

Broward Regional Health Planning Council Annual Report



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.



2023 - 2024

A Letter from the President & CEO

A Leadership Message



Congratulations to our Florida Panthers on their historic first Stanley Cup victory on June 24, 2024, celebrated by a crowd of over 19,000 fans in attendance! The Florida Panthers won against the Edmonton Oilers in Game 7 of the Stanley Cup Final at Amerant Bank Arena. At the end of the game, the rink was filled with hundreds and hundreds of rats, and we could not be prouder of the excitement the Florida Panthers brought to South Florida. I am truly honored to be a Florida Panthers fan and happy to have witnessed the team make franchise history. Congratulations to the entire team and fans!



As we enjoy the peak of summer, I want to emphasize the critical importance of water safety. According to the Centers for Disease Control and Prevention, the annual number of drowning deaths increased to 4,500 between 2020 and 2022, marking a rise of 500 fatalities per year compared to 2019. Preventing drownings is achievable through basic swimming and water safety education, constant supervision during swimming activities, installation of pool fences, universal use of life jackets during boating, regardless of swimming proficiency, and learning CPR skills. Broward County's SWIM Central offers a curriculum-based program featuring 10 free 30-minute water safety classes over a two-week period. These sessions are taught by certified instructors during school hours, carefully selected and trained through SWIM Central. For more information on water safety and lessons, visit SWIM Central's website at <https://www.broward.org/Parks/Pages/SWIMCentral.aspx> or call 954-357-SWIM (7946).

I'm thrilled to announce that Broward Regional Health Planning Council has achieved national reaccreditation from the Council on Accreditation (COA) for the third time! COA Accreditation, provided by Social Current, offers an objective, independent, and reliable validation of agency performance. Organizations pursue accreditation to demonstrate adherence to best practice standards in human services. The accreditation process



entails a comprehensive evaluation of operations, including programs, services, management, and administration. These standards ensure that programs and services are well-coordinated, culturally competent, evidence-based, outcomes-oriented, and delivered by a skilled and supported workforce. COA Accreditation signifies accountability in resource management, establishes standardized best practice benchmarks for service delivery and administration, and enhances organizational capacity and accountability through continuous quality improvement.

To achieve accreditation, BRHPC initially submitted written evidence of compliance with COA Accreditation standards. Subsequently, a team of trained volunteer Peer Reviewers confirmed adherence through onsite interviews with the board of directors, staff, and clients. BRHPC was notified of its successful reaccreditation on May 22, 2024, and received the official reaccreditation plaque on June 26, 2024.

I extend heartfelt gratitude to our Board of Directors, funders, community partners, staff, and volunteers for their unwavering dedication and trust. This milestone would not have been achievable without our ongoing partnerships and collaborations. Your insights and expertise are invaluable as we maintain a strong presence at national, state, and local levels. Your advocacy efforts ensure the sustainability of our programs and services, while your participation in meetings, committees, community activities, and surveys contributes significantly to our balanced operation.

BRHPC is awaiting the final decision from the Chancery Court regarding the award of the Insurance Assistance Benefits Program from the State of Tennessee AIDS Drug Assistance Program (ADAP). The decision will be delivered by Chancellor I’Ashea L. Myles of the Civil Trial Court in Nashville, TN. Upon receiving the award, BRHPC will begin providing services.

Looking ahead to the 2024-2025 fiscal year, I anticipate your continued support as we expand community partnerships and embark on new initiatives benefiting our service areas. Our team remains committed to delivering services and programs of the highest quality and professionalism.

Sincerely,

Michael De Lucca, MHM
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 maintaining a continuum of care to meet the needs of the service areas.

DIRECT SERVICES: With a budget of \$145 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, such as 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 approximately 50 culturally competent multilingual professionals fluent in English, Spanish, Haitian- Creole, French and Portuguese.

PLANNING SERVICES: Through planning activities, BRHPC aggregates 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 amass 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.

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. The scorecard allows for the monitoring of well-defined 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. BRHPC is committed to expanding our programs and services, leveraging new technologies and strengthening our client relationships.

COA ACCREDITED: BRHPC achieved national COA reaccreditation in 2016, 2021 and again in 2024 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. BRHPC emphasizes creating a positive impact through our sustainability initiatives, community involvement and efforts to foster a diverse workplace.

FISCAL VISIBILITY: BRHPC takes pride in its 40+ years of service history of strong fiscal management and fiduciary experience in administering multi-million dollar cost reimbursement and unit-based contracts. BRHPC maintains its strong financial standing with the proper oversight of implementing a sound administrative and fiscal infrastructure. With the strong commitment and dedication of its staff, administration and governing Board, BRHPC is positioned to strengthen and grow its ability to accommodate 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 while maintaining a high level of encrypted security features. BRHPC, also, maintains a strong social media presence on Facebook, X, LinkedIn and Instagram. BRHPC focuses on facilitating change and innovation that improves and enhances access to our services.

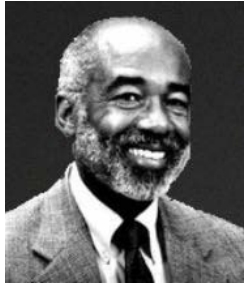
ORGANIZATIONAL STABILITY & AFFORDABLE HOUSING INITIATIVE: Sustainability is a cornerstone of our business philosophy. BRHPC's affordable housing initiative resulted in the purchase of multi-family housing in Oakland Park and Hollywood. Each city sets their affordable housing rates which BRHPC utilizes, 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 in Broward County.

BRHPC Board of Directors

2023-2024



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

- 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 (2) 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
- Administrative Determinants of Health (PRC Survey)

HIV Planning

- HIV Clinical Quality Assurance
- HIV Planning Council

Capacity Building

Publications

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

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

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 hospitals in Holy Cross Health and Broward Health. 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.

NFP offers ongoing home visits from registered nurses to mothers who present themselves as high-risk or part of vulnerable populations, from pregnancy through the first two years of the child’s life. These visits provide essential care and support, helping mothers ensure a healthy pregnancy and enabling families to provide responsible and competent care for their children. Additionally, the program aids clients in achieving greater economic self-sufficiency. Nurse-Family Partnership Nurse Home Visitors form a much-needed, trusting relationship with mothers, instilling confidence, and empowering them to create a better future for their children and themselves.

Clients Served

During the 2023-2024 fiscal year, the NFP program served 237 clients with 63 births to pre- and post-natal mothers. As of June 2024, a total of 58 infants and toddlers are being served in the program.

Nurse-Family Partnership Outcome Indicators 2023-2024	
Program capacity 200 participants	237
Families that continued with the program from initial enrollment until completion (Target: 85%)	90%
Mean number of months women employed following birth of infant (Target: 8 months from 13 to 24 months)	48
Women enrolled during pregnancy and who initiated breastfeeding (Target: 60%)	91%
% Women screened within 6 months of enrollment for domestic violence	91%
% Children who received a developmental screening	90%
% of Children with a report of suspected maltreatment	0%
% Children with a substantiated report of maltreatment	0%

Nurse Family Partnership Team Photo



Members of the NFP Team: Priscilla Germeus, Natalie Blake, Janices Gainous, Shernette Dann, Dianaser Bermudez, Beverlie Mitchell, Marcia Queres and Brittany Williams

NFP Client Testimonial



“My experience with the Nursing-Family Partnership has been amazing. My personal nurse Marylin has been more than a nurse to me. She has been a motivator, therapist, support system and an encouraging friend. I’m so grateful to be able to be in this program. Being a first-time mom without much support from family has been a huge challenge. Learning how to navigate everyday life, appointments, while not having a job or vehicle has been stressful. I have many times where I feel overwhelmed. Sometimes my highlight of my week is getting to meet with her and have her support. She truly helps me to feel heard, understood, seen and validated for my feelings. Also at the same time pushing me to still go past that stressful feeling and get things done. I feel like since I’ve been in this program, I’ve been opened up to so many amazing resources to help me and my growing bundle of joy. I feel like I’ve gained so much direction and feel so much more prepared for my little boy now. Also, her extra effort has truly helped me feel loved. She actually got me a gender reveal balloon to pop. I was so excited and nervous, wanting to have a boy. Once I popped that balloon and saw the blue confetti I was so happy!!! I still have some of the confetti LOL. I’m so blessed that God has brought me to this program and to know that I will have Nurse Marylin in my life helping along the way until my baby boy is two years old. I can’t wait to see how everything continues to unfold and workout. I’m so excited to see my little baby boy and I know Auntie Marylin is going to be there every step of the way. I will never forget this program and I’ll definitely tell anyone who I come across, in a position like mine. Thank you and God bless you.” - **Stefani J.**

Get Covered Broward

2024 Open Enrollment Period Recap

In its third year of collaboration with the Health Foundation of South Florida, Broward Regional Health Planning Council's Get Covered Broward Program persists in its mission to increase awareness in Broward County concerning the availability of low-cost health insurance. The 2024 Open Enrollment Period commenced on November 1, 2023, concluding on January 16, 2024. Myriad outreach initiatives were utilized to distribute information about the toll-free number, 1-800-794-2208, and to share crucial information within the community. Get Covered Broward diligently reached out to ensure individuals had access to essential healthcare coverage options. Following are highlights from those outreach efforts:

- To kick off the Open Enrollment season, BRHPC was represented at **Gilda's Club South Florida's Community Resource Fair** held on October 19, 2023. The event aimed to empower individuals impacted by cancer, including patients in treatment, cancer survivors, loved ones, and caregivers. Get Covered Broward representative were there handing out flyers, freebies, educating individuals on Open Enrollment, answering questions and connecting with community members.
- The **Broward County Municipal Services District, 7th Annual BMSD Wellness Jamboree** followed. On October 21, 2023, community members were able to receive free blood pressure and diabetic screenings, as well as vaccines. There was music, dancing and giveaways. Get Covered Broward attended and shared vital information with community members and educating them about Open Enrollment. Local dignitaries, Mayor Lamar Fisher and Commissioner Robert McKenzie were in attendance mingling with constituents, their children and sharing in the festivities.

To help spread the word within the community, BRHPC invested in paid advertising as well as securing a free advertisements with local radio station Hot 105. Paid ads ran on National Public Radio, Univision Radio featuring Spanish advertisements, Pandora and social media. Following are the details:

- NPR Radio Advertisements ran in English and Haitian Creole with a reach of 119,000 individuals with 12 spots over a 5-day period
- Univision Radio (ads ran in Spanish) Advertisement Reach: 41,746 individuals
- HOT 105 ran an interview with Get Covered Broward program representative This exposure yielded a reach of 250,000 individuals with 4 spots over a 5-day period.
- 13 paid Facebook Advertisements Posts with a Reach of 25,469 individuals
- 166 free Social Media posts on Facebook, X, LinkedIn & Instagram with a reach of 17,359 individuals.

2024 Special Enrollment Period

While remaining active during the Open Enrollment phase, behind the scenes, BRHPC was gearing

up for the Special Enrollment Period which runs January 17, 2024 through October 31, 2024.

- On the agenda for February was the **Mose & Mary Jane Williams Outreach Community Health Fair**, held on February 24th in Fort Lauderdale. Get Covered Broward was out in full force, providing informational flyers and giveaways, as well as donating gift cards to the fair's raffle. Attendees had access to blood pressure and glucose screenings, HIV testing, breastfeeding counseling, and a wealth of health-related information and resources. BRHPC distributed over 100 flyers and raised awareness about Special Enrollment Period opportunities and qualifying criteria.
- On March 23, Get Covered Broward participated in the **Broward Spring Health Fair** in the Lauderhill Mall. The Fair aimed to highlight the ongoing Special Enrollment Period. This event held particular significance as it encompasses numerous zip codes within the target area of the Get Covered Broward program.
- As Summer approached Get Covered Broward continued its outreach efforts on May 4th, 2024, with the **Ujima Men's Man Up Festival** held in Delavoe Park, Fort Lauderdale. This event aimed to bring awareness surrounding HIV to the community. HIV testing, Blood Pressure screenings and informational resources were available. 75 flyers were distributed and provided well needed information about enrolling for health insurance in the government Marketplace.
- As the temperature rose so did activity with the **HIVPOSSIBLELIFE event** that took place on June 8th, 2024, at the American Legion Post 92 in Hollywood. The purpose of the event was to network with partnering organizations to bring awareness to the community about HIV, access to healthcare, screenings and more. 55 special enrollment informational flyers were distributed.

The 2024 Get Covered Broward Program season has been very busy, and we are happy to report all goals were met, enrolling a total of 1,124 Broward County residents in an affordable health insurance plan.

Photos from Events Attended



Michelle Barrett, Get Covered Broward Program Coordinator, photographed with attendees from various events.

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. The target population includes very low, extremely low, and moderate-income Persons Living with HIV/AIDS (PLWHAs) throughout Broward County.

The statutory purpose of the HOPWA program is to provide states and localities with the resources and incentives needed to devise long-term strategies for meeting the housing needs of low-income persons living with HIV/AIDS and their families.

- **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. STRMU assistance includes rent, mortgage, utilities (light/water/gas).
- **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 of 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 to offer online and in-house monthly financial literacy workshops. It aims to assist families in ending financial crises and managing money.

Program Highlights

The City of Fort Lauderdale (COFL) opens the TBRV waitlist on funding availability. COFL will open a waitlist to serve an additional 25 to 30 applicants for the fiscal year 2024/2025.

Housing Opportunities for Persons with HIV/AIDS

Clients Served from October 2023 - May 2024

- Short Term Mortgage Rent Utilities and Permanent Housing Placement: 146
- Tenant Based Rental Voucher: 96
- Total number of people who benefit from assistance (households): 366

Client Testimonial

“My daughter walked off in 2019, leaving her children with me. My grandchildren and I stayed in and out of different hotels and homes for some time. I now have stable housing through the TBRV program for my grandchildren and me, which has allowed me to work towards bringing the rest of my family back together. I’m really satisfied and also grateful for all the valuable services offered through BRHPC.”

HOPWA Outcome Indicators, October 2023 - May 2024

Short Term Mortgage Rent Utilities/ Permanent Housing Placement	
90% of grievances upheld by the City	100%
90% of STRMU applications completed within 10 business days	100%
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%

Tenant Base Rental Voucher	
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%

Members of the HOPWA Team



Left to Right Back Row: Andrew Goode and Brittney Seymour

Left to Right Front Row: Hyacinth Blake, Rosemarie Weise, Sharon Alveranga-Jones, Adelle Lewis and Nardine Pierre-Louis

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
- Reciprocal eligibility extended across multiple Ryan White programs
- Eligibility period increased from six months to one year

Online Eligibility

BRHPC provides Part A online eligibility, allowing clients to complete recertification without traveling to a physical intake location. During the programmatic year 6,734 online user accounts were created. BRHPC has interagency and out-posting agreements with approved Ryan White Part A Providers across Broward County.

Number of Clients Served During the 2023-2024 Fiscal Year

- 8,292 CIED unduplicated clients served
- 28,545 total services delivered
- 6,640 certifications completed
- Client satisfaction survey results averaged 95.21%
- Presented the Quality Improvement Super Star Award for "Data Accuracy Matters In Time" - (DAMIT) Quality Improvement Project
- Successful Ryan White Part A Program annual audit conducted by Broward County Health Care Services Division with no findings

Client Testimonials

- "Yolette is friendly and professional all the times she has assisted me."
- "I have been treated with respect and dignity by everyone. Great staff."
- "Thanks for keeping me healthy."

Ryan White Part A - Twelve (12) Provider Locations and Hours of Service

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)

2866 East Oakland Park Blvd., Floor 2
Fort Lauderdale, FL 33306 | 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 or 954-213-0623
T & F, 8:30am - 5:00pm

*** All CIED sites are closed the third Friday of each month ***

Members of the CIED Team



*Left to Right Top Row: Joseph Pierre, Kazim Ramroop, Jasmin Shirley and Otto Irizarry
Left to Right Front Row: Lisa Besley, Barbara France, Keren Geffrard, Yolna Tribulant and Leidy Salinas*

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/approved by the AIDS Drug Assistance Program (ADAP) and the Ryan White Program. Financial assistance is offered to 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 during the programmatic year 2023-2024 is eligible for up to \$9,100 in annual assistance for out of pocket and deductible cost for their respective insurance plan. The target population expanded and now includes all Ryan White Part A clients that have an income between 50% and 400% of the Federal Poverty Level.

During the fiscal year 2022-2023, clients had the option of selecting and enrolling in 1 of 133 different ACA Marketplace health insurance plans. The number of approved ACA plans currently approved in Broward County decreased from 133 to 69 during the current fiscal year 2023-2024; thus, ensuring more comprehensive coverage with zero to low deductible and other out-of-pocket costs to subscribers, now up to \$9,450. These approved ACA Plans also enabled clients to select a plan based on a wider network of medical providers, medications on approved formularies and wider geographic locations of medical providers and pharmacies. Broward County Board of County Commissioners fund the Health Insurance Continuation program.

Number of Clients Served from March 2023 - February 2024

803 clients were served during March 2023 and February 2024 and 9,385 services were provided.

Health Insurance Continuation Program Outcome Indicators 2023-2024	
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%

Supportive Services for Veterans and Families

About the Program

BRHPC is funded by a grant between the Advocate Program, Inc., and the US Department of Veterans Affairs to provide supportive essential services to veterans. The primary goal of the Supportive Services for Veterans and Families (SSVF) program is rapid rehousing for veterans and their families.

BRHPC provides case managers to coordinate SSVF case management and rapid rehousing efforts. In addition, the SSVF case managers assist SSVF participants in transitioning from homelessness to permanent, stable housing or supported housing arrangements.

Case managers serve as the primary point of contact for coordinating services on behalf of the clients. 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

Clients Served

The program served 74 clients during the fiscal year.

Client Success Story

A veteran was recently evicted and was homeless along with his daughter. The veteran's recent eviction was a significant barrier to his housing stability. The case manager worked tirelessly with the veteran and used community partners and resources to advocate for the veteran. The case manager assisted the veteran with finding an apartment complex that accepted his rental application even though the veteran had a recent eviction on his credit report. However, the property manager requested a larger security deposit due to the recent eviction. The veteran became permanently housed with his daughter. The case manager is working to get the veteran and his daughter furniture and will continue assisting them until the veteran is "back on his feet."



Members of the SSVF Team: Left to Right Top Row: Jennyca Jerome, Tatyana Roundtree and Ismanie Cyrius

Insurance Benefits Management System

Overview

BRHPC paid in excess of \$136M in health insurance premiums for the 2023-2024 Fiscal Year and maintained an enrollment of 9,400 clients. The last four years health insurance premiums averaged an 18.225% increase annually.

BRHPC's Insurance Benefits Management System (IBMS) utilizes a Dashboard approach to equitably assign designated staff a desired workload for the day. This prevents duplication of efforts and ensures timely enrollment and/or resolution of items. It, also, allows for management staff to see at any point in time what each staff member is working on in each work queue and with which records. Additionally, a ticker is displayed next to the record to display the duration it has been in the work queue utilizing a green, yellow and red tickler system. Green indicating less than 24 hours, yellow less than 72 hours and red over 72 hours. The Dashboard provides a QA/QI facet geared toward expediency and accuracy to ensure timely payments and minimize any access to care issues.

An additional aspect of the contract requires BRHPC to reconcile Advance Premium Tax Credits (APTC) once the Federal Tax Filing for 2023 has been completed. BRHPC contacted all clients who received an APTC for 2023, 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 and collected 676 tax forms for 2023. 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**.

BRHPC Data Warehouse

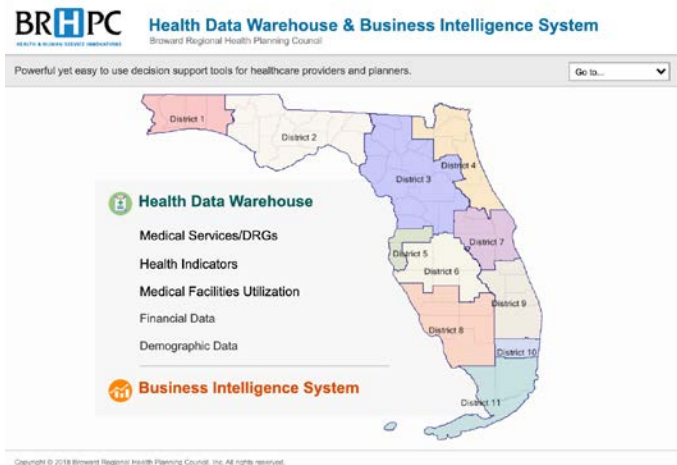
State-of-the-Art-System

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. Among these innovations, 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 comprehensive collection of health information databases designed by BRHPC to assist hospital and nursing home administrators in their strategic planning.

Datasets:

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

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

Hospice: First Batching Cycle 2024

Description	Dates
Summary Need Projections Published in F.A.R.	2-02-24
Letter of Intent Deadline	2-26-24
Application Deadline	3-27-24
Completeness Review Deadline	4-03-24
Application Omissions Deadline	4-24-24
Agency Initial Decision Deadline	6-21-24

Nursing Home and ICF/DDs: First Batching Cycle 2024

Description	Dates*
Summary Need Projections Published in F.A.R.	3-29-24
Letter of Intent Deadline	4-15-24
Application Deadline	5-15-24
Completeness Review Deadline	5-22-24
Application Omissions Deadline	6-19-24
Agency Initial Decision Deadline	8-09-24

Hospice: Second Batching Cycle 2024

Description	Dates
Summary Need Projections Published in F.A.R.	8-02-24
Letter of Intent Deadline	8-26-24
Application Deadline	9-25-24
Completeness Review Deadline	10-02-24
Application Omissions Deadline	10-23-24
Agency Initial Decision Deadline	12-20-24

Nursing Home and ICF/DDs: Second Batching Cycle 2024

Description	Dates*
Summary Need Projections Published in F.A.R.	10-04-24
Letter of Intent Deadline	10-21-24
Application Deadline	11-20-24
Completeness Review Deadline	11-27-24
Application Omissions Deadline	12-18-24
Agency Initial Decision Deadline	2-14-25

*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.

Letters of Intent and Applications Submitted

CON #10788

Bonita Springs Healthcare Services, LLC
Establish a new Hospice Program

CON #10789

Bristol Hospice – South Florida, LLC
Establish a new Hospice Program

CON #10790

Charis Healthcare Holdings, LLC
Establish a new Hospice Program

CON #10791

Moments Hospice of Broward, LLC
Establish a new Hospice Program

CON #10786

Amor Hospice Care, LCC
Establish a new Hospice Program

CON #10792

Parkside Hospice & Palliative Care, LLC
Establish a new Hospice Program

CON #10787

Arc Hospice of Florida
Establish a new Hospice Program

AHCA Intent to Issue

Effective June 21, 2024, the Agency for Health Care Administration has advised of the intent to issue on the following Certificate of Needs:

- **CON #10787** to Arc Hospice of Florida, LLC to establish a new hospice program in Service Area 10.
- **CON #10791** to Moments Hospice of Florida, LLC to establish a new hospice program in Service Area 10.

HIV Health Services Planning Council

Overview

BRHPC initiated its provision of HIV/AIDS-specific services in 1990 with the establishment of the Ryan White Care Act. Since then, BRHPC has overseen activities for the Broward County Ryan White Part A HIV Health Services Planning Council (HIVPC) and the HIV Clinical Quality Management (CQM) program. Collaboratively, the



HIVPC April 25, 2024, General Meeting

HIVPC and the Ryan White Part A Office identify the needs of individuals living with HIV. The HIVPC is pivotal in prioritizing services, allocating funding, and issuing service directives. This council operates 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).

Prioritizing Services and Allocating Funds

The HIVPC uses needs assessments, service utilization data, and epidemiological information to determine the most crucial services needed by people living with HIV in Broward County (priority setting) and allocates Ryan White HIV/AIDS Part A funding across service categories (resource allocations).

Following recommendations from the PSRA committee, the Planning Council ranked core and support services during its July 2023 meeting for the funding cycle from March 1, 2024, to February 28, 2025. The highest-ranked core services included Outpatient/Ambulatory Health Services, Medical Case Management (Disease), Oral Health Care, AIDS Pharmaceutical Assistance (Local), Health Insurance Premium and Cost Sharing, Mental Health Services, Substance Abuse – Outpatient, Health Insurance Premium & Cost-Sharing Assistance, and newly added Medical Nutrition Therapy. Top-ranked support services included Emergency Financial Assistance, Food Bank/Food Vouchers, Non-Medical Case Management-Centralized Intake Eligibility Determination (CIED), and Legal Services.

The Council allocated \$13,486,899 for Part A Core and Support Services and \$1,436,781 for MAI Core and Support Services, totaling \$14,923,680 for FY2024-2025. The council conducted two reallocation cycles in August and December 2023, resulting in \$2,332,454 reallocated in August and \$1,070,726 in December.

Community Outreach & Engagement

The Community Empowerment Committee continued its series of Community Conversations

designed to gather community feedback and identify gaps in care provision.

- Leather Kink Community Part II – “What Your Doctor Needs to Know, A Safe Space Open Forum” July 2023
- Stigma Smashers – Breaking Health Stigma in the Black Community – January 2024
- PSRA/CEC’s 2024 HIVPC Ryan White Services Listening Tour – April 2024



HIVPC Members at the April 24th Ryan White Services Listening Tour. Left to Right S. Tinsley, CEC Chair, D. Shamer, K. Creary, V. Foster, K. Hayes, B. Barnes, Chair, PSRA, B. Fortune-Evans, F. DeAmore, & E. Davis, Facilitator

Clinical Quality Management

Overview

The CQM Program is pivotal in ensuring equitable access to a seamless system of high-quality, comprehensive HIV services. This mission-driven approach is aimed at improving health outcomes and eliminating health disparities for people with HIV/AIDS in Broward County through the diligent monitoring and evaluation of quality improvement activities.

Updating Broward County Ryan White Part A Service Delivery Models

Service delivery models (SDMs) are vital to providing high-quality HIV services. They align with the HIV/AIDS Bureau Policy Clarification Notice #16- 02 to meet the most current definition of service categories and allowable uses of funds under the Ryan White HIV/AIDS Program. The review and revision of SDMs is a collaborative, multi-step process involving the CQM Program Staff, Quality Management Committee (QMC), and Broward EMA HIV Health Services Planning Council, ensuring that all stakeholders are part of the decision-making process.

Quality Improvement Projects (QIPs)

During FY23-24, the CQM team guided members of the Quality Network in conducting QIPs within their agencies, resulting in completed QIPs during the fiscal year. As quality representatives became mentors and champions of change within their agencies, the technical assistance provided, including assistance with checkpoint submissions, the development of aim statements, and guidance for PDSA cycles, was crucial. The success of

these QIPs is evident in the improved health outcomes of clients receiving services from the 12 agencies, a testament to the effectiveness of the CQM Program.

Subrecipient	Quality Improvement Projects
AIDS Healthcare Foundation (AHF)	Increase the number of virally suppressed Black African American males and females in the Impact Now Cohort.
Broward Community and Family Health Centers (BCOM)	Increase PrEP patient services in high-risk patients ages 18 to 64 by creating promotional materials and outreach initiatives.
Broward Regional Health Planning Council (BRHPC)	Identify and improve Provide Enterprise (PE) process issues, barriers related to client appointments, client and provider compliance with data accuracy, and timely data input into PE.
Broward House	Increase the percentage of individuals virally suppressed for clients served within the selected sample size and the accuracy of data reporting and collection.
Care Resource	Increase compliance improvement by focusing on retaining in-care patients who have not had a medical visit and/or do not have current viral load and CD4 values within six months from their last visit.
Community Rightful Center	Increase the percentage of Black non-Hispanic and Haitian women populations attending their doctor’s appointments as scheduled.
Latinos Salud	Increase retention in care amongst the Hispanic/Latinx population.
Legal Aid Services of Broward	Understanding client preferences and barriers to care to help increase retention in care for clients who utilize legal services.
North Broward Hospital District (Broward Health)	Increase the successful completion of action plan goals under disease case management services.
Nova Southeastern University	Increase retention in care through improvement of patient processes.
South Broward Hospital District (Memorial Healthcare System)	Improve the overall viral load suppression in patients with a positive depression screening (PHQ2/9) questionnaire.
The Poverello Center	Close the date gaps within PE for medical care, lab work, and pharmacy pickups.

Publications

Broward County Health Plan



BRHPC develops and updates the Broward County Health Plan to assist community programs and agencies with health and community planning. This dynamic document is continually revised to ensure it contains the most current information. Covering a wide range of topics, from labor force statistics to immunization rates, the Health Plan reflects the broad scope of issues affecting public health and highlights 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 six chapters to address the multifaceted healthcare system in Broward County. The Broward County Health Plan is located on the BRHPC website.

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

2023 Health Profile

2023 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.

954.961.9681 | 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 Profile provides a detailed report of the overall health of Broward County and the health status of the community. 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 2023 Broward County Health Profile was

posted on BRHPC's website in January 2024. 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



BRHPC has access to a myriad of local data sets to facilitate the process of conducting 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 Assessment, 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, a 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 a final report. BRHPC recently completed the 2024-2027 Memorial Healthcare System Community Health Needs Assessment.

Broward County Trauma Plan



Since its inception in 1991, the Broward County Trauma Management Agency (BCTMA) 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.

The Agency's Strategic Plan has been developed in cooperation with the Broward County government, the Broward County EMS Council, the Trauma Systems Quality Improvement Committee, Broward Regional Health Planning Council, as well as, Sheriff's Office Fire Rescue, Municipal Fire Rescue agencies, and other Broward healthcare partners.

The current document represents the dedicated effort of local experts in outlining the level of Trauma services available in Broward County, addressing the development of additional system components, and presenting strategies for ongoing implementation of improvements to the trauma network in Broward County. The purpose is to provide information to inform strategies 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.

Healthline Broward



A summary of key findings from the Community Health Needs Assessments (CHNA) of the major hospital systems, federally qualified healthcare facilities and Health Department in Broward County. Understanding community health needs is essential for enabling Broward County's social service organizations and healthcare institutions to develop equitable community-led solutions.

The process of acquiring, communicating and acting upon community health needs is the Community Health Needs Assessment. Broward County has several hospitals and healthcare service organizations that perform CHNAs and there are thousands of pages of important findings in these reports. Although each health organization is committed to sharing this information with its partners and enacting interventions based on their assessments, there is no mechanism in place to share this important work across institutions in order to reach a wider audience.

Public Health Workforce Development

About the Series

We are thrilled to announce that we are in the eighth year of our Public Health Workforce Development Series! This virtual seminar series is a collaboration between Nova Southeastern University's (NSU) Dr. Kiran C. Patel, College of Osteopathic Medicine (KPCOM) Department of Public Health Program and Broward Regional Health Planning Council. These educational workshops offer essential skills and knowledge for professionals in the public health field within our community.

Thank you to Our January - July 2024 Speakers

January Speaker: Von Biggs

Community Outreach Coordinator for HIV Self-Testing at Holy Cross Health
Presentation Title: "Normalizing the Conversation Surrounding HIV"

February Speaker: Robert Hill Jr, MPH, PMP

Vice President of Community Impact at the American Heart Association
Presentation Title: "Well-Being Works Better in the Workforce"

March Speaker: Lea Nehme, MPH

Instructor of Public Health at Nova Southeastern University
Presentation Title: "Alcohol Use Severity among Hispanic Emerging Adult College Students: Examining the Roles of Traditional Gender Roles, Drinking Motives and Nativity Status"

April Speaker: Dr. Joy Siegel

Gerontologist and Healthcare Consultant,
Presentation Title: "Tapping into Resilience and Purpose as we Age"

May Speaker: Dr. Lisa Elsinger

Lead of all Health and Well-Being Initiatives at Broward College
Presentation Title: "Mind Your Spine: Ergonomic Strategies to Promote Energy, Focus and Functional Fitness"

June Speaker: Dr. T. Lucas Hollar

Associate Professor, NSU KPCOM
Presentation Title: "Administrative Determinants of Health"

July Speaker: Debra Cohn Steinkohl

Assistant Professor, Family Medicine & Public Health, NSU KPCOM
Presentation Title: "Shaping the Future Public Health Workforce to Master Soft Skills Through Service Learning"

Upcoming Seminars: RSVP to Workforce@brhpc.org

Monday, August 5, 2024, from 12pm - 1pm on “Effective Community-based Nutrition Interventions for the Management of Chronic Diseases”, by Priya Krishnakumar, PhD, RDN, LDN, Assistant Professor, Department of Nutrition, NSU KPCOM

Wednesday, September 11, 2024, from 12pm - 1pm on “How Housing Insecurity is a Major Public Health Issue” by Sandra Veszi Einhorn, The Coordinating Council of Broward and The Nonprofit Executive Alliance.

Tuesday, October 15, 2024, from 12:30pm - 1:30pm on “Stress Management Techniques” by Dr. Venessa Walker, owner, Walker Chiropractor and Wellness Center.

Target Audience

Our target audience includes practitioners employed in local and state government public health agencies; practitioners employed in non-governmental organizations or community-based agencies; practitioners who serve in community health centers, and community health workers; individuals employed in private industry whose work intersects with governmental public health, including medical, pharmaceutical, and environmental health workers, and NSU alumni served in roles described above.

After attending any seminar, participants receive a customized certificate of completion which includes their name, date of attendance, the presenters name and presentation topic as seen below:



Interested in Presenting During the 2025 Cycle?

To schedule your presentation for the 2025 calendar, email Workforce@brhpc.org. Interested presenters should include their name, organization, title and the presentation topic. All seminars are held between 12pm and 1pm on Mondays, Wednesdays and Fridays, and between 12:30pm and 1:30pm on Tuesdays and Fridays.

We look forward to having you join us at our future seminars.

Social Media

Overview

Social media has become a powerful tool for organizations to disseminate information to the public. During the 2023-2024 fiscal year, BRHPC increased its social media presence through frequent posts on Facebook, Twitter, Instagram and LinkedIn. BRHPC currently has over 5,600 followers across all platforms.

BRHPC & NSU Collaboration

Since 2017, Nicole Cohen, BRHPC's Public Information Officer and Dr. Claudia Serna, PhD, DDS, MPH, MBA, Chair, Director of Public Health, Director, Master of Public Health (MPH) and Associate Professor of Public Health, Dr. Kiran C. Patel College of Osteopathic Medicine, Nova Southeastern University, have collaborated to develop social media campaigns, evaluate data, and implement new strategies to enhance awareness of BRHPC's programs, services and important public health topics. These efforts have drawn more visitors to the BRHPC website and increased awareness of BRHPC at the national, state and local levels.

Over the past fiscal year, two NSU undergraduate students, Alianys Rodriguez and Daniella Martinez, interned with BRHPC contributing to the development of three social media campaigns. Posts were shared for free on Instagram, LinkedIn and X, and paid (boosted) posts were shared on Facebook. Boosted posts on Facebook reached a larger audience and targeted specific geographical areas. Alianys and Daniella also tracked key performance indicators such as the number of posts, reach, likes, impressions and engagements for each social media platform.

Social Media Campaigns & Results

- ***The Public Health Workforce Development Series*** Campaign messages varied from thanking past presenters, to identifying future presenters and providing overviews of upcoming presentations. A total of twelve free posts (four posts per platform) were shared on Instagram, LinkedIn and X reaching a total of 626 individuals. The same four posts were boosted on Facebook reaching 7,671 individuals. A total of \$200 was spent towards this campaign.
- ***The Heart Health Month*** Campaign posts provided health statistics and education on maintaining a healthy lifestyle. A total of twelve free posts (four posts per platform) were shared on Instagram, LinkedIn and X reaching a total of 556 individuals. The same four posts were boosted on Facebook reaching 6,967 individuals. A total of \$200 was spent towards this campaign.
- ***Educating Individuals on the Importance of Influenza Prevention*** posts included information on flu symptoms and prevention tips. A total of fifteen posts (five posts per platform) were shared on Instagram, LinkedIn and X reaching a total of 585 individuals. The same five posts were boosted on Facebook reaching 15,759 individuals. A total of \$623.84 was spent towards this campaign.

Spotlights

Alianys and Daniella submitted their evidence-based social media campaign, “Assessing the Impacts of Social Media in Educating Individuals on the Importance of Influenza Prevention” to the NSU 2024 Undergraduate Symposium, a selective and competitive forum. We are proud to announce their abstract was selected and they presented their poster presentation on April 3, 2024 at the NSU 2023 Undergraduate Symposium.

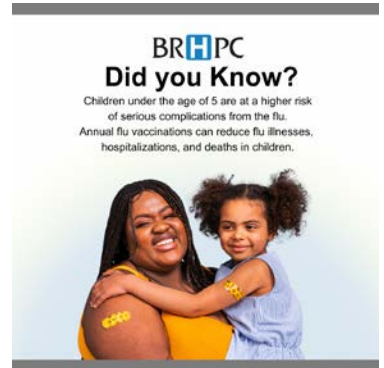
Nicole Cohen and Dr. Claudia Serna submitted an abstract to the 2024 Florida Public Health Association Annual Conference focusing on the partnership of their social media campaigns. The abstract was accepted and will be presented at the conference in Orlando on July 30th.



Left to Right: Dr. Claudia Serna, Daniella Martinez and Alianys Rodriguez



Samples of Social Media Posts



Fingerprinting Services

Level II Background Screenings Available at BRHPC

BRHPC offers Live Scan fingerprinting technology for Level II Background Screening for various organizations, including 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).



Level II background checks provide a comprehensive view of an individual's background, including a thorough examination of criminal history. This deeper scrutiny reduces risks, ensures legal compliance, and instills confidence in decision-making, making them valuable for roles and situations where accuracy and security are paramount. Whether it's for employment, professional licensing, or other essential needs, our Live Scan Services adhere to the highest industry standards, offering you fast, secure and thorough results.

Live Scan technology allows for the electronic submission of fingerprint screens, with results within 24-48 hours. Additionally, BRHPC offers photo submission services to the AHCA clearinghouse. 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.

Need to be Fingerprinted?

BRHPC's fingerprinting clientele include hospital employees, guardian ad litem programs, doctors offices, non-profit and social service agencies, colleges, universities and more. BRHPC is committed to maintaining the highest ethical standards and using advanced technology to deliver timely results, ensuring safety, trust and confidence in every interaction. Fingerprinting clients must bring a valid ID and the identifying number for organizations requesting fingerprints (ORI, OCA).

Total Fingerprints

In the 2023-2024 fiscal year, BRHPC completed 590 fingerprints.

Location and Contact Information



If you are in need of Electronic Background Screening Submissions & Quick Results, BRHPC can help you. For more information, email 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 serves as a facilitator for the Health Care Access Committee, established as a committee of the Coordinating Council of Broward. This committee aims to enhance healthcare access for Broward County residents by establishing and measuring specific outcomes and indicators over the coming years. The committee members include representatives from various facilities, agencies and/or departments within the community.

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
- Sunshine Health
- United Way of Broward County
- Volunteers
- Interns

Meeting Overviews for 2023-2024 FY

Over the past fiscal year, the Health Care Access Committee received presentations on Broward County’s Health Profile, Broward County Health Plan Chapters, PRC Community Health Needs Assessment for Broward County, Nurse-Family Partnership monthly program success data, Get Covered Broward monthly program updates and information relating to the Public Health Workforce Development Series.

Interested in Joining the Committee?

To receive the meeting link for upcoming meetings and join the email distribution list, email Yolanda Falcone at Yfalcone@brhpc.org. The Health Care Access Committee meets virtually via Microsoft Teams on the fourth Monday of every month at 10am. Mark your calendars for the next meetings scheduled for August 26th, September 23rd and October 28th.

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: Coordinating Council of Broward Board of Directors, Nonprofit Executive Alliance of Broward, Health Foundation of South Florida Board of Directors, Leadership Florida Finance Committee, Nova Southeastern University and

Florida International University Master of Public Health programs, OneBlood Board of Directors, Sun Sentinel Celebrating Nurses Judging Committee, Southeast Regional Domestic Security Task Force, Medical Function Work Group Florida Comprehensive Planning Network (FCPN), FCPN Medication Access, Ryan White Part A Health Insurance Work Group, Ryan White Part B ADAP, Ryan White Part A HIV Health Service Planning Council, South Florida AIDS Network, Addressing Food Insecurity in Underserved Communities/FoodCom Advisory Board, Fast-Track Cities North America - Broward County Chapter, Broward County Racial Equity Task Force (RETF) and the RETF Health Subcommittee.

BRHPC's Internal Meetings

Executive Team Meetings

An Executive Team Meeting is held weekly to discuss program performance, challenges, opportunities and current events. Weekly goals are reviewed to ensure contractual and agency outcomes are on target.

Performance Quality Committee

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

Performance Quality Subcommittees

BRHPC's four PQI Subcommittees, meet quarterly, or as needed, to ensure they are on track with their work plan goals. The chair of each subcommittee updates their respective work plan, reports 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 comprehensive, systematic, and effective risk prevention and management, continuously evolving policies and procedures 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.

Advancement & Development

Staff Trainings

BRHPC is dedicated to providing all personnel with the necessary supervision and training to excel in their roles. We prioritize ongoing development and growth through regular trainings and supervision. This approach of training and supervision is designed to improve professional and technical skills, increase staff use of evidence-based practices and further strengthen our system of care utilization management and compliance. Our goal is to create opportunities for professional growth in the workplace and improve financial and programmatic accountability agency-wide. Examples of staff training topics include, Safety in the Workplace and in the Field, Supervisory Training, Emergency Preparedness, Trauma Response, 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.



Shining the Light on Trauma-Informed Care Training: BRHPC hosted a Trauma-Informed Care (TIC) training for its staff on Friday, May 31, 2024. Employees from Centralized Intake Eligibility Determination, Health Insurance Continuation Program, Housing Opportunities for Persons with HIV/AIDS, Affordable Care Act, Nurse-Family Partnership, HIV Clinical Quality Management, and HIV Planning Council Support attended the training. Debbie

Cestaro-Seifer, BRHPC’s Quality Improvement Nurse Consultant and Education/Training Specialist provided the training. The active participation of the staff was instrumental in making the event a success. Their insights and enthusiasm were truly inspiring. The management team hopes the knowledge and skills gained from this training will significantly enhance BRHPC’s collective efforts to foster a trauma-informed environment.

Career Opportunities

Career opportunities at BRHPC are advertised internally and externally, ensuring all accessibility for all staff. Current openings are regularly updated on the BRHPC website and posted in the break room. Providing these opportunities supports 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 studies in Public Health, Public Policy, Human Services, Social Work and Administration. Examples of volunteer and internship opportunities include updating the Broward County Health Plan, Broward County Health Profile and Community Health Needs Assessment.

The main function of these internships is to gather information on Broward County’s 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. Responsibilities include boosting website traffic, developing campaigns and creating a consistent posting schedule to enhance engagement at the national, state and local levels.

Summer Employment Program

Every summer, BRHPC hosts a number of high school and/or college students for its Summer Employment Program. The program offers students a valuable opportunity to gain real-world experience and develop essential 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 for supervisors and managers. They also receive training in resume writing, professional attire, and participate in mock interviews to prepare them for future career opportunities. Students are encouraged to attend committee meetings, providing the with exposure to the decision-making and collaborative process in a committee setting. BRHPC would like to take this opportunity to acknowledge and thank our 2024 Summer Interns! Congratulations on your outstanding contributions!

Summer Intern Spotlights



Max Loyello is a junior at Indiana University, majoring in business management with aspirations to build a career in this field after graduation. This summer, Max contributed to a variety of projects which included creating and presenting Broward’s Health Benchmarks to community members of the Health Care Access Committee, updating excel records, contributing to hospital community health needs assessments, and designing social media posts. Max found particular fulfillment in working on the hospital community health needs assessment reports, stating it allowed him to “gain a deeper understanding of the issues impacting my community and to learn about the measures hospital leadership take to ensure a safer and healthier environment for the future.” Max is excited to get back to school and put his new knowledge to work. Best of luck, Max!



Madison Jordan is a rising freshman at Bard College, 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 HIV/AIDS (HOPWA) department, where she could audit and organize documents and learn about the care 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 first year of university, where she plans to study Political Science and French and will benefit from the organizational skills she learned for her classes and daily life. She plans to use what she learned when starting clubs at university, such as Model United Nations (MUN) and debate.

At BRHPC, she honed in on the skills she learned from her previous year here and gained new perspectives from her month and a half spent at BRHPC. She plans to work at BRHPC again next summer, and we look forward to having her come back!



Tatiana Smith is a rising senior at Franklin Academy High School. During her internship in the Housing Opportunity for Persons with HIV/AIDS (HOPWA) Department, Tatiana gained valuable communication, organization, and project management skills. She learned to effectively complete assignments, audit files, and organize documents. These experiences have broadened her understanding of social services and enhanced her administrative skills. As she enters her final year of high school, Tatiana plans to apply these skills as secretary of her school's Kiwanis International Club, ensuring she contributes positively to her school community.



Jordan Bartel is entering her senior year at the University of Florida, where she will be graduating this upcoming fall with an undergraduate degree in Business Administration and a minor in Mass Communications. Following that, she will also be graduating with a master's degree in international business in the proceeding spring semester. This summer, as an intern at BRHPC, she has worked on various projects, including contributing to the 2024 Broward County Health Profile. Her responsibilities included organizing and documenting data, as well as observing various board and council meetings. These experiences have broadened her perspective and deepened her understanding of the field. Jordan has enjoyed the positive work environment at BRHPC, thanks to the amazing community and the valuable resources available. She is excited to return to the University of Florida to complete her education and grateful for the experiences and tools this internship has provided, which will undoubtedly contribute to her future success and career.

Outstanding Leader of the Year Award



BRHPC proudly recognizes **Nicole Cohen** as the Leader of the Year. Nicole joined BRHPC in November 2015 as the Communications Manager for the Transforming Our Community's Health (TOUCH) Broward Program. In September 2018, she transitioned to the role of Public Information Officer for the organization. Nicole is deeply passionate about her work and holds multiple responsibilities at BRHPC.

Her key objectives include implementing the agency-wide scorecard, developing quarterly newsletters, generating hospital and nursing home utilization reports, overseeing the Public Health Workforce Development Series and creating social media campaigns. Nicole played a pivotal role as the lead coordinator in achieving national accreditation through the Council on Accreditation for the second time, involving extensive document analysis, organization of over 200 documents, and coordination of numerous meetings. Congratulations, Nicole, on your outstanding achievements and dedication to BRHPC!

Council on Accreditation

Press Release Distributed on June 13, 2024



Hollywood, Florida – June 13, 2024 – **Broward Regional Health Planning Council Inc., (BRHPC) has achieved national reaccreditation through the Council on Accreditation (COA) for the third time.** 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. Organizations pursue accreditation to demonstrate the implementation of best practice standards in the field of human services. COA Accreditation evaluated all aspects of BRHPC’s programs, services, management, and administration.

COA Accreditation, a service of Social Current, is an objective, independent, and reliable validation of an agency’s performance. The 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.

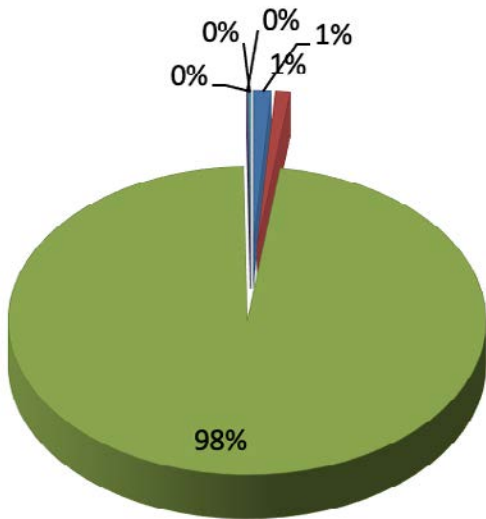
To achieve accreditation, BRHPC first provided written evidence of compliance with the COA Accreditation standards. Thereafter, a group of specially trained volunteer Peer Reviewers confirmed adherence to these standards during a series of on-site interviews with trustees, staff and clients.

Based on their findings, COA Accreditation’s volunteer-based Accreditation Commission voted that BRHPC had successfully met the criteria for accreditation.

COA Accreditation, a service of Social Current, is an independent, not-for-profit accreditor of the full continuum of community-based behavioral health care and social service organizations in the United States and Canada. Over 2,000 organizations — voluntary, public, and proprietary; local and statewide; large and small — have either successfully achieved accreditation or are currently engaged in the process. To learn more about COA Accreditation, please visit www.social-current.org.

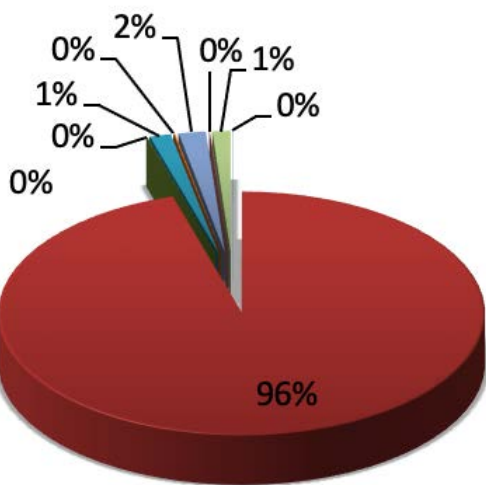
Fiscal Viability

Agency Revenue by Service/Program Fiscal Year 2024



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

Agency Expense by Service/Program Fiscal Year 2024



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

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