

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

Call to Order

The eleventh session meeting of the 5th Miracle of Love Inc. (MOL) Clinical Quality Management Committee (CQM Committee) was held on February 18, 2025, at the MOL Orlando Office and virtual. It began at 1:09 pm and was presided over by Julian Vega, with Denise Wilcox as Secretary.

Attendees

Voting members in attendance included: **Bryan DuBac, Janice Romano, Jessica Santana, Julian Vega, Denise Wilcox, and Wyatt Haro**

Guests in attendance included:

Members not in attendance included: **Angus Bradshaw, Mulan Williams**

Approval of Minutes

Minutes for February 18, 2025, meeting will be approved for the next meeting held on March 26, 2025, by unanimous consent.

Officers' Reports

Robert's Rules of Order was presented by – **Wyatt Haro**

Client Satisfaction Survey Dashboard – **Wyatt Haro**

Compliant Submission 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 (Struck from Agenda)**

Unfinished Business

Areas for Improvement – **Open Discussion**

Quality Management Project 2025 (Intermediate Lear) – **Wyatt Haro**

New Business

Vice Chair Nomination and Vote FY 2025-2026 Y2 - **Wyatt Haro (Parliamentarian)**

Quality Management Bylaws – **Open Discussion**

Quality Management Plan 2024-2030 – **Open Discussion**

Performance Measures by Department CY 2025 – **Dept. Represent**



Main Motions
Open Floor

Motion to change the meeting for March 18th, 2025, to March 26, 2025. Members voted and were approved by unanimous consent.

Adjournment

Julian Vega moved that the meeting be adjourned, and this was agreed upon at 4:07 pm



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

3/26/2025
Approval Date



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

3-26-2025
Prepared Date

Summary of Reports/ Presentations

Roberts's Rules of Orders Review – Wyatt Haro, Parliamentarian

To keep meeting flows and ensure that everyone is given an opportunity to speak, please wait to be recognized by the chair.

To make a motion, raise your hand and upon recognition from the chair, you can make your motion. To move forward, the motion must be seconded by another member.

Reports of Officers

Client Satisfaction Survey Dashboard

- 2025 Survey is updated to reflect 91.67% throughout the agency as of 2/7/2025
- The survey is now offered in three languages (English, Spanish and Haitian Creole). As of date there have been 7 surveys that were filled out. The survey just started with new and approved updates.
- EHC will be terminated and removed by the end of the month.
- For the upcoming survey 4 categories will be added and to the survey.

➤ **Report dates**

- 2/7/2025
 - a. Dignity / Respect – 3.56
 - b. Privacy / Confidentiality - 3.89
 - c. Clear services 3.56
 - d. Referrals/ Resources – 3.67
 - e. Overall – 91.67

Survey will be updated each time and will be present on the dashboard. The updated dashboard will reflect live results and be able to follow as changes are happening within the agency.

Complaint Submission Review

- The survey is now public and located on the company website for review. Compliant submission was received and the is under review. The client has been contacted for input on the submission. The client chooses to delete the google review. Other complaints have been resolved as well. Some comments will

be hidden due from the public due to not being appropriate for the public. If there are any questions the effected employee can see the manager for further discussion.

Other Reports

Lake County Client Advisory Board – Janice Romano

- Lake county client advisory board is having a struggle to get client engagement. So far only three clients have attended the meeting for the month of February. The next meeting will be held on March 12th, 2025.
- Wyatt mentions that some changes might be made to the advisory board that will better assist with the attendance. MOL is working on changes in the contract. Some of the changes could be that the meeting would be held only once session and not held monthly.

Unfinished Business

Areas for Improvement – Open Discussion

- Work on way to have the employee respond to a client to prevent false hope when submitting referrals to different departments. Updates will be provided throughout the agency regarding the open availability of services. The updates will be listed at the employee hub if the program can assist the client or if they have reached capacity. Wyatt will be working to set up the hub dashboard for department status. Each manager will have access to make changes to reflect each department. Also, on the employee dashboard there will be information on other agencies that the client can be referred to for assistance.
- Communication needs improvement throughout the agency. Some ways that this can be addressed are with the use of emails and newsletters. Managers can encourage the employees to view the Hub more to stay up to date on that is happening in the agency.
- Any employee can submit a submission to the newsletter by sending an email to Wyatt.

Quality Management Project 2025 (Intermediate Learn) – Wyatt Haro

New Business

Vice Chair Nomination and Vote Fy 2025 – 2026 Y2 – Parliamentarian

- For the 2025 – 2026 FY Bryan DuBac will be resigned as the Vice Chair for the Quality Committee. The QM team would like to thank him for his time serving on the committee
- Jessica Santana received nomination for the vice chair seat for 2025 -2026. Voting was conducted and Jessica Santana will serve as the Vice Chair for the 2025 -2026 Yr. Duties will start on March 26, 2025, at the next committee meeting.

- Wyatt will be testing a training platform to possibly be added along with the talent LMS for policy training.

Quality Management Bylaws – Open Discussion

Review Article XII:

- Amendments
- Review Section 12.1 Amending the Bylaws
- Article 1: This section cannot be changed
- Article 2: Start at section 2.4. Quality statement. Wyatt will produce a word document for edits of the bylaws to review at the next QM meeting

Quality Management Plan 2024 – 2030 – Open Discussion

{Video Link}

Wyatt will do a word document for edits by the committee to review

Performance Measures by Department CY 2025 – Department Represent

- Table until the meeting held on March 26, 2025, By unanimous vote

Open Floor

- *For the next meeting each Department needs 4 areas to measure to monitor*
 - 1- *Topwa*
 - 1- *Prevention*
 - 2- *Ryan White*
 - 2 – *Hopwa*
- Bryan DuBac will be leaving the committee and be replaced in Isabela Di Loreto. Official start date on the committee will. Be March 26, 2025.
- Next meeting will be held on March 26, 2025