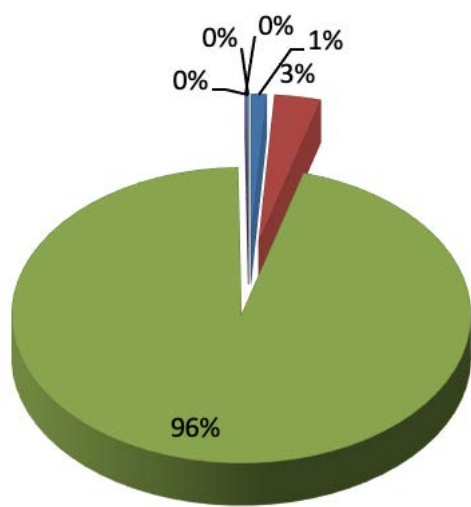
BRHPC's Performance Quality Improvement (PQI) process is organization-wide, including all programs and services. The PQI meetings are held monthly and conducted by the PQI Chair (BRHPC's President & CEO) or designee. The process includes the Board of Directors, Executive Team, PQI committee, subcommittees and stakeholders. The PQI committee is comprised of executive, supervisory and managerial staff. Various elements impacting performance outcomes are reviewed and discussed such as scorecards, surveys, safety measures and more during the meetings.

## BRHPC's PQI Four Subcommittees

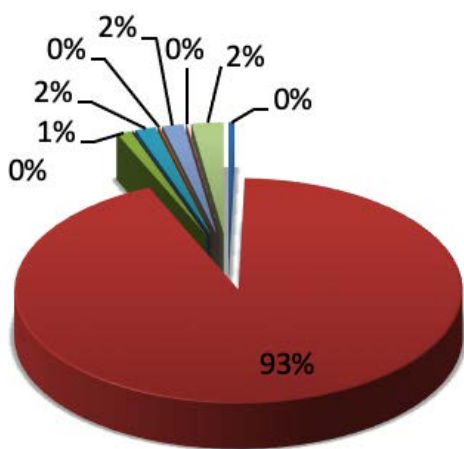
BRHPC's four PQI Subcommittees, meet quarterly, or as needed, to ensure they are on track with meeting the goals of their work plan. The Chair of each committee provides communication of conclusions, recommendations and actions to the (PQI) meetings. The subcommittees include:

- **Human Resources:** reviews policies and procedures related to employment practices.
- **Risk and Prevention Management:** ensures BRHPC engages in comprehensive, systemic and effective risk prevention and management; and evolves policies and procedures constantly to eliminate any risk, loss, and/or liability exposure
- **Management Information System:** monitors all data information systems functions to assure seamless operations across all areas.
- **Staff Training and Development:** provides all personnel with the supervision and training needed to perform their job functions at the highest possible level.

# Fiscal Viability



- Health Planning
- Stability Resources
- Activating Community Potential
- Sustainability- Housing
- Administration/General



- Staff Government
- Federal and State pass-thru
- Local Taxing District
- Private Fundraising Foundations
- Local Government
- Private Foundation
- Municipal Government
- Various Healthcare Providers
- Private Sector