

Service Systems Planning & Quality Committee Annual Report

2023 – 2024

The Service Systems Planning & Quality (SSPQ) Committee remaining as a combined committee necessitated extending the length of the meeting by 30 minutes and began meeting for 2.5 hours in October 2023. This has ensured that the committee is able to cover and work on its extensive agenda items.

Activities Accomplished during past 12 months:

1. Reviewed and made recommendations to update the Planning Council's Policies and Procedures that pertained to the Committee's processes that were due for review.
2. Reviewed monthly, quarterly, and annual RWHAP Part A, RWHAP Part B and General Revenue (GR) expenditure and utilization reports to identify barriers and gaps in service delivery in the Orlando Service Area.
3. Provided important recommendations to the Provider Capacity and Capability Survey to ensure accurate assessment of Provider needs for the Annual Data Presentation.
4. Updated the evaluation tools for annual processes such as Data Presentation and Priority Setting & Resource Allocation.
5. Provided recommendations to the Assessment of the Administrative Mechanism (AAM) process, reviewed the initial draft report 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.
6. Reviewed and updated 3 Service Standards and began the development of a Service Standard for Home and Community Based Services.
7. Reviewed and made recommendations to the Performance Measures data presented to the Committee and the Planning Council to provide an understanding of disparities in outcomes for various subpopulations.
8. Recommended conducting a Transgender Focus Group to gather additional data for the Needs Assessment process.
9. Reviewed and recommended re-allocation of RWHAP Part A funding after the final award was received and in August to ensure sufficient funds were available for Core Services through the end of the funding year.
10. Monitored the implementation of the Integrated Plan.
11. Reviewed and accepted the RWHAP Procurement Report.
12. Worked with the Recipient to develop the Initial Funding Slate for PSRA for both RWHAP Part A and RWHAP Part B funding for FY 2025-2026.

Successes:

1. Updated the Local Pharmacy Assistance, Emergency Financial Assistance and Substance Abuse Outpatient Service Standards.
2. 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.
3. Successfully completed a Transgender Focus Group and survey to determine the needs of this population in the OSA.

Challenges and Lessons Learned:

1. The Committee has not faced any major challenges over the past year. The Vice Chair resigned halfway through the year, and the 2022-23 Committee Chair was elected as the new Vice Chair. Overall, the 2023-24 planning cycle was successful and we are looking forward to continuing the work next year.