

**Compliance/Quality Improvement
Committee Meeting Minutes
Thursday, October 16, 2025
Board Room**



ATTENDANCE

Central Florida Cares Health System Board of Directors

Sherry Gonzales, Chair, Children's Home Society
Wayne Holmes, Advocate
Celestia McCloud, Osceola County Government

Central Florida Cares Health System, Inc. Staff

Maria Bledsoe, Chief Executive Officer
Trinity Schwab, Chief Operating Officer
Geovanna Gonzalez, Compliance Director
Jerry Foster, Quality Improvement Specialist
Karla Pease, Executive Assistant

Guests

None

Meeting Called to Order

The Central Florida Cares (CFC) Compliance/Quality Improvement Committee meeting was held on Thursday, October 16, 2025, at 1:30 p.m. at 707 Mendham Blvd., Suite 201, Orlando, FL 32825. The Chair called the meeting to order at 1:30 p.m.

Minutes

A motion to approve the August 21, 2025, minutes was made by Wayne Holmes, Celestia McCloud seconded; motion passed.

Risk Management – Incident Report Data & Trends

- Incident Reports compared Q1 FY24-25 to Q1 FY25-26 Data was reviewed and explained.
- Incident types were compared Q1 FY24-25 to Q1 FY25-26 and were reviewed with members.

Quality Improvement

- **Person Served Satisfaction Surveys**
The Quality Improvement Specialist shared the FY survey Submissions by Programs, Domain Satisfaction, and Program Area Satisfaction and compared Q1 FY24-25 to FY25-26 survey results as a point of reference.
- **Board Satisfaction Surveys**
Only 8 board members submitted a survey. Survey results were shared with the committee.

- **Network Provider Satisfaction Surveys**

22 responses were received compared to 45 responses from last year. Results were reviewed with the committee.

Compliance - Complaints and Grievances

- Four complaints received on the compliance line for Qt 1. Three complaints were for non-funded CFC clients and were unsubstantiated; 1 was funded by CFC and is undergoing further review.
- Network Performance Measures were shown for June 2025 (FY25-26). All performance measures were met in Qt 1 except for Adult Substance Use Stable Housing and Adult Substance Use Successful Completion.
- HIPAA Privacy/Security – none
- Internal Training - a chart of internal training and technical assistance to the network was shown for Quarter 1.
- Network Monitoring Schedule – 44% of the network will be monitored in FY25-26 (15 out of 34 providers) A hybrid model will be used in monitoring.
- Public Records – none
- Whistleblower – none
- CARF accreditation is through December 2027.

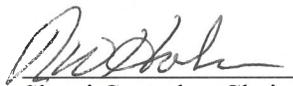
Other/Public Input – None

Next Meeting

The next meeting will be on February 19, 2026 at 1:30 pm.

A motion to adjourn was made by Wayne Holmes, Celestia McCloud seconded; motion passed.

The meeting adjourned at 2:39 pm.


Sherri Gonzales, Chair


Karla Pease, Recording Secretary

**Compliance/Quality Improvement
Committee Agenda
Thursday, October 16, 2025
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I. Welcome/Introductions	Sherri Gonzales	2 minutes
II. Approve Minutes	Sherri Gonzales	2 minutes
III. Risk Management <ul style="list-style-type: none">• Incident Report Data & Trends	Miralys Martinez	10 minutes
IV. Quality Improvement <ul style="list-style-type: none">• Consumer Satisfaction Survey	Jerry-mar Foster	10 minutes
V. Compliance <ul style="list-style-type: none">a) CFCHS Compliance Line Reportsb) FWA/Complaints & Grievances/Investigationsc) HIPAA Privacy/Securityd) Traininge) Network Monitoring-Schedule, Findings, Issuesf) Public Records Requestsg) Whistleblower Reportsh) CARF	Geovanna Gonzalez	10 minutes
VI. Other/Public Input	Group	3 minutes/person
VII. Next Meetings February 19, 2026 April 16, 2026		

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Sherrí Gonzales, Chair, Children’s Home Society
Luis Delgado, Advocate
Wayne Holmes, Advocate

Central Florida Cares Health System, Inc. Staff

Maria Bledsoe, Chief Executive Officer
Geovanna Gonzalez, Compliance Director
Miralys Martinez, Risk Management Specialist
Jerry mar Foster, Quality Improvement Specialist
Karla Pease, Executive Assistant

Guests

Ana Scuteri, Seminole County Health Department

Meeting Called to Order

The Central Florida Cares (CFC) Compliance/Quality Improvement Committee meeting was held on Thursday, August 21, 2025, at 1:30 p.m. at 707 Mendham Blvd., Suite 201, Orlando, FL 32825. The Chair called the meeting to order at 1:31 p.m.

Minutes

A motion to approve the April 17, 2025, minutes was made by Luis Delgado, Wayne Holmes seconded; motion passed.

Risk Management – Incident Report Data & Trends

- Incident Reports compared FY24-25 (246 incidents, 71 in Qt. 4) to FY23-24 data (184 incidents, 44 in Qt. 4). Data was reviewed and explained.
- Incident types were compared (FY23-24 to FY24-25) and were reviewed with members.

Quality Improvement – Person Served Satisfaction Surveys

The Quality Improvement Specialist shared the FY survey Submissions by Programs, Domain Satisfaction, and Program Area Satisfaction and compared FY23-24 to FY24-25 survey results as a point of reference.

Compliance - Complaints and Grievances

- 10 complaints received on the compliance line for the last fiscal year. Six complaints were for non-funded CFC clients. Of those, 3 were unsubstantiated, 1 was substantiated.
- Network Performance Measures were shown for FY24-25 and for July 2025 (FY25-26). Substance Use Stable Housing was met in FY24-25, which is one category that is always challenging.
- HIPAA Privacy/Security – none

- Internal Training - a chart of internal training and technical assistance to the network was shown for Quarter 4.
- Network Monitoring Schedule – 46% of the network was monitored in FY24-25 (20% was required) and in FY25-26, 40% of the network will be required and on-site, face-to-face monitoring. A hybrid model is still being developed.
- Public Records – none
- Whistleblower – none
- Performance Measures were shown and were met.

Survey Suggested Changes

The Compliance Director suggested modifying the number of questions to the Network Provider Survey and Board Satisfaction Surveys to hopefully receive more meaningful feedback. The Provider Survey has been shortened from 27 questions to 15 questions, and the Board Satisfaction Survey has been shortened from 17 questions to 15 questions. A question was added to the surveys, “How can Central Florida Cares be more effective?”

A motion to approve the changes in surveys reducing the number of questions and the addition of another question was made by Wayne Holmes, Luis Delgado seconded; motion passed.

Policy Review

A policy and handbook were emailed to the Directors to review with added language to show CFC needs to monitor 40% of the network instead of 20% and Corrective Action Plans need to be finalized within 90 days. Directors had no changes.

A motion to approve the policy and handbook modifications was made by Wayne Holmes, Luis Delgado seconded; motion passed.

Other/Public Input – None

Next Meeting

The next meeting will be on October 16, 2025, at 1:30 pm.

A motion to adjourn was made by Wayne Holmes, Luis Delgado seconded; motion passed.

The meeting adjourned at 2:36 pm.

Sherri Gonzales, Chair

Karla Pease, Recording Secretary