

Service Systems Planning & Quality Committee Annual Report

2022 – 2023

The Service Systems Planning & Quality (SSPQ) Committee voted to remain a combined committee indefinitely and updated the committee name to reflect this in April 2023. This has helped maintain in-person meeting quorum and to continue advancements in achieving the committee's goals and objectives.

Activities Accomplished during past 12 months:

1. Reviewed and made recommendations to update over ten of the Planning Council's Policies and Procedures that had not been reviewed in the past three years.
2. Created a new Policy and Procedure to ensure a uniform process for reviewing and updating the System Wide Service Standards.
3. Reviewed and updated the MOU between the Planning Council, the Area 7 Lead Agency, the Ryan White HIV/AIDS Program (RWHAP) Part A Recipient.
4. Reviewed monthly, quarterly, and annual RWHAP Part A and Part B expenditure and utilization reports to identify barriers and gaps in service delivery in the Orlando Service Area.
5. Provided important recommendations to the Provider Capacity and Capability Survey to ensure accurate assessment of Provider needs for the Annual Data Presentation.
6. Updated the evaluation tools for annual processes such as Data Presentation and Priority Setting & Resource Allocation.
7. Reviewed an initial draft of the Assessment of the Administrative Mechanism (AAM) and requested additional information from the AAM Consultant and the Part A Recipient that improved the Council's understanding of how well the Recipient responded to the Council's directives.
8. Recommended changes to the eligibility requirements in the Medical Transportation Service Standard that will allow more clients to access critical transportation services.

Successes:

1. Updated the Food Bank and Home Delivered Meals Service Standard and its supporting documents to be more inclusive of clients' needs.
2. Improved the structure for monthly and quarterly reports from the Recipient and Lead Agency Offices to ensure that essential information is more easily understood by all Planning Council members.
3. The Committee did not have to cancel any meetings due to a lack of in person quorum. This helped to decrease disruption in the planning process for the 2023-2024 year.

Challenges and Lessons Learned:

1. The Committee has faced trouble with getting new members, specifically Associate Members, interested in joining the SSPQ Committee. It is recommended that the

Committee collaborate with Membership and Engagement to develop strategies to get new applicants more interested in the essential work that the SSPQ Committee does.