

# Minutes for Miracle of Love Inc. Clinical Quality Management 5th Committee (2024-2025)

---

## Call to Order

The eighth session meeting of the 5<sup>th</sup> Miracle of Love Inc. (MOL) Clinical Quality Management Committee (CQM Committee) was held on August 28, 2024, at the MOL Orlando Office and virtual. It began at 1:12 pm and was presided over by Julian Vega, with Denise Wilcox as Secretary.

## Attendees

Voting members in attendance included: **Bryan DuBac, Lisa Fermaint, Janice Romano Jessica Santiago, Julian Vega, Denise Wilcox, Mulan Williams and Wyatt Haro**

Guests in attendance included: None

Members not in attendance included: **Angus Bradshaw**

## Approval of Minutes

Minutes for the August 28, 2024, meeting will be approved for the next meeting held on 10/1/2024 by unanimous consent.

## Officers' Reports

Committee Member and Officer Changes – **Wyatt Haro**

Client Satisfaction Survey Contest and Dashboard – **Wyatt Haro**

Performance Measures Review – **Wyatt Haro**

## Other Reports

Lake County Client Advisory Board was presented by **Janice Romano**.

Transgender Outreach / Support Updates- Strike from the Agenda - **Mulan Williams**

## Unfinished Business

Supermarket Card Survey QI Test – **Wyatt Haro**

Operations & Policy Manual Updates – **Wyatt Haro**

## New Business

Client Compliant / Concern Log - **Wyatt Haro**

Areas for Improvement – **Wyatt Haro**

## Main Motions

Motions to approve survey from monthly to Quality starting in 2025– Motion was approved by unanimous vote

Motion to strake Agency updates until next committee meeting – Motion was approved by unanimous vote

### Announcement

Janexie Rivera- removed as Vice Chair (no longer with the agency)

Jessica Santigo – replaced as a voting member

Bryan DuBac – appointed as Vice Chair

### Adjournment

The meeting adjourned at 2:54 pm

  
\_\_\_\_\_  
Julian Vega, Chair  
Miracle of Love Inc. Quality Management Committee

  
\_\_\_\_\_  
Denise Wilcox, Secretary  
Miracle of Love Inc. Quality Management Committee

10/1/2024  
Approval Date

10-01-2024  
Prepared Date

**RECEIVED**  
OCT 01 2024  
BY: 