

CQM COMMITTEE MEETING

JUNE 24, 2024

In Attendance:

Jeremy Hurley

Waylon Kaai-English

Jessica Rios

Binila John

Tonia Atencio

Lorianna Angel-Guadram

Sherria Taylor

Susana Gonzalez

Azucena Ledezma Rubio

Sandra Najuna

Clare Waller

Yajaira Rios

Carolyn Chavez

Nicki Aaker

Heidi Foreman-Torey

Josefa Ozaeta

Frances Ashley

Agenda:

1. Introductions:
 - a. Everyone introduced themselves and identified what program they represent.
2. Office of HIV Updates
 - a. Brief overview of staff changes within the office.
 - b. Update on award being granted, confirmed by G. Hurley.
3. Quality Improvement Projects
 - a. Service standards to be addressed and discussed.
 - b. No other comments regarding bullet points.
4. Quality Improvement Planning

- a. Discussion to be had as fiscal year 24 ends and APR being completed by G. Hurley
 - b. J. Rios suggest change of language, from retention to receipt. Retention of care has always been around 50%, utilizing the word receipt improves the bigger picture for all involved.
 - c. L. Angel-Guadram request for reminders about what is required/needed of sub-recipients during application process due to kickbacks and not wanting clients to feel like they are being given the run-around when they apply for assistance.
5. Getting PLWHA involved
- a. Suggestions from attendees.
 - i. CHW Program – paying the licensure at the end of training.
 - ii. Gift Cards – if allowable
 - iii. Meals, something to bring participants into the facility.
 - iv. J. Rios will look into grants to see what is allowable.
 - v. G. Hurley will look into HRSA EHB and see what is allowable.
6. Emerging Issues
- a. Finding interpretive services that can interpret, possibly utilizing individuals that have been through the process and/or are PLWHA. It appears that many translators cannot or are not giving accurate information.
 - b. Questions answered about CAREWare to be sent to Gabe.

- c. Outreach & CQM committee meeting to be combined into one.
- 7. Education & Training Needs
 - a. Refresher to assist with ensuring accurate information is obtained at first contact.
- 8. Feedback and collaboration
 - a. N. Aaker had follow-up questions to ensure she was on the same page with the CQM Plan and the implementation between CC Health & Human Services and the Office of HIV
- 9. Any success stories?
 - a. None currently
- 10. Next Steps and Action Items
 - a. Minutes to be disseminated.
 - b. Feedback to be sent/received from subrecipients.
 - c. Communication email given to subrecipients to ensure timely responses are being made in case someone is out of the office.
- 11. Next Meeting
 - a. Next scheduled meeting set up for 09/30 @ 2PM, tentatively scheduled.