

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

Call to Order

The Second session meeting of the 5th Miracle of Love Inc. (MOL) Clinical Quality Management Committee (CQM Committee) was held on April 22, 2025, at the MOL Orlando Office and virtually. It began at 1:14 pm and was presided over by Julian Vega, with Denise Wilcox as Secretary.

Attendees

Voting members in attendance included: **Isabela Di Loreto, Janice Romano, Julian Vega, Denise Wilcox, Wyatt Haro, Angus Bradshaw, and Jessica Santigo.**

Members not in attendance included: **Mulan Williams.**

Approval of Minutes

Minutes for the March 26, 2025, meeting will be approved for the next meeting held on April 22, 2025, by unanimous consent.

Officers' Reports

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

Ryan White Part A (Referral Specialist & Intensive) - **Jessica Santana**

HOPWA (All Parts) - **Julian Vega**

TOPWA - **Denise Wilcox**

Ryan White Part B (Early Intervention) & Prevention - **Isabela Di Loreto**

Quality Management - **Wyatt Haro**

Agency Updates - **Angus Bradshaw**

Other Reports

The 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

Quality Management Bylaws 2025 – 2026 Review – **Wyatt Haro**

Quality Management Plan 2024 – 2030 Review – **Wyatt Haro**

Organizational Assessment Tool – **Angus Bradshaw**

New Business

Quality Improvement project CY 2025 – Wyatt Haro

Employee Survey Dates – Wyatt Haro

Annual Work Plan – Wyatt Haro

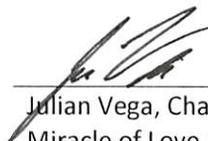
Main Motions

Motion to Change Date from May 20th to May 21, 2025. Motion was approved by Unanimous consent
Motion to table the Quality Improvement project CY 2025 until the May meeting. Motion was approved by Unanimous consent.

Open Floor

Adjournment

Julian Vega moved that the meeting be adjourned, and this was agreed upon at 4:47 pm.



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

7/15/2025
Approval Date



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

July 14, 2025
Prepared Date

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BY: 

Summary of Reports/ Presentations

Roberts's Rules of Order 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

Ryan White Part A 9 Referral Specialist & Intensive

July 24 – April 2025 report presented

10% Wellness Targets

8% Targets / Staffing

Average Wellness 92%

Average 97%

Ryan White Part A is on Target from January – March. EMA requirement updates are 10% of the current caseloads. As of this date, Ryan White is under the allotted caseload. Ryan White has 3 open vacancies, and the Kissimmee office location will be filled.

HOPWA

The Grantee office emailed and updated HOPWA that a report will be created to track clients that unstably housed. HOPWA will be tracking TERBA clients on home visits monthly. HOPWA will have the caseloads for the next meeting in the reports.

TOPWA

The total number of clients served from January to April is 101 Clients, and 22 clients are positive. For March 2025, there were 5 total births. For April 2025, there are a projected 5 positive births, and one mother is projected to deliver twins. TOPWA will also report on linkage to care, but only for positive clients.

Ryan White Part B (Early Intervention) & Prevention

At the moment, Ryan White B has no numbers to report. Prevention for March reported the total number of tests. The total HIV tests was 225, Gonorrhea, and Chlamydia 216, and Syphilis 207. For 2024, Prevention total tests were 3,408, HIV tests were 2,965, Gonorrhea and chlamydia 2,991, and syphilis 2,650.

PrEP

January - 3 referrals, 2 attended the appointment

February - 1 referrals, 1 attended the appointment

March - 3 referrals, 2 attended the appointment

EIS

Will check for positivity rate. 40 clients served, 11 out of the clients are in care, and 3 linked clients were linked to other services. 3 new cases were opened, and 27 cases were closed. Reports will be pulled from unduplicated numbers.

Quality Management

EIS quality report vs Annual Retention and Care. Quarter report to include January and March. Feb adjusted plan and Bylaw. Meeting canceled and rescheduled for May 15th. EMA does not have a final plan. Part A by 4/30/2025 and Part B by 5/1/2025 are completed.

Pulled CCQMI until August to complete the agency plan before completing the CCQMI project.

Client Satisfaction Survey Dashboard

- The 2025 Survey is updated to reflect 90.36% throughout the agency as of
- The survey is now offered in three languages (English, Spanish, and Haitian Creole).
- For the upcoming survey, 4 categories will be added to the survey.

➤ **Report dates**

- 3/19/2025
 - a. Dignity / Respect – 3.60
 - b. Privacy / Confidentiality - 3.80
 - c. Clear services – 3.71
 - d. Referrals/ Resources - 3.34
 - e. Overall – 90.36

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

Agency Reports

The OAT report is not currently completed; the report is due by 4/30/2025. Section E is currently planned to be completed at the end of the week, to be voted on for the next meeting.

January 2024 – December 2024 RSR / MCC

1710 Individual
 450 Female
 1226 Males
 34 Transgender

EMA 2024

90%, 83% and 86%

Retention 70%, 68%, 71%, 70%

RS Viral Load 94% Target rate

91, 90, 91, and 92

42 Target (retention to care)

70, 71, 72, 71

EMA

98%, 90%, 88%, 96%

Disparities EMA

Ages 18-22 (86), 29-30 (89), overall, 92%

Females – 89, 88, 90, 92

Males – 91, 90, 91, 92

Total Disparities

Lake County Client Advisory Board – Janice Romano

- The Lake County Client Advisory Board is having a struggle to get client engagement. So far, only four clients attended on 4/9/2025. The next meeting will be held on May 14, 2025.
- Possible virtual and hybrid meetings. Webinar is formed in teams. Janice Romano will check to see if the clients have the proper equipment to attend the virtual meetings.

Unfinished Business

Quality Management bylaws 2025 – 2026 Review

Review

Section 1.2, Section 1.3, Article II

Section 2.2 Vision, Section Mission, Section 2.4 Quality Statement, Section 2.5 Role, Section 2.7, Section 2.8, Section 2.9

Section 2.10 New Section 9 Subcommittee of employees with lived experiences (revisit AD-HOC)

Quality Management Plan 2024 – 2030 Review

Mission and goal left blank until updated for the agency. Quality Infrastructure, Voting members, Role of members, Participation of stakeholders, Evaluation, Performance measure. Voted for the final to be sent to Part A&D. Changes made to question 13 on the client satisfaction.

New Business

Quality Improvement Project CY 2025

Tabled until the May meeting, by unanimous consent

Employee Survey Dates

May 19th – 23rd

Employee survey 2025, question 20 added with a text box to be added. Changes made to question 9. The updated question: If I make an Unintentional error, it is often held against me by my colleagues and or management.

Annual Work Plan

Motion to be tabled until May 2025. The motion was approved by a unanimous vote

Open Floor

Miracle of Love has no current new hires

The next meeting will be held on May 21, 2025