

Minutes for Miracle of Love Inc. Quality Management Committee

Call to Order

A regular meeting of the Miracle of Love Inc. (MOL) Quality Management Committee (QMC) was held on Monday, January 13, 2020 at Heart of Florida United Way – Dr. Phillips Room. It began at 1:06 PM and was presided over by Vanessa Rivera, with Wyatt Haro as Recorder/Secretary.

Attendees

Voting members in attendance included Angus Bradshaw, Vanessa Rivera, Julian Vega, Wyatt Haro, Maylen Peguero, Alicyn Mulder, Alycia Calderon-Walker, LaDawn Pierre, and Richard Figueroa

Guests in attendance included Andres Acosta and Alelia Munroe (via phone)

Members not in attendance included Nikia Lafontant and Mulan Williams

Approval of Minutes

No motions made to change minutes from December 2019. Minutes approved as is.

Officers' Reports

Ryan White HIV/AIDS Program Service Report (RSR) was presented by Vanessa Rivera.

HAB HIV Performance Measure Report was presented by Vanessa Rivera.

VL >200 Stats was presented by Wyatt Haro.

Other Reports

QMC Consumer nomination was presented by Vanessa Rivera and Angus Bradshaw. The following resolution was adopted: Charles "Chuck" Barrett shall be seated as a committee member; clients submitted for committee will be reviewed by Vanessa Rivera and Angus Bradshaw prior to invitation. Consumer can be seated on committee prior to attending training, which will be offered in April 2020.

Main Motions

Election: Vote by ballot. Julian Vega elected Vice Chair.

Motion: Moved by Alicyn Mulder and seconded by La Dawn Pierre, that the committee have a Parliamentarian. The motion carried with nine in favor and zero against.

Election: Vote by ballot. Maylen Peguero elected Parliamentarian.

Motion: Moved by Maylen Peguero and seconded by La Dawn Pierre that the QMC should create an Intensive Case Manager position funded through SMART Ride funds and monitored by QMC. The motion carried with nine in favor and zero against.

| | | |
|------------------------|----------------|-----|
| ROLL CALL VOTE: | Vanessa Rivera | Aye |
| | Julian Vega | Aye |
| | Wyatt Haro | Aye |
| | Maylen Peguero | Aye |
| | Alicyn Mulder | Aye |

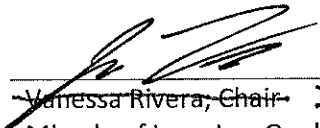
Alycia Calderon-Walker Aye
La Dawn Pierre Aye
Richard Figueroa Aye

Announcements

Agency will be ordering generic appointment cards for case managers to utilize (Suggestion made by Richard Figueroa).

Adjournment

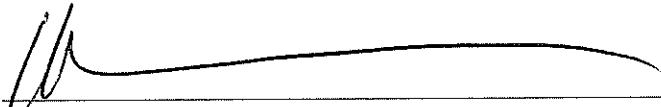
Wyatt Haro moved that the meeting be adjourned, and this was agreed upon at 3:34 PM.



~~Vanessa Rivera, Chair~~ **JULIAN VEGA, VICE CHAIR**
Miracle of Love Inc. Quality Management Committee

February 10, 2020

Approval Date



Wyatt Haro, Recorder
Miracle of Love Inc. Quality Management Committee

January 16, 2020

Prepared Date

Summary of Reports/Presentation

Robert's Rules of Order Training – Andres Acosta

- Introduction of trainer by Angus Bradshaw and overview of purpose of training
 - Robert's Rules of Order (RRO) will be used in the QMC meetings to ensure a fair, orderly meeting, and to involve everyone in the decision making, and showing that decisions are not being made by Angus and Vanessa.
 - This training is useful for members for future committee positions, such as participation in the Central Florida HIV Planning Council.
- Andres Acosta, Central Florida HIV Planning Council Coordinator and fundraiser for Contigo fund
 - Presentation materials distributed (Appendix A and B)
 - Members may contact Mr. Acosta if they have questions regarding RRO.
 - The use of RRO is important to keep a democratic process in place.
 - **Point of Information** by Vanessa Rivera: If members are missing from a meeting, are they provided an opportunity to vote?
 - **Information** by Andres Acosta:
 - The committee would decide what would constitute a quorum. If a quorum is achieved, a vote may take place. Any members not present, do not get a vote.
 - **Point of information** by Angus Bradshaw: Will we have a quorum? Is that something we will adopt today?
 - **Information** by Andres Acosta:
 - Quorum rules is decided by the committee, and a good rule for quorum is 50-percent plus 1.
 - Responsibility of the chairperson
 - This is the person that oversees the committee, hears motions, and maintains order.
 - The chairperson does vote during the process, and receives an additional vote if the vote results in a tie.
 - The chairperson does not make motions.
 - Agenda is important as it guides the meetings.
 - The agenda must be approved by committee, whether changes are made or not.
 - Only time an action should happen out of order on the agenda, is if there is an emergency that requires removal of a committee member or to have a member leave the meeting.
 - Meeting minutes must be approved by committee, only if a motion is made to make a change.

- Motion is the step to take to make something official.
 - The committee can have unlimited discussion, but until a motion is made, no decisions will be made
 - All members have the right to present, second, debate, and vote on motions
 - A motion can be amended by another member by a motion to amend a motion.
- Four methods of voting: show of hands, voice, ballot, and roll call
 - Elections should be held by ballot
 - Changes to policy and procedure, budget, or any vote that each vote should be documented.
- Vice Chair essential in committee—this person acts as the chair if the chairperson should not be able to attend a meeting, has recused themselves from a topic, or needs to step away to calm down after a heated debate or discussion.
 - Nominations for Vice Chair of QMC
 - Julian Vega
 - Accepted nomination
 - Alicyn Mulder
 - Declined nomination
 - Maylen Peguero
 - Accepted nomination
 - La Dawn Pierre
 - Declined nomination
- Parliamentarian can be helpful to maintain order within meetings
 - The parliamentarian guides the Chair in following RRO
 - Nominations for Parliamentarian of QMC
 - Maylen Peguero
 - Accepted Nomination
 - Alicyn Mulder
 - Accepted Nomination
- QMC Quorum has been established as 50-percent plus 1

Ryan White HIV/AIDS Program Service Report (RSR) Review – Vanessa Rivera

- Due to technical difficulties, the RSR report supplied by Alelia Munroe was inaccurate

HAB HIV Performance Measure Report Review – Vanessa Rivera

- Due to technical difficulties, the HAB HIV report was not reviewed

VL >200 Stats Review – Wyatt Haro

- Introduction of report by Angus Bradshaw
 - Data pulled from Open Clients with Viral Load >200 (January 2, 2020)
 - 138 clients on the report for that day
 - Not included in data pull is Gender and County – will be added to data monitor
- Basic Statistics Presented
 - MSM and Age Range
 - Highest amount of clients not virally suppressed fall into 25-44 age range
 - Second highest amount of non-virally suppressed clients in 45-64 age range
 - MSM, Age Range, and Race – excluded ethnicity
 - MSM, Age Range, Substance Abuse, Mental Health, Housing Status, HOPWA Status
- Statistics report will be updated and sent to QMC Members

Discussion on Non-Medical Case Manager vs. Intensive Case Manager

- Ryan White contract manager indicated that even with evidence of success for non-medical case manager, the funding will not be supported
- Non-medical case manager would be the middle level between referral specialist and medical case manager, not in contact every two-weeks, but monthly or bi-monthly
- Intensive case manager would be more involved in the case, with more home visits, all around guidance (housing, etc.) and would have the clients in most need of ongoing and constant attention
- Position will be funded by SMART Ride funds awarded from SMART Ride 16
- Position can be contract, for an indefinite time period as determined by committee
- Potential of using MSW Intern as an intensive case manager
- Position would be beneficial in the process of current transition to VL focus
 - Concern of taking away work of MCM as paid for by RW funding
 - Concern of accountability for MCMs to achieve VL suppression for clients
- Could be used to focus on area of most need (County)

APPENDIX A
PRESENTATION SLIDES
ROBERT'S RULES OF ORDER TRAINING
10 pages inserted

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Parliamentary Procedures

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Agenda



1. Define parliamentary procedure
2. The role of the chairperson(s)
3. The importance and use of an agenda
4. Understand how members get their say
 - a. How to present motions
 - b. Voting methods
 - c. Basic terms and definitions



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• *“Effective meetings don’t happen by accident, they happen by design.”*

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Why is Parliamentary Procedure Important?

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1. It allows for everyone to be heard; ensuring consistency, equity, and efficiency in meetings
2. Helps to navigate complex and controversial topics by assigning a proven process
3. It is flexible and can be adopted to meet the needs of the group or organization

Parliamentary Procedure Means:

- ✓ Democratic rule
- ✓ Flexibility
- ✓ Protection of Rights
- ✓ A fair hearing for everyone



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How Do Members Get Their Say?

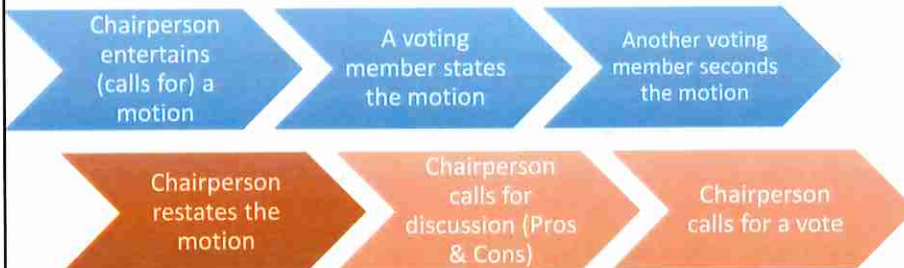


- **They make motions!** A motion is a formal proposal for consideration or action.
- **Members have a right to:** Present, Second, Debate, and Vote on motions



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How to Present a Motion



**It's time to
VOTE!**

Methods of Voting

There are 4 common methods of voting:



1. Show of Hands



2. Voice Vote



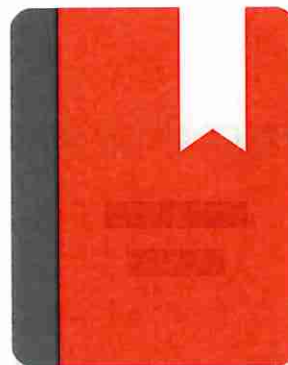
3. Ballot



4. Roll Call

Basic Terms & Definitions

- **Amend** To make change to a motion; additions, deletions, or replacements
- **Majority Vote** More than half of the votes, or 50%+1
- **Motion** A formal proposal for consideration or action. Only one subject may be considered at a time.
- **Question** Another name for a motion after it has been seconded and restated by the chair



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EXERCISE 2



- DECIDE WHETHER OR NOT YOU NEED A PARLIMENTATION. THEN FOLLOW THE STEPS TO EXECUTE YOUR DECISION.

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EXERCISE 3



- AN INNITIATIVE HAS BEEN PROPOSED FOR GAP IN MEDICAL VISIT FREQUENCY TO BE THE MAIN OUTCOME MEASURE FOR OAHS. YOUR COMMITTEE MUST DECIDE WHETHER OR NOT TO ADOPT THIS INNITIATIVE AT MOL.

APPENDIX B
PARLIAMENTARY PROCEDURES AT A GLANCE
ROBERT'S RULES OF ORDER TRAINING

1 page inserted

Parliamentary Procedures at a Glance

| To do this... | You say this... | May you interrupt the speaker? | Must you be seconded? | Is the motion debatable? | What vote is required? |
|--------------------------------------------|------------------------------------------------|--------------------------------|-----------------------|--------------------------|------------------------|
| Adjourn meeting* | I move that we adjourn | No | Yes | No | Majority |
| Recess meeting | I move that we recess until... | No | Yes | No | Majority |
| Complain about noise, room temp., etc.* | Point of privilege | Yes | No | No | No vote |
| Suspend further consideration of something | I move we table it | No | Yes | No | Majority |
| End debate | I move the previous question | No | Yes | No | 2/3 vote |
| Postpone consideration of something | I move we postpone this matter until... | No | Yes | Yes | Majority |
| Have something studied further | I move we refer this matter to committee | No | Yes | Yes | Majority |
| Amend a motion | I move this motion be amended by... | No | Yes | Yes | Majority |
| Introduce business (a primary motion) | I move that... | No | Yes | Yes | Majority |
| Object to procedure or personal affront* | Point of order | Yes | No | No | No vote, chair decides |
| Request information | Point of information | Yes | No | No | No vote |
| Ask for actual count to verify voice vote | I call for a division of the house | No | No | No | No vote |
| Take up a matter previously tabled* | I move to take from the table... | No | Yes | No | Majority |
| Reconsider something already disposed of* | I move we reconsider our action relative to... | Yes | Yes | Yes | Majority |
| Vote on a ruling by the Chair | I appeal the Chair's decision | Yes | Yes | Yes | Majority |

APPENDIX C

VL >200 By the Numbers

Supplemental Statistics to in meeting Presentation

3 pages inserted

VL >200 By the Numbers
Data based on report generated on 01/02/2020

Age group & Gender by County

| Count of County | | | | | | | | | | | |
|--------------------|----------|----------|-----------|-----------|----------|----------|----------|-----------|-----------|----------|-------------|
| | 13-24 | | 25-44 | | | 44-64 | | 45-64 | | 65+ | Grand Total |
| | F | M | F | M | T | F | M | F | M | F | |
| Lake | 1 | | 3 | 4 | | | | 2 | 6 | | 16 |
| Orange | 2 | 2 | 12 | 41 | 3 | 1 | 1 | 10 | 25 | 1 | 98 |
| Osceola | | 1 | 3 | 6 | | | | 2 | 3 | | 15 |
| Seminole | 1 | | 2 | 2 | | | | 3 | 1 | | 9 |
| Grand Total | 4 | 3 | 20 | 53 | 3 | 1 | 1 | 17 | 35 | 1 | 138 |

Age group & Gender by County – Substance Abuse (KNOWN Past & Current)

| Count of County | | | | | | | |
|--------------------|----------|-----------|----------|----------|----------|-----------|-------------|
| | 25-44 | | | 44-64 | 45-64 | | Grand Total |
| | F | M | T | M | F | M | |
| Lake | | 1 | | | | | 1 |
| Orange | 2 | 13 | 2 | 1 | 5 | 14 | 37 |
| Osceola | | 1 | | | | 1 | 2 |
| Seminole | | 1 | | | 2 | 1 | 4 |
| Grand Total | 2 | 16 | 2 | 1 | 7 | 16 | 44 |

Age group & Gender by County – Mental Health (KNOWN Past & Current)

| Count of County | | | | | | | | | |
|--------------------|----------|----------|----------|-----------|----------|----------|----------|-----------|-------------|
| | 13-24 | | 25-44 | | | 44-64 | 45-64 | | Grand Total |
| | F | M | F | M | T | M | F | M | |
| Lake | | | 2 | 3 | | | | 1 | 6 |
| Orange | 1 | 1 | 4 | 15 | 3 | 1 | 5 | 17 | 47 |
| Osceola | | 1 | 1 | 2 | | | | 2 | 6 |
| Seminole | 1 | | 1 | | | | 1 | 1 | 4 |
| Grand Total | 2 | 2 | 8 | 20 | 3 | 1 | 6 | 21 | 63 |

Age group & Gender by County – MSM w/Race and Hispanic

| Count of County | | | | | | | | | | | |
|--------------------|----------|----------|-----------|-----------|----------|----------|----------|-----------|-----------|----------|-------------|
| | 13-24 | | 25-44 | | | 44-64 | | 45-64 | | 65+ | Grand Total |
| | F | M | F | M | T | F | M | F | M | F | |
| Lake | | | | | | | | | | | |
| B/AA | 1 | | 3 | 3 | | | | 2 | 1 | | 10 |
| No | 1 | | 3 | 3 | | | | 2 | 1 | | 10 |
| W | | | | 1 | | | | | | 5 | 6 |
| No | | | | | | | | | | 4 | 4 |
| Yes | | | | 1 | | | | | | 1 | 2 |
| Orange | | | | | | | | | | | |
| B/AA | 2 | 1 | 8 | 25 | 3 | 1 | 1 | 7 | 17 | | 65 |
| No | 2 | 1 | 6 | 24 | 3 | 1 | 1 | 7 | 17 | | 62 |
| Yes | | | 2 | 1 | | | | | | | 3 |
| W | | 1 | 4 | 16 | | | | 3 | 8 | 1 | 33 |
| No | | | 2 | 7 | | | | 2 | 5 | | 16 |
| Yes | | 1 | 2 | 9 | | | | 1 | 3 | 1 | 17 |
| Osceola | | | | | | | | | | | |
| B/AA | | 1 | | | | | | | | 1 | 2 |
| No | | | | | | | | | | 1 | 1 |
| Yes | | 1 | | | | | | | | | 1 |
| W | | | 3 | 6 | | | | 2 | 2 | | 13 |
| No | | | 1 | 1 | | | | 1 | | | 3 |
| Yes | | | 2 | 5 | | | | 1 | 2 | | 10 |
| Seminole | | | | | | | | | | | |
| B/AA | 1 | | 1 | | | | | 2 | | | 4 |
| No | 1 | | 1 | | | | | 2 | | | 4 |
| W | | | 1 | 2 | | | | 1 | 1 | | 5 |
| No | | | 1 | 1 | | | | 1 | 1 | | 4 |
| Yes | | | | 1 | | | | | | | 1 |
| Grand Total | 4 | 3 | 20 | 53 | 3 | 1 | 1 | 17 | 35 | 1 | 138 |