

Clinical Quality Management Committee

June 25 2020

UNITED WAY OF LONG ISLAND, DEER PARK, NY

MINUTES

MEMBERS PRESENT:

Joseph Pirone, Co-Chair
Darlene Rosch, Esq, Co-Chair
Jacqueline Colon-Rivera
William Doepper
Juli Grey-Owens
Ana Huezo
Kevin McHugh
Teresa Maestre
Anthony Santella, DrPH
Hope Sender
Melissa Shikora
Crissy Witzke

MEMBERS ABSENT:

Wendy Abt
Johnny Mora
Rev. Loring Pasmore
Christie Rode
Angie Partap
Traci Shelton

GUESTS

Janice Davidson
Kristy Ranieri
Kerry Thomas
Melissa Sikora

STAFF:

Georgette Beal
JoAnn Henn
Myra Alston
Katie Ramirez
Stephanie Moreau

I. Welcome & Introduction

Mr. Pirone, Co-Chair opened the meeting at 10:05am. There was a moment of silence to remember those whom we have lost and to remember what we are doing in regards to HIV in the time of COVID-19, and why we are here. Rather than have introductions, Mr. Pirone read the list of meeting participants.

II. April 23, 2020 Meeting Minutes

Mr. Doepper made a motion and Ms. Grey-Owens seconded the motion to accept the April 23, 2020 meeting minutes as read.

2 Abstentions 0 Opposed 10 Approved. Motion carried.

III. Presentation of Client Care as Agencies Begin to Reopen

Today's meeting gives us the opportunity to check in with each other and receive an update on services that each funded agency is providing during the pandemic, as well as discuss any access issues or other concerns.

Ms. Moreau began the update on agency protocols as of June 2020 due to COVID. She reminded the committee that it has been two months since we gave an update on the “Quality of Services during the Time of COVID-19”. In March 2020, the services provided under the Ryan White Part A/MAI program underwent a major transition in the interest of the health and safety of consumers, program staff, peers, and all parties involved in service delivery. At that time, the Planning and Grants Management Department had ongoing discussions with funded providers to ensure that services would be delivered safely and with minimized risk when possible. As we enter Phase 3 of the pandemic, agencies are beginning the transition to reopen, updating contingency plans, and moving forward with changes in service delivery as the Nassau-Suffolk region moves through the reopening process. Contact information for the different agencies was also included in the PowerPoint presentation.

Updates and a summary of service during COVID 19 was provide on the following agencies and programs:

- Circulo de la Hispanidad (Medical Transportation and Early Intervention Services)
- EOC of Suffolk (Medical Transportation Services)
- Hispanic Counseling Center (Mental Health Services)
- Hudson River Health Care (Medical Case Management and Oral Health Services)
- Long Island Federally Qualified Health Center-LIFQHC (OHC Services)
- Long Island Gay and Lesbian Youth (LIGALY) (Early Intervention Services)
- Nassau Health Care Foundation, MCM, MH, Emergency Financial Assistance)
- Nassau Suffolk Law Services (Legal Services)
- North Shore University Hospital (MCM, MH, OAHs, MNT)
- Options for Community Living, Inc, (MCM, EFA)
- Research Foundation at SUNY Stony Brook (MCM, MNT, EFA)
- The Edie Windsor Center (Medical Case Management, Mental Health)
- Thursday’s Child (Early Intervention Services)

There was some discussion regarding the barriers consumers are facing in receiving services during this time:

- Confidentiality- Ms. Maestre mentioned that some clients have an issue with privacy regarding virtual sessions because of their housing situation. The agency is looking into designated locations and scheduled times as solutions.
- Others raised concerns about confidentiality during virtual meetings/sessions. There were reported examples of family members or coworkers present, which were not only awkward but inappropriate.
- Technology issues- During this pandemic, many agencies are closed and staff is working remotely with clients. Not all clients have access to computers or the knowledge to use this new technology. Some have no wish to embrace this new normal. Assistance and training may be needed to help clients navigate to become more comfortable with the process.

- Conversely, those who are becoming more comfortable with technology cite TeleHealth visits as beneficial to maintaining their health regimen; check-in with doctor, reminder of labs and bloodwork, and was convenient. Some agencies may opt to continue to use Telehealth in addition to in person visits as needs merit.
- Eligibility documentation- Securing eligibility documentation has become even more challenging in this virtual world. With limited access to in person appointments and not being able to make copies of the required documentation. Some agencies are having clients take pictures (Using their phone) to send to requested eligibility documentation. This is working out very well for some clients.

The last page of the presentation was a list of resources for staying informed about COVID-19. A copy of this presentation will be made available to committee members as a reference.

IV. Announcements/Adjournment

Ms. Rosch, Esq., informed the committee members that the courts are now open and that the moratorium on evictions expired the previous week. However, the housing courts have just barely begun to actually hear cases virtually; no one is actually being evicted yet. The family courts are hearing cases, but if they are not immediate emergencies concerning violence or abuse, they are also being heard virtually.

Membership Sub-Committee

V. Membership

Five new candidates and three second-term members are on the ballot. Looking into ways to have a virtual vote, in a confidential and efficient manner. Using Survey Monkey and not voting during the Planning Council meeting are suggested solutions. Details to follow.

Mr. McHugh made a motion which was seconded by Ms. Maestre to adjourn the June 25, 2020 CQM meeting.

All in favor-Motion carried.