



Evaluation Quality Assurance & Planning Committee Meeting

April 9, 2026 | 11:00 AM | Zoom

Facilitator(s): Jackie Clarke, Co-Chair, Natasha Ramalagan, Co-Chair, & Saundra Rangel, Co-Chair

Attendees: April Ganzy, Carrie Hollinger, Channel Bonner, Eric Martinez, Jacqueline Clarke, Michelle Peaslee, Miranda Talley, Myra Howie, Sherry Gizzarelli, Rashimah Birks, Yenice Ruan, Tiffany Canate (HCSEF), Emily Carmichael (HCSEF)

Excused Absences: Natasha Ramalagan, Saundra Rangel, and Hazel Holyman

Minutes

Introductions & Moment of Silence

- J. Clarke called the meeting to order at 11:02 AM and welcomed the group.
- T. Canate conducted roll call.
- J. Clarke then led a moment of silence.

Evaluation Quality Assurance Updates *led by Jackie Clarke*

Review and approval of EQA agenda and previous meeting minutes

- C. Hollinger motioned to approve the EQA agenda and previous meeting minutes as distributed, and C. Bonner seconded the motion.

EQA Discussion

• Review and Update of Quality Assurance Plan Goals and Performance Indicators and Ryan White Report

- T. Canate screenshared a summary report for the first quarter performance data for four required Ryan White measures that C. Hollinger created. C. Hollinger reported current quarter 2 updates, noting that the quarter is still in progress and the numbers may change.
 - Viral load suppression (goal: 90%; defined as clients with a viral load of 199 or less) was 59% in Q1 and was 68% in Q2 to date.
 - Antiretroviral therapy (ART) use (goal: 90%; defined as clients with ART documented in CAREWare) was 80% in Q1 and was 81% in Q2 to date. C. Hollinger noted that this metric has historically been met each year.
 - Medical visit frequency (goal: 75%; defined as clients with at least two provider visits, spaced at least two months apart) was 6.5% in Q1 and was 20% in Q2 to date. C. Hollinger noted that this measure typically trends low in the first half of the year because many clients have completed only one visit.
 - Annual syphilis screening (goal: 50%; defined as clients receiving at least one screening each year) was 3.6% in Q1 and 6.8% in Q2 to date. C. Hollinger explained that the low rate reflects the timing of lab collection and documentation rather than a performance gap.

- C. Hollinger noted that the Quality Improvement team met internally with case managers, contract managers, and providers to update the metrics regularly. She also affirmed that quarterly data are cumulative.
- C. Bonner shared updates regarding the Ryan White Services Report, explaining that as of the first quarter, 265 clients were included, meaning they received at least one core service in 2026. C. Bonner explained that the report also includes case management inputs and outputs. She reported that from January 1 through March 31, 2026, 433 purchase or prescription orders were processed, along with 164 referrals and approximately 50 intakes. C. Bonner affirmed that these data reflect all case management activity across Area 15.
- No further questions were raised.

• **Linkage to Care Updates**

- T. Canate screenshared a summary report for the April 2026 Linkage to Care data that Y. Ruan created. Linkage to Care data is determined by the residents' ZIP Code, regardless of where the diagnosis was made. Y. Ruan reported:
 - 4 newly diagnosed individuals (1 from St. Lucie, 2 from Indian River, and 1 from Martin County), all of whom were successfully linked to care.
 - Of 21 previously diagnosed individuals: 17 individuals were retained in care, 1 individual was re-engaged, 2 were incarcerated, and 1 was lost to follow-up.
 - Additionally, 19 individuals had positive HIV status, 6 individuals were in AIDS status, and 12 individuals had suppressed viral loads.
- E. Martinez inquired if the Linkage to Care metrics could be broken down and presented by age group.
- No further questions were raised.

• **Open Discussion**

- No items were discussed for open discussion.

Planning Updates *led by Natasha Ramalgan, Co-Chair*

• **Review and approval of the Planning agenda and previous meeting minutes**

- C. Hollinger motioned to approve the Planning agenda and meeting minutes as previously distributed, and C. Bonner seconded.

• **Planning Discussion**

• **Needs Assessment Updates**

- T. Canate noted that HCSEF is continuing Needs Assessment outreach efforts and coordinating with partners to promote survey completion and community engagement.
- T. Canate encouraged members to distribute the survey among clients, emphasizing its role in capturing current service needs. T. Canate shared that \$10 food vouchers continue to be offered as an incentive for those who show proof of completion.
- T. Canate shared that four of five key informant interviews had been conducted thus far as part of the larger Needs Assessment process to gather provider perspectives and insights as related to the HIV system of prevention and care in Area 15.
- T. Canate noted that HCSEF has engaged directly with various provider agencies to support survey collection and garner client interest in focus group participation. Current tabling sessions to support survey collection efforts have been scheduled with Jackson Drugs and DOH- St. Lucie at their Fort Pierce clinic.

- **HIV Prevention Activities**

- J. Clarke shared on behalf of DOH-Martin that regular outreach at LAHIA is ongoing. She noted that DOH-Martin has outreach events scheduled in Stuart and Hobe Sound, and is working to plan an event for Jensen Beach. She also reported that the April health fair held in partnership with FCHC was a success. She noted that they provided 12 wellness checks to attendees.
- M. Talley shared on behalf of Midway that the team participated in St. Lucie County Pride and conducted 12 HIV tests. She noted that they continue their morning outreach at the Up Center on Mondays and Fridays, and are in discussions with Mustard Seed in St. Lucie County about offering testing during their Wednesday morning food bank events.
- C. Bonner noted that the status of the DOH partnership with Walgreens in recognition of National HIV Testing Day is still to be determined.
- C. Bonner reported that after-hours services at the Fort Pierce clinic continue, along with regular outreach through the Department of Juvenile Justice, the Counseling and Recovery Center, and the Up Center.
- R. Birks shared that Whole Family Health Center (WFHC) participated in an event called “Better Together” in April, where employment resources were provided, and eight HIV tests were completed with residents. R. Birks noted that a job fair is scheduled in Indian River for June 2026, and the team is exploring service delivery via their mobile medical unit. R. Birks explained that WFHC also continues weekly preventive health screenings and rapid HIV testing at the Salvation Army, with five tests completed the week prior. In addition, she shared that their team is following up with three agencies to support National HIV Testing Day activities in St. Lucie and Indian River counties on June 25, 26, and 27 through the Up Stores. R. Birks noted that they are also exploring hosting a PrEP lunch-and-learn or meeting with keynote speakers, and stronger collaboration with the employment coaching program at the Up Centers to bolster outreach efforts in the community.
- Regular after-hours testing through DOH-St. Lucie and DOH-Martin:
 - 1st Tuesday of the month from 4:00 PM to 6:00 PM (16401 SW Farm Rd, Indiantown, FL 34956)
 - 3rd Monday of the month from 4:00 PM to 7:00 PM (3441 SE Willoughby, Stuart, FL 34997)
 - 4th Friday of the month from 4:00 PM to 7:00 PM (1701 S. 23rd Street, Fort Pierce, FL 34950)

- **Provider Updates**

- No additional updates provided.

- **Open Discussion**

- E. Martinez highlighted that the Membership Committee will be working to plan a virtual engagement event.
- E. Martinez noted he would provide additional information regarding the virtual national support group for individuals living with HIV.
- No items brought forth for open discussion.

Closing and Adjourn

- J. Clarke motioned to adjourn, and C. Bonner seconded.

Meeting Adjourned at 11:30 AM.