



Evaluation Quality Assurance & Planning Committee Meeting

March 12, 2026 | 11:00 AM | Zoom

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

Attendees: Rose Pierre, Miranda Talley, Myra Howie, Ilemir Otaiza, April Ganzy, Carrie Hollinger, Channel Bonner, Jacqueline Clarke, Natasha Ramalagan, Eric Martinez, Sherry Gizzarelli, Rashiema Birks, Tiffany Canate (HCSEF)

Excused Absences: Saundra Rangel, Yenichel Ruan

Minutes

Introductions & Moment of Silence

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

Evaluation Quality Assurance Updates *led by Tiffany Canate*

Review and approval of EQA agenda and previous meeting minutes

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

EQA Discussion

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

- C. Hollinger reported that performance indicators for the first quarter were not yet available and will be presented at the next meeting once all first-quarter data is received.
- C. Hollinger explained that the Quality Assurance Plan continues to monitor the same key measures as previous years: Viral load suppression, Adherence to antiretroviral therapy (ART), and Medical visit frequency (ensuring clients have at least two visits annually).
- C. Hollinger noted that syphilis testing rates will be an additional focus area for the upcoming year. She explained that although syphilis testing is already reported in the Ryan White Services Report (RSR), the team aims to improve testing rates moving forward.
- C. Hollinger reported that the 2025 RSR for Area 15 had been submitted. The quality team will meet quarterly to review RSR data and identify areas for improvement for the 2026 reporting cycle.
- C. Bonner added that the Area 15 RSR passed the state-level review with no corrections required. She noted that reviewers specifically evaluated documentation related to viral load results, CD4 counts, housing status, and insurance information. She stated that at least a 95% completion rate is required for these fields and commended the quality team and case managers for ensuring all required data elements were completed.

- No further questions were raised.

• **Linkage to Care Updates**

- T. Canate screen shared a summary report for the February 2026 Linkage to Care data that Y. Ruan created.
- T. Canate summarized the updates on behalf of Y. Ruan:
 - 7 newly diagnosed individuals (5 from St. Lucie, 1 from Indian River, and 1 from Martin County); 6 were successfully linked to care, and 1 refused care.
 - 11 previously diagnosed individuals: 9 individuals were retained in care, 1 individual was re-engaged, and 1 could not be located.
 - Additionally, 14 individuals had positive HIV status, 4 individuals were in AIDS status, and 7 individuals had suppressed viral loads.
- 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 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 will continue Needs Assessment outreach efforts and coordinate with partners to promote survey completion.
- T. Canate reminded the group that the committee previously reviewed and approved the focus group and key informant interview tools, and HCSEF will begin scheduling those sessions.
- T. Canate explained that previous efforts have shown most success when in partnership with a trusted community site. She asked if there were partners interested in collaborating with HCSEF to host a focus group, and explained that once scheduling is finalized, HCSEF would share flyers and registration details.
- C. Bonner noted that the Department of Health in St. Lucie County (DOH-St. Lucie) had been a host site in the past and would be willing to help coordinate sessions again.
- E. Martinez inquired if there would be a virtual opportunity, noting that in the past, virtual sessions have helped increase participation by minimizing the need for clients to travel.
- T. Canate thanked C. Bonner and E. Martinez and noted that a virtual option could be considered.

▪ **HIV Prevention Activities**

- T. Canate reminded partners to submit outreach activities through the outreach activity reporting form so events can be added to the community events calendar on the Area 15 website.
- R. Pierre shared high-level updates regarding HIV Prevention efforts on behalf of DOH-St. Lucie:
 - DOH-St. Lucie will host an event recognizing Women and Girls HIV/AIDS Awareness that will include testing and education.
 - DOH-St. Lucie will also conduct HIV testing at a local swap meet on March 28th. R. Pierre explained that the swap meet is a community gathering where vendors and residents meet, providing an opportunity to reach individuals who might not otherwise seek testing
 - R. Pierre reported that the team continues conducting outreach at the UpCenter and plans to increase pop-up testing events to reach individuals who may decide to test spontaneously.

- 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**
 - M. Howie reported on behalf of Florida Community Health Centers (FCHC), noting that the outreach team continues hosting activities, often centered at the Fort Pierce location, and periodically conducts outreach at other clinic sites. M. Howie stated that she would provide further updates on outreach metrics at future meetings.
 - R. Birks shared a number of high-level updates on behalf of Whole Family Health Center (WFHC):
 - WFHC is partnering with the Treasure Coast Food Bank for their regular “Food is Medicine” community event. R. Birks explained that this event is open to the public and an opportunity for those in need to receive fresh food and access health screenings, education, and HIV testing.
 - WFHC is now collaborating with the Department of Health in Indian River County (DOH – Indian River) to conduct outreach activities every Tuesday in Wabasso, Indian River. They include rapid testing and health education.
 - WFHC collaborates with partners such as New Horizons to connect individuals to behavioral health services and other supports.
 - WFHC plans to participate in a community event at the Department of Health in Okeechobee in April to provide testing and education to the community.
 - M. Talley shared on behalf of Midway Specialty Care that their team conducted a pop-up testing event on 10th Street, where three individuals were tested. In addition, they conducted an educational session with 10 teenage girls focused on sexual health education.
 - J. Clarke reported that the Department of Health in Martin County (DOH- Martin) continues conducting outreach events and extended testing hours. J. Clarke shared that recent outreach efforts included providing HIV prevention education, wellness checks, Pap smears, and mammograms.
 - N. Ramlagan reported that Jackson Drugs will host a Drug Take Back Day in April to allow community members to safely dispose of unused medications. She noted that additional details would be shared once finalized.
 - I. Otaiza reported that Wellview continues to collaborate with partners, including LAHIA, The Source, and The UpCenter, to conduct outreach and provide services, particularly to individuals experiencing homelessness. I. Otaiza shared that the organization is exploring adjustments to outreach schedules to extend hours and reach more individuals who access services later in the day.
- **Open Discussion**
 - E. Martinez inquired about the provider's hours of operation, noting a perceived increase in the use of services later in the evening, particularly among those who are experiencing homelessness.
 - The group briefly discussed outreach hours and strategies to reach individuals during evenings and weekends in an effort to make services accessible.

Closing and Adjourn

- T. Canate noted a correction needed to the agenda - the next meeting will be held on Thursday, April 9, 2026.
- J. Clarke motioned to adjourn, and C. Bonner seconded.

Meeting Adjourned at 11:39 AM.