

# 2024 FALL NEWSLETTER

Broward Regional Health Planning Council



**BRHPC**

954.561.9681

[www.BRHPC.org](http://www.BRHPC.org)

200 Oakwood Lane, Suite 100  
Hollywood, FL 33020

# Table of Contents

A Leadership Message .....	1
BRHPC Board of Directors .....	3
Nurse-Family Partnership .....	4
Get Covered Broward .....	6
Centralized Intake and Eligibility Determination .....	8
Housing Opportunities For Persons with HIV/AIDS.....	10
Tenant Based Rental Voucher Program .....	11
HIV Health Services Planning Council & Clinical Quality Management .....	12
Insurance Benefits Management Program .....	14
Support Services for Veterans and Families .....	15
Health Insurance Continuation Program .....	16
Fingerprinting Services Provided at BRHPC.....	17
Health Care Access Committee Meeting .....	18
Employee & Intern Spotlights .....	19
Public Health Workforce Development Series.....	20
Social Media Collaboration.....	22
Florida Health Data Warehouse .....	24
Batching Cycles .....	24
Council on Accreditation .....	25

# A Leadership Message

*From BRHPC's President & CEO, Michael De Lucca*



***Let's all join in congratulating Beth Varona and Matt Anthony on their well-deserved retirements!***

Matt has been an integral part of our Insurance Benefits Management (IBM) Program for the past six years, where he expertly verified enrollments across multiple systems, actively participated in statewide meetings, and played a key role in the design and launch of BRHPC's IBM dashboard and website. In addition to these contributions, Matt has served as BRHPC's trusted Insurance Agent for 30 years.

Beth joined BRHPC in the fall of 2016 and has been a tremendous asset to our finance department and the entire agency. She has been responsible for overseeing office supply procurement, managing the fingerprinting process, and working closely with various departments to meet their purchasing needs.



We wish Matt and Beth all the best as they begin this exciting new chapter in their lives and extend our deepest gratitude for their many years of dedication and service to BRHPC and the community!

***On Monday, August 12th, BRHPC had the pleasure of welcoming Edward Mejia, District Outreach Manager for Congresswoman Cherfilus-McCormick's office to our Nurse-Family Partnership (NFP) Program.*** During the visit, the NFP team showcased the positive impact their work is having on the community. I want to extend my heartfelt appreciation to the NFP staff, nurses, clients, and our partners at Holy Cross Health and Broward Health for their remarkable dedication and the outstanding work they do each day.

***Starting November 1, 2024, you can enroll, re-enroll, or change your health plan through***

***the Health Insurance Marketplace for coverage in 2025. Now is the perfect time to plan for your 2025 health coverage.*** The Open Enrollment Period runs from November 1, 2024, to January 15, 2025, but enrolling by December 15, 2024, guarantees your coverage will begin on January 1, 2025. To learn how to save on Marketplace premiums or see if you qualify for financial assistance, visit [www.healthcare.gov](http://www.healthcare.gov) or call the Marketplace Call Center at 1-800-318-2596. TTY users can call 1-955-889-4325. For one-on-one assistance from a BRHPC Get Covered Broward Program representative, call 1-800-794-2208. Our team members can help residents enroll in affordable health insurance plans in English, Spanish, and Haitian Creole.

***BRHPC is awaiting the Chancery Court's final decision on the Insurance Assistance Benefits Program award through the State of Tennessee AIDS Drug Assistance Program (ADAP).***

The decision will be issued by Chancellor l'Ashea L. Myles of the Civil Trial Court in Nashville, TN. Once the award is received, BRHPC will promptly begin providing statewide services.

***I am pleased to welcome Stephen L. Demers, MBA, to BRHPC's Board of Directors.*** Stephen L. Demers is Chief Executive Officer of Memorial Hospital Miramar, one of six acute-care facilities of Memorial Healthcare System, a public, nonprofit hospital system nationally recognized for providing outstanding patient- and family centered care. Mr. Demers is also the Interim Chief Executive Officer of Memorial Regional Hospital. We are thrilled to have Stephen join our team and look forward to the valuable insights and expertise he will bring to BRHPC and the community.

***I want to express my heartfelt gratitude to BRHPC's Board of Directors, funders, community partners, staff, volunteers, and interns for their invaluable contributions to our organization and the communities we serve.*** With over 40 years of strong fiscal management and extensive experience in administering multi-million dollar cost reimbursement and unit-based contracts, BRHPC is proud of its legacy. Thanks to the unwavering commitment and dedication of our team, administration, and governing board, BRHPC is well-positioned to continue expanding its capacity to meet the needs of our service area on national, state, and local levels.

Sincerely,



Michael De Lucca, MHM

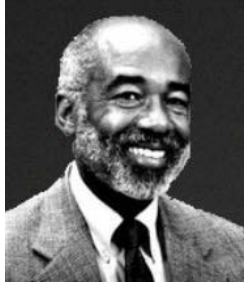
President & CEO

# 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



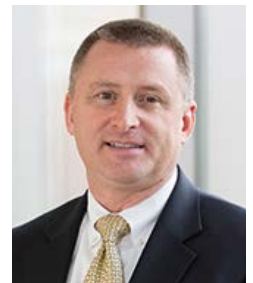
**Paula L. Anderson**  
DO, MPH  
Board Member



**John A. Benz**  
MBA  
Board Member



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



**Stephen L. Demers**  
MBA  
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

# Nurse-Family Partnership

## About the Program

The Nurse-Family Partnership (NFP) Program works with high-risk mothers in the community. The program is aimed at improving prenatal care, decreasing infant mortality rate, and promoting breastfeeding in the community. The goal of NFP is to implement early interventions for these women. NFP strives to empower these mothers with support for the child's health and development and increase the economic sustainability of the families. Some of the qualifying events for the program include:

- Economic adversity
- Any form of high-risk behaviors
- Education levels
- Lives in Broward County in one of the following zip codes: 33311, 33313, 33319, 33023, 33024, 33025, 33060, 33064, 33069

All participants in the program are screened through a collaboration with Broward Healthy Start Coalition and its funding providers. The program has grown from just assisting first-time mothers, to now include any potentially high-risk mothers.

The NFP program is administered through a partnership between BRHPC and two hospitals in the county: **Broward Health and Holy Cross Health**. The hospitals directly employ the nurse home visitors for the program, who are trained and report to the Program Nurse Supervisor, which is employed directly through BRHPC. Broward NFP has a total of eight nursing positions; 4 nurses with Broward Health and 4 nurses with Holy Cross Health. The NFP program is funded by the Maternal Infant Early Childhood Visiting Initiative (MIECHV) which is administrated by the Florida Association of Healthy Start Coalitions.

NFP clients receive essential items monthly, such as car seats, Pack 'n Plays (for safe sleep practices), diapers, and wipes. One of the program's key goals is to help families access resources and build confidence in caring for their children.

## Visit from Congresswoman Sheila Cherfilus-McCormick's Office

On August 12, Edward Mejia, District Outreach Manager for Congresswoman Cherfilus-McCormick's office, visited BRHPC's Nurse-Family Partnership Program. The Congresswoman has a passion for community programs and initiatives, was given a firsthand look at how NFP positively impacts participants on a personal level. During the visit, current participants shared their experiences at various stages of the program, and the nurses who conduct home visits had the chance to discuss the rewarding aspects of their work. The NFP team highlighted the significant impact their efforts are making in the community.





*Left to Right: Michael De Lucca, BRHPC President & CEO, Maxine Pink, NFP Supervisor, Cheristelle Jean Baptiste NFP Client, Priscilla Germeus, NFP Nurse, Edward Mejia, District Outreach Manager for Congresswoman Sheila Cherfilus-McCormick, Barbara S. Effman, BRHPC Board Chair, Stefani Johnson NFP Client, Marilyn Velazquez, NFP Nurse and Kim Saiswick, VP Outreach Holy Cross Health*

## Welcoming a New Team Member



**Mahalya Fourcand** joined the Nurse-Family Partnership (NFP) on July 30th, 2024. She was drawn to the program because it aligns with her passion for healthcare and nursing, offering her a deep sense of purpose and fulfillment. In her role, Mahalya handles various administrative duties, including matching referrals to nursing staff and supporting community programs that promote NFP's mission.

Outside of work, Mahalya has a wide range of hobbies that reflect her vibrant personality. She has a deep love for animals, enjoys painting, reading, and has a natural talent for nurturing plants. She finds peace and joy in the natural world, and her enthusiasm for learning new things keeps her constantly growing and evolving.

For more information on the Nurse-Family Partnership Program contact the Program Nurse Supervisor, **Maxine Pink** at [mpink@brhpc.org](mailto:mpink@brhpc.org).

# Get Covered Broward

## *Recap of 2024 Open Enrollment*

BRHPC, a not-for-profit organization, continues to provide enrollment assistance through a partnership with the Health Foundation of South Florida. The Get Covered Broward Program raises awareness about the availability of low-cost health insurance in Broward County through meetings, events, social media and paid media advertisements featured on Pandora, Univision Radio and various radio stations.

During the 2024 Open Enrollment Period, which ran from November 1, 2023, to January 16, 2024, the program implemented a wide range of outreach initiatives to distribute information about the toll-free number, 1-800-794-2208, and share vital details with the community. Program staff worked diligently to connect residents with essential healthcare coverage options. As a result, 1,124 Broward County residents were successfully enrolled in affordable health insurance plans.

## *Special Enrollment Period*

This quarter, Get Covered Broward has been raising awareness of the Special Enrollment Period (SEP), which ends on October 31st. Get Covered Broward is available to provide assistance by telephone at 1-800-794-2208 in English, Spanish, or Haitian Creole, Monday through Friday, from 8 a.m. to 5 p.m.

- You married during the SEP window.
- You become a dependent or have/adopt a child.
- You become a United States citizen or lawful permanent resident.
- You moved homes permanently.
- There was an error with your open enrollment.
- Your income is at or below 150% Federal Poverty Level (FPL).
- You have an income or circumstance change that makes you newly eligible.

## *Events Participated in This Quarter*

On Saturday, July 27th, Get Covered Broward participated in the **9th Annual Collier City Family Fun Day** at the Browns Community Development Center in Pompano Beach, and on Saturday, August 17th, in the **19th Annual Back-to-School & Family Fun Day** at Washington Park in Hollywood. At both events, Get Covered Broward provided education and information about the current Special Enrollment Period by distributing written materials in English and Spanish. These materials included details on eligibility criteria, how to apply for low-cost health insurance plans, and the BRHPC's toll-free Open Enrollment hotline number, 1-800-794-2208.





## *Important Updates About the 2025 Open Enrollment Period*

The 2025 Open Enrollment Period begins on November 1, 2024, and ends on January 15, 2025. Get Covered Broward is dedicated to helping consumers understand their coverage options and answering any questions related to plan selection. Whether you are currently uninsured or seeking more affordable health coverage, this Open Enrollment Period is your opportunity. Call 1-800-794-2208 for assistance in English, Spanish, or Haitian Creole.

- **November 1, 2024:** Open Enrollment starts. This is the first day you can enroll in, renew or change health plans through the Marketplace for the upcoming year. Coverage will start as soon as January 1, 2025.
- **December 15, 2024:** This is the last day to enroll in or change plans for coverage to start January 1, 2025.
- **January 1, 2025:** Coverage starts for those who enroll in or change plans by December 15, 2024, and pay their first premium.
- **January 15, 2025:** Open Enrollment ends. This is the last day to enroll in or change Marketplace health plans for the year. After this date, you can enroll in or change plans only if you qualify for a Special Enrollment Period.
- **February 1, 2025:** Coverage starts for those who enrolled in or changed plans between December 16, 2024, through January 15, 2025, and pay their first premium.

For assistance in enrolling in a health insurance plan or additional information, call **1-800-794-2208**.

# 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 to 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 continues to serve as the single point of entry for Persons Living with HIV and AIDS (PLWHA) who are residents of Broward County.

An integral part of the success of CIED is the unshakeable dedication and passion to serve the HIV community along with the various Ryan White Networks of collaborative organizations, community partners and clients. Clients consistently comment about the professionalism, supportive referrals, and compassionate engagements they experienced and expressed their genuine appreciation for the services rendered and accommodations made by some of the most exceptionally caring and client-focused staff.



CIED staff have embarked on a new Quality Improvement Project for 2024 /2025. Our goal involves actively engaging clients to better understand the journey to viral load suppression and those complicated factors and barriers that impact adherence to treatment over a three-month period. CIED team welcomes **Barbara France**, Administrative Assistant, who brings a wealth of knowledge, outstanding customer service, and support experience; diverse cultural; and multi-lingual skills to our team effort. CIED looks forward to the outstanding contributions and dedication she will provide to strengthen our capacity to better serve individuals and families throughout Broward County.

We encourage all Ryan White Part A clients to actively engage with CIED staff, case managers, and providers of medical and supportive care services as we all unite and prepare for the Affordable Care Act (ACA) Marketplace Open enrollment period in November 2024. Eligible clients are urged to prepare early and engage with the American Exchange, IBM, a contracted entity that can assist clients eligible for ADAP-approved premium assistance and insurance support services. Call the American Exchange, IBM at **1-844-441-4422**, or the CIED office for more information at **954-566-1417**.

This Fall, CIED team members welcome fresh ideas and new intervention strategies to better engage our clients for exceptional experiences. Clients are requested to review their rights and responsibilities; to improve and ensure adherence to eligibility guidelines; and to prepare effectively to experience seamless access to medical and supportive services. We encourage clients to join special focus group sessions and relay the client's perspective on ways to engage, ensure and streamline processes that comply with Ryan White guidelines and policies for implementation.

## 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)**

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 \*\***

For more information on the CIED Program contact Jasmin Shirley at [Jdshirley@brhpc.org](mailto:Jdshirley@brhpc.org).

# Housing Opportunities For Persons with HIV/AIDS

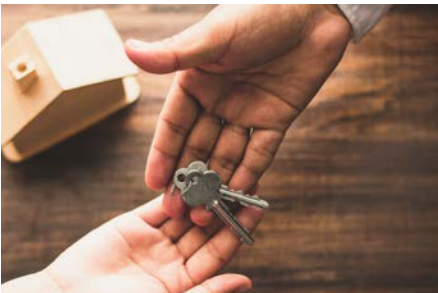
## About the Program

The Housing Assistance Program at Broward Regional Health Planning Council, Inc., provides services to the community under the Housing Opportunities for Persons with HIV/AIDS (HOPWA) program. For the last fifteen years, the team has been working to assist eligible low-income [Area Median Income 80% or below] Broward County residents with past due rent, utility, mortgage assistance, and permanent housing placement.

From October 2023 to July 2024, the Housing Assistance program BRHPC provided over 263 unduplicated clients with over \$523,398.21 for short-term rental, permanent housing placement, utility, mortgage, and emergency hotel voucher assistance to help prevent homelessness.

BRHPC has been working closely with the local HOPWA Grantee and the City of Fort Lauderdale's Housing and Community Development Division to find better ways to deliver services to the community. BRHPC has also cooperated with local HOPWA agencies such as Care Resource, Mount Olive Development Corporation (MODCO), and SunServe to offer training, technical assistance, and service coordination.

## Client Success Story



We are pleased to share that, thanks to the STRMU assistance provided to one of our clients, a settlement agreement has successfully resolved their eviction case. As a result, our client is able to remain safely housed, with no further risk to their housing security. We are proud that our collaborative efforts continue to make a positive impact on individuals living with HIV/AIDS.

As we enter the fourth quarter of the current fiscal year, the HOPWA team is looking forward to another successful year in helping persons living with HIV/AIDS in our community to prevent and end homelessness.

For additional information, please email Director of Housing, Sharon Alveranga-Jones at [smcdonald@brhpc.org](mailto:smcdonald@brhpc.org).

# Tenant Based Rental Voucher Program

## About the Program

Tenant Base Rental Voucher (TBRV) program provides low-income HIV/AIDS persons or families rental assistance to live in private, independent apartment units. The TBRV case managers continues to assist the client if they move to another rental property in Broward County. TBRV subsidy levels vary case by case where the program considers the entire household income, the unit size, and the Fair Market Rent (FMR) standards. Once these factors are considered, the program covers a portion of the client's rent, with the client responsible for paying the remainder.

The HOPWA department is pleased to welcome two new housing case managers, **Tatyana Roundtree** and **Tiffani Pierson**. Tatyana joins us from the Supportive Services for Veterans and Families (SSVF) program, bringing a strong administrative background and a commitment to expanding her skills and supporting others. Tiffani Pierson returns to the housing industry with experience in client services and a passion for connecting clients with the resources needed to maintain safe, decent, and affordable housing. We are confident that both Tatyana and Tiffani will make valuable contributions to our team.



**Tatyana Rondree**



**Tiffani Pierson**

TBRV partners with Consolidated Credit to offer clients financial literacy, budgeting, homeownership, and credit repair counseling. Monthly schedules from Consolidated Credit provide information on upcoming online and in-person seminars available in English and Spanish, which have been met with enthusiasm by our clients.

**New Enrollment:** The TBRV program continues to work toward its goals by enrolling new clients. Clients are selected from the City of Fort Lauderdale waitlist through a lottery system. All incoming clients must meet the U.S. Department of Housing and Urban Development income guidelines and HOPWA eligibility criteria.

For more information, email Program Coordinator, Brittney Seymour at [bmcdonald@BRHPC.org](mailto:bmcdonald@BRHPC.org)



# HIV Health Services Planning Council & Clinical Quality Management

## *The 2024 National Ryan White Conference*

The 2024 National Ryan White Conference took place in Washington, D.C., from August 20th to 23rd, bringing together leaders and professionals nationwide to discuss advancements in HIV care, community initiatives, and clinical quality management. This event served as a vital platform for sharing innovative strategies and best practices aimed at improving health outcomes for people living with HIV. Attendees included representatives from HIV Health Services Planning Councils, clinical quality management teams, and community partners. Through a series of presentations, workshops, and collaborative sessions, participants engaged in productive discussions about the future of HIV care, focusing on optimizing service delivery, enhancing patient outcomes, and addressing healthcare disparities. The conference underscored the need for continuous improvement and the importance of data-driven strategies in advancing HIV care.



*Broward County Representatives from left to right: Glen James-CDP, Danielle Liao-BRHPC, Arnold Mahoney-CDP, Von Biggs-HIVPC, Jessica Roy-CDP Administrator, Lorenzo Robertson-HIVPC, Brad Barnes-HIVPC, and Debbie Cestaro-Seifer-BRHPC*

Representing the Broward County HIV Health Services Planning Council (HIVPC) were Lorenzo Robertson, HIVPC Chair; Von Biggs, Vice Chair; and Brad Barnes, Chair of the Priority Setting & Resource Allocation (PSRA) Committee. They were joined by the Clinical Quality Management (CQM) team, Danielle Liao, CQM Health Planner, and Debbie Cestaro-Seifer, BRHPC's quality improvement nurse consultant.

The Broward County Human Services Community Partnerships Division team, including Jessica Roy, Administrator, Arnold Mahoney, Glenroy James, and Timothy Thompson, was also in attendance. Their presence further strengthened the collaborative efforts between the HIV Health Services Planning Council (HIVPC) and the Human Services Division, underscoring their shared commitment to improving HIV care and services in Broward County.



Danielle, Debbie, and Timothy presented “Continuous Clinical Quality Improvement Program Elevated by Broward Ryan White Part A EMA Using Novel Quality Improvement Toolkit,” showcasing a Quality Improvement (QI) Toolkit developed in 2020 by BRHPC’s CQM Health Planners and the Clinical Consultant. Designed to support subrecipients of Broward County’s Ryan White Part A grant, the QI Toolkit provides a structured template for QI Network members to systematically review and analyze quantitative and qualitative data related to program and client care needs. This approach helps members develop focused AIM statements and implement improvement cycles that positively impact clients’ health outcomes throughout the county.

A key feature of the QI Toolkit is its adaptability. It is continuously evaluated and updated in real-time and annually to serve the QI Network members better. These updates ensure that the Toolkit remains effective for guiding quality improvement processes, particularly in services for people living with HIV in Broward County. The presentation, along with the ensuing discussions, emphasized the significant positive impact the Toolkit has had since its inception and its ongoing role in enhancing clinical quality improvement efforts across the EMA. The insights the CQM team shared were well-received, highlighting their leadership in continuously developing innovative tools to improve HIV care and services.

### *New Team Member*



**Shade-Ann Isidore** has joined us as our new HIV Health Planner. She is nearing the completion of her Master’s in Public Health at Nova Southeastern University. Prior to her role at BRHPC, Shade worked with a nutrition and wellness organization, where she supported the dietary needs of the aging population. Her enthusiasm for public health continues to grow, and she is eager to contribute to BRHPC’s mission of making a meaningful difference in our community by addressing critical health issues and collaborating with a dedicated team!

### *Member of the Quarter*



Congratulations to **Shawn Tinsley** on winning Member of the Quarter for the First Quarter of FY2024-2025. We commend her on her exceptional service and outstanding contribution to the Broward County Ryan White HIV Health Services Planning Council. Her tireless efforts have raised awareness about the importance of HIV prevention and treatment. Through her unwavering commitment to the cause, Shawn Tinsley has set a high standard for excellence in HIV advocacy and community service.

For more information on the HIV Health Services Planning Council and Clinical Quality Management Program, contact Dr. Gritell Berkeley Martinez at [Gmartinez@brhpc.org](mailto:Gmartinez@brhpc.org)

# Insurance Benefits Management Program

## About the Program

BRHPC's current enrollment in the Premium Assistance program has achieved a new record high of almost 9,500 clients, due in part to the lowered Federal Poverty Level (FPL) instituted by the program.

BRHPC will be launching our annual Pre-Registration page on our [Enroll.BRHPC.org](https://enroll.brhpc.org) site for the 2025 Open Enrollment Period starting October 1st, 2024, which will remain available throughout the month of October. The Pre-Registration page is geared towards those clients who like the plan they currently have and would like to remain in the same plan for the upcoming new year. This offers the client peace of mind knowing that their election for 2025 has been completed and payment will be made well in advance, thus ensuring their benefits remain active from one plan year to the next. Utilizing this page means they don't need to wait until the start of Open Enrollment on November 1st, 2024. This feature is flexible and does not obligate the client to that specific plan, should the client change their mind. We simply ask they visit the [Enroll.BRHPC.org](https://enroll.brhpc.org) site to inform us of their plan selection so we can have the most current information ensuring prompt updating of their record, accurate payment and effectuation of the policy.



### ABOUT THE PROGRAM

## Insurance Premium Assistance Services

For Agents, Brokers, Navigators, Certified Application Counselors, Assistants and Case Managers you can [Register Now](#) for resource access.

Participants **MUST Enroll in Premium Assistance Annually**. Enroll online at <https://enroll.brhpc.org>, over the telephone by calling 1-844-441-4422 or [calling your County Health Department](#). This is **REQUIRED** even if you enrolled with an agent/broker, navigator, case manager, etc.

Enrollment and reenrollment in the premium assistance program is required prior to each calendar year regardless of the type of insurance enrolled in, including marketplace/Affordable Care Act (ACA), employer sponsored insurance, or COBRA.

Insurance Enrollment Assistance is provided by our partner [American Exchange](#)

The [Enroll.BRHPC.org](https://enroll.brhpc.org) site has a fresh look new for Open Enrollment 2025. Utilizing a decision tree design and by answering a few questions in the beginning, this approach will ensure the client is using the correct form and prevent feeling of being overwhelmed with too much information at one time. It should only take about 10 minutes to complete, leaving plenty of time to enjoy the holiday season.

We're looking forward to another successful Open Enrollment Period for all those we serve.

For more information on Insurance Enrollment contact **1-844-441-4422** and for Program Eligibility contact **1-844-381-2327**.

# Support 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 Support 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. Case Managers (CM) also assist SSVF participants in transitioning from homelessness to permanent, stable housing arrangements or supported housing arrangements.

BRHPC SSVF case managers serve as the primary point of contact in the coordination of services, on behalf of the clients. They are responsible for the referral and follow up with local community service providers, as well as fellow SSVF partner agencies working in concert to assist with the successful housing outcomes for the program participants.



## Supportive Services Include

- Assertive Outreach
- Ongoing Case Management
- Housing Stability and Counseling
- VA Benefit & Health Care Acquisition
- Public Entitlement & Disability Benefit Attainment
- Emergency & Temporary Financial Assistance
- Income Support: Educational, Vocational & Employment
- Legal Services

## New SSVF Broward Office

In the past, the Advocate Program only had offices in Dade County and wanted to transition the SSVF Program into Broward County. On May 1, 2022, BRHPC entered into a contract with Advocate Program Inc. to provide case management services in Broward County. With BRHPC's support, the Advocate Program successfully transitioned into Broward County, establishing an office in Wilton Manors. The Advocate Program is fully integrated in Broward County, and therefore, there is no need to continue the contract with BRHPC for the 2024 to 2025 contract year. We were happy to be able to facilitate the successful and smooth transition of the Advocate Program in Broward County and we remain committed to supporting the SSVF Program as needed.

# Health Insurance Continuation Program

## Program Overview

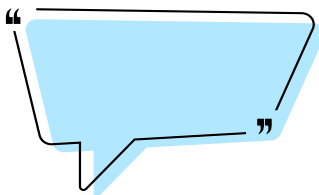


The Health Insurance Continuation Program (HICP) is a phenomenal program offered through Broward Regional Health Planning Council. The program is designed to ensure continuity of quality health care for clients that are HIV positive. The program provides funding for primary care services and assists clients that do not have sufficient health care coverage or financial resources to manage treatment for HIV/AIDS. Ryan White Part A funding is used to provide coverage for medical services and copayments for prescriptions. The Ryan White Part A program provides assistance for clients that reside in Broward County.

HICP provides both client and provider orientation and education regarding the program's rules, processes, timelines, and limitations of the program. Taking this opportunity to explain the complexity of the program has maximized the process of assisting the clients to its fullest. The clients have been able to explain the program like never before to new providers with the hope they are willing to accept third-party payments from HICP. This allows for the clients' right to choose who they receive services from and prevents disruptions with access to care.

Additionally, previous providers that stopped accepting payments from HICP, due to a procedural change that was implemented March 1st, 2023, are now willing to accept payments from the program again. All of this allows for the clients to expand their available healthcare providers in-network through their health insurance plan. HICP continues to refine and implement best practices for the program to best serve the Broward county clients enrolled in HICP.

## Client Testimonials



*"I just want to thank you for all you do for the clients. A lot of people like me are trying our hardest and people like you make life a little easier. Thank you. I appreciate you very much."*

*"Thank you! I love a program that listens to me and knows how to deal with people who are dependent on funding for help. Thank you again! You rock. "*

*"Thank you so much for your support on these difficult medical issues I am experiencing now. You are doing a remarkable job making our life easier facing all these medical bills."*

Contact **Natalie Lewis**, HICP Program Coordinator for more information at [NLewis@brhpc.org](mailto:NLewis@brhpc.org).

# Fingerprinting Services Provided at BRHPC

## *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).



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 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.

## *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 the organization requesting fingerprints (ORI, OCA).

Our goal is to provide accurate and reliable background information and maintaining the highest ethical standards using advanced technology to deliver timely results. We accept cash or business checks only.

If you are in need of electronic background screening submissions & quick results, BRHPC can help you. Walk-ins are welcome or call **954-561-9681** to schedule an appointment. Fingerprinting services are available Monday through Friday between 8:30am and 4:30pm at 200 Oakwood Lane, Suite 100, Hollywood, FL 33020.

# Health Care Access Committee Meeting

## Committee Facilitation

BRHPC serves as a neutral facilitator for the Health Care Access Committee, dedicated to improving healthcare access for Broward County residents. The committee focuses on implementing, measuring goals and benchmarks across various health areas, including maternal and child health, mental health, primary care and overall healthcare access. The committee is comprised of members representing a diverse range of facilities, agencies and departments within the County.

## Quarterly Updates

In the past quarter, the committee received several key presentations, including updates on the Broward EMA Ryan White Part A Program Health Outcomes, 2024 Holy Cross Health Data and the 2024 Broward County Health Profile. Additionally, the committee received program success data from the Nurse-Family Partnership Program and the Get Covered Broward Program, along with information on upcoming Public Health Workforce Development Series.

## Community Partners Include

- American Cancer Society
- Broward Community and Family Health Center
- Broward Health
- Broward Healthy Start Coalition
- Broward County Public Schools
- Broward County Government
- Broward Sheriff's Office
- Children's Services Council
- Community Care Plan
- Community Foundation of Broward
- Consumers
- 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

## Ready to Join the Committee?

Email **Yolanda Falcone** at [Yfalcone@BRHPC.org](mailto:Yfalcone@BRHPC.org) to be included in the email distribution list. All meetings are held on the fourth Monday of every month at 10am virtually through Microsoft Teams. *Upcoming meeting dates: October 28 and November 25, 2024.*



# Employee & Intern Spotlights

## Summer Employee of The Quarter



**Natalie Lewis**, a long-term BRHPC employee, transitioned to the Health Insurance Continuation Program (HICP) team as the HICP Coordinator on September 1, 2023. In her role, Natalie coordinates and approves all transactions for payments made to support insurance support services; she provides outreach; and educates eligible clients enrolled in ADAP-approved health insurance plans that present requests payments for their deductible, co-payments, and co-insurance. Natalie has exceptional computer skills and is a go-to person for assistance at mastering various IT programs. Her dedication, attention to detail, and ability to streamline complex processes earned her the recognition of Employee of the Quarter.

## Fall Employee of The Quarter



**Pam Gajda** has provided administrative assistance and support to the Centralized Intake and Eligibility Determination (CIED) team and HIV clients throughout Broward County since May 2019. With a compassionate and warm-hearted approach, she serves clients daily by calling to remind them of upcoming appointments and ensuring they are prepared to maintain their eligibility for services funded by Ryan White Part A federal funding. She takes the time to address their questions, alleviates concerns, and ensures they understand the necessary steps to continue receiving essential care. Congratulations, Pam!

## Intern Spotlight



**Emily Chandler**, an Intern at BRHPC, has just completed her Master of Public Health at Nova Southeastern University. She is passionate about public health and wants to improve the patient's experience through doing research during her career. Prior to obtaining her master's Emily received her bachelor's in biomedical sciences at the University of Central Florida. Since working with BRHPC she has worked on Community Health Needs Assessments, data collection, data analysis, Broward County's Health Profile, and more. Her hobbies include reading, gaming, and taking care of her two adorable cats. Thank you, Emily for all of the amazing work you continue to do!

# Public Health Workforce Development Series

## About the Series

The Public Health Workforce Development Series, facilitated by Nova Southeastern University's Dr. Kiran C. Patel College of Osteopathic Medicine (KPCOM) Department of Public Health Program in partnership with the Broward Regional Health Planning Council, offers a dynamic lineup of seminars designed to enhance the skill sets of public health professionals. Each session provides valuable insights into critical areas of public health practice.

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.

Participants who attend any seminar will receive a personalized certificate of completion, featuring their name, date of attendance, the presenter's name, and the presentation topic.

## Sign Up for the October Workforce Development Series

The next Workforce Development series is scheduled for **Tuesday, October 15, 2024 from 12pm - 1pm**. Dr. Venessa Walker will be presenting on "Stress Management Techniques".

**About the Presentation:** This presentation will delve into the importance of integrating stress management techniques with chiropractic care to enhance overall well-being. We will explore the physical impacts of stress, such as muscle tension and spinal misalignments, and discuss practical strategies like deep breathing, mindfulness, and progressive muscle relaxation. Attendees will learn how to effectively manage stress through a combination of chiropractic interventions and holistic techniques, promoting better health outcomes



and a more balanced lifestyle. This session will also highlight successful applications of these methods in clinical practice and propose innovative approaches to incorporating stress management into everyday routines.

**About the Speaker:** Dr. Venessa Walker, affectionately known as "Dr. V," is a distinguished Chiropractic Physician, business owner, philanthropist, and educator. She is the visionary founder of Walker Chiropractic and Wellness Center and the creator of 'MyHolBody,' a wellness brand offering vitamins, supplements, and immune support. With over 24 years of experience in the chiropractic field,

including 17 years as a Chiropractic Physician, Dr. Walker has advanced training in sports, personal injury, and prenatal care. Dr. Walker holds a Bachelor's degree in Bio-Medical Science from the University of South Florida and a Doctorate of Chiropractic from Palmer College of Chiropractic. She is a co-author of "No Glory Without A Story the Glory" and "Getting Well: Mind, Body, and Spirit. A Guide to Healing and Healthy Living in Every Area of Your Life." Passionate about empowering others, Dr. Walker travels internationally to encourage individuals to prioritize their health through her 'Transform YOUR Life' program. She also mentors women in healthcare businesses through her Intensive Training and Mastermind program: M3- Mindset, Marketing, and Monetization. Dr. Walker's leadership extends beyond her practice as she serves as the President of the Broward County Chiropractic Society and the Owen Walker Jr. Foundation, Inc. She is an active member of Countyline Worship Center Church of God and The Fort Lauderdale (FL) chapter of The Links, Inc. A graduate of Leadership Broward, Class 33, Dr. Walker has been honored with numerous accolades both locally and nationally for her contributions to healthcare and her community.

RSVP to this seminar by emailing [Workforce@brhpc.org](mailto:Workforce@brhpc.org) to receive the meeting link.

### *Save the Date for Future Seminars*

- **Wednesday, November 20, 2024** from 12pm - 1pm: **Shawntel Anderson**, Program Manager, Public Health Department, FLIPANY discussing "A Creative Workforce for Helping Seniors: From Community Member to Team Member."
- **Monday, December 9, 2024** from 12pm - 1pm: **Jessica L. Lerner, MHA**, President and CEO, Community Care Plan discussing "Navigating Medicaid in Florida: An Overview of Services and Health Plan Benefits."

### *Become a Speaker for the 2025 Series*

Are you passionate about public health and eager to share your expertise? We invite you to join our distinguished lineup of speakers for the 2025 Public Health Workforce Development Series.



- Your Full Name
- Organization
- Title
- Proposed Public Health Topic

**How to apply:** Simply email [Workforce@brhpc.org](mailto:Workforce@brhpc.org) with the following details:

Seminars are held monthly on the following on the following days and times. Please include your availability in the email:

- Mondays, Wednesdays and Fridays: 12:00pm - 1:00pm
- Tuesdays and Thursdays: 12:30pm - 1:30pm

We are excited to collaborate with you and look forward to featuring your presentation in our 2025 series!

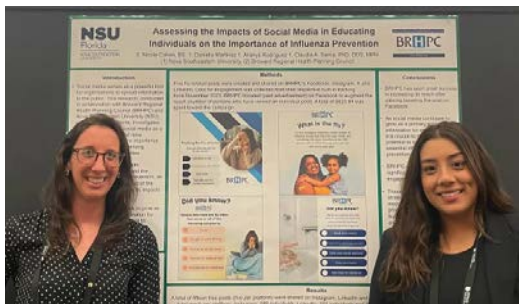
# Social Media Collaboration

## BRHPC & NSU

Since 2017, BRHPC has collaborated with Dr. Claudia Serna, PhD, MPH, MBA, Chair/Director and Assistant Professor at the Public Health Department, Dr. Kiran C. Patel College of Osteopathic Medicine (KPCOM) at Nova Southeastern University (NSU), to develop and distribute impactful social media campaigns.

Together with BRHPC's Public Information Officer, Nicole Cohen, they have worked to evaluate, implement, and refine strategies that enhance public awareness through social media. Social media plays a crucial role in disseminating information, and BRHPC maintains an active presence on Facebook, X (formerly Twitter), LinkedIn, and Instagram. These campaigns not only raise awareness of vital public health issues but also promote BRHPC's programs and services, increase the organization's visibility at national, state, and local levels, and drive traffic to the BRHPC website.

## Florida Public Health Annual Conference



**Dr. Claudia Serna**, along with **Nicole Cohen** and NSU intern **Daniella Martinez**, submitted an abstract to the 2024 Florida Public Health Association Annual Conference highlighting their social media campaign, “Educating Individuals on the Importance of Influenza Prevention.” The abstract was accepted and presented during the poster session on July 20th. The campaign featured five posts shared on the following platforms

(Left to Right) *Nicole Cohen & Daniella Martinez* Instagram, LinkedIn, and X—covering flu symptoms and prevention tips, reaching a combined total of 585 individuals. Additionally, the same five posts were boosted on Facebook, significantly extending their reach to 15,759 individuals. The campaign had a total expenditure of \$623.84, demonstrating the effectiveness of Facebook advertising in reaching a larger audience.

## New NSU Intern Spotlight



**Meghana Jagarlamudi** is a senior Public Health major at Nova Southeastern University, with minors in Research Studies, Pre-health, Biology, and Honors Transdisciplinary Studies. She is currently collaborating with the Broward Regional Health Planning Council to analyze key performance indicators, evaluating interest in monthly public health topics shared on social media for the 2024-2025 academic year. Additionally, Meghana is contributing to the

development of several mini social media public health campaigns. This work is part of an independent study under the guidance of Dr. Serna. Through her involvement in these projects, Meghana will graduate with Honors in her major, gaining valuable experience that will benefit her future research endeavors. After graduating in May 2025, she plans to pursue an M.P.H. and a career in the medical field. Below are the posts Meghana developed for both social media campaigns, with a total budget of \$100 allocated to each campaign.

- In July, the posts covered Firework Safety Awareness and National Grilling Month.** A total of 2 free posts were shared on each of the following platforms Instagram, LinkedIn and X reaching a total of 333 individuals. The same posts were boosted on Facebook reaching 2,386 individuals.
- In August, the posts covered National Immunization Awareness Month and Hurricane Preparedness.** A total of two free posts were shared on the following platforms Instagram, LinkedIn and X reaching a total of 442 individuals. The same two posts were boosted on Facebook reaching 3,916 individuals.





# Florida Health Data Warehouse

## About the Systems

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 & decision-making endeavors. These databases offer a wide array of health-oriented data sets, including Hospital & Nursing Home utilization, health indicators & Emergency Department data, and Diagnosis-Related Groups (DRGs) data, as well as the financial and demographic databases.

The **Medical Facilities Utilization Reporting System** improves upon a manual reporting system that BRHPC continues to administer for over 40 years. These data sets are accessible online, improving program efficiency and overall functionality, giving users the ability to utilize data to make capacity and quality-related decisions. The database has the ability to generate 39 exportable and/or ready to print reports, having been expanded to become a strategic planning tool for administrators to review and assess variances in utilization. The datasets in the Data Warehouse provide Healthcare Practitioners, Planners, Researchers and Policy-makers with a vulnerable community-planning tool to target initiatives, set benchmarks to increase healthcare access and quality, identify target areas for quality improvement, establish healthcare system delivery policies and develop programs to address identified needs.

## Batching Cycles

**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.*



# Council on Accreditation

## Overview



Broward Regional Health Planning Council Inc. (BRHPC) is proud to announce that it has achieved national reaccreditation through the Council on Accreditation (COA) for the third time. BRHPC has been accredited by COA since 2016 and has successfully achieved reaccreditation every four years since then, demonstrating a steadfast commitment to excellence in health and human services at the national, state, and local levels through innovative planning, direct services, evaluation, and capacity building.

COA Accreditation, a service of Social Current, provides an independent and rigorous evaluation of an organization's programs, services, management, and administration, ensuring adherence to international best practice standards. Achieving accreditation signifies that BRHPC delivers well-coordinated, culturally competent, evidence-based, and outcomes-oriented services by a skilled and supported workforce.

To maintain this accreditation, BRHPC conducts monthly Performance and Quality Improvement (PQI) meetings and quarterly Subcommittee Meetings, which focus on Human Resources, Staff Training and Development, Risk Management and Safety, and Management Information Systems (MIS). These regular assessments ensure that policies, procedures, and service outcomes align with the highest standards of care, allowing BRHPC to remain at the forefront of best practices in the field and meet the evolving needs of the communities it serves.

The accreditation process involved a comprehensive review, beginning with BRHPC's submission of written evidence demonstrating compliance with COA standards. This was followed by on-site interviews conducted by specially trained volunteer Peer Reviewers who assessed BRHPC's adherence to these standards. The COA's volunteer-based Accreditation Commission ultimately confirmed that BRHPC successfully met all criteria.

COA Accreditation is a mark of accountability and a framework for continuous quality improvement, setting standardized best practice thresholds for both service delivery and administration. With over 2,000 organizations in the U.S. and Canada either accredited or in the process, COA is a leading accreditor of community-based behavioral health care and social service organizations.

For more information about COA Accreditation, please visit [www.social-current.org](http://www.social-current.org).

**BRHPC**  
**200 Oakwood Lane, Suite 100**  
**Hollywood, FL 33020**

NON-PROFIT.ORG  
U.S. POSTAGE  
**PAID**  
FT. LAUD, FL  
PERMIT NO. 604

Or Current Resident

