Health Care for the Homeless Co-Applicant Governing Board

WEDNESDAY, JULY 19, 2017
11:00-12:30PM
2500 BATES AVENUE
SUITE B
CONCORD, CA
Health Care for the Homeless Co-Applicant Governing Board

ACTION ITEM:
REQUEST FOR APPROVAL

JUNE HCH CO-APPLICANT BOARD MEETING MINUTES
RESULTS

HCH PATIENT SATISFACTION SURVEY
CONDUCTED MARCH 1, 2017 – JUNE 1, 2017

TOTAL SURVEYS COLLECTED: 98
Demographics

**Age**
- 0-13 years: 1
- 14-24 years: 11
- 25-54 years: 51
- 55 years+: 24
- Skipped question: 10

**Gender**
- Male: 55
- Female: 33
- Skipped question: 10

**Race / Ethnicity**
- White: 44
- Black/African: 22
- Hispanic/Latino: 12
- American Indian/Alaska Native: 2
- Asian: 1
- Skipped question: 1
## How are we doing?

<table>
<thead>
<tr>
<th>Access to Care</th>
<th>Agree</th>
<th>Neither</th>
<th>Disagree</th>
<th>BLANK</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>This clinic is easy to find</strong></td>
<td>88.8%</td>
<td>5.1%</td>
<td>1.0%</td>
<td>5.1%</td>
<td>100.0%</td>
</tr>
<tr>
<td><strong>I know where the clinic hours are posted</strong></td>
<td>64.3%</td>
<td>20.4%</td>
<td>11.2%</td>
<td>4.1%</td>
<td>100.0%</td>
</tr>
<tr>
<td><strong>The clinic is in a safe place</strong></td>
<td>82.7%</td>
<td>7.1%</td>
<td>5.1%</td>
<td>5.1%</td>
<td>100.0%</td>
</tr>
<tr>
<td><strong>The clinic hours work well for me</strong></td>
<td>84.7%</td>
<td>8.2%</td>
<td>2.0%</td>
<td>5.1%</td>
<td>100.0%</td>
</tr>
<tr>
<td><strong>I don't have to wait long to be seen</strong></td>
<td>75.5%</td>
<td>12.2%</td>
<td>8.2%</td>
<td>4.1%</td>
<td>100.0%</td>
</tr>
<tr>
<td><strong>The clinic is clean and comfortable</strong></td>
<td>87.8%</td>
<td>7.1%</td>
<td>3.1%</td>
<td>2.0%</td>
<td>100.0%</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Satisfaction with Services</th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Clinic staff treat me with respect</strong></td>
<td>91.8%</td>
<td>3.1%</td>
<td>2.0%</td>
<td>3.1%</td>
<td>100.0%</td>
</tr>
<tr>
<td><strong>Clinic staff help me find other services</strong></td>
<td>83.7%</td>
<td>9.2%</td>
<td>1.0%</td>
<td>6.1%</td>
<td>100.0%</td>
</tr>
<tr>
<td><strong>Clinic staff explain things clearly</strong></td>
<td>86.7%</td>
<td>9.2%</td>
<td>1.0%</td>
<td>3.1%</td>
<td>100.0%</td>
</tr>
<tr>
<td><strong>Clinic staff respond to my needs</strong></td>
<td>88.8%</td>
<td>4.1%</td>
<td>2.0%</td>
<td>5.1%</td>
<td>100.0%</td>
</tr>
</tbody>
</table>
How did you hear about the Homeless Clinics?

- Homeless Shelter: 31
- Homeless Provider: 12
- Friend/Family: 8
- Flyer: 6
- Outreach Team: 4
- Multi-Service Center: 4
- 211/Crisis line: 2
- Police: 1
- Other: 24
Where are you receiving your primary health care?

- A Health Clinic: 30
- Do not know: 10
- None: 8
- Healt Care for the Homeless Mobile Vans: 7
- Kaiser: 4
- LA Clinica: 4
- Emergency Room: 2
- Life long: 1
- Other: 10
How did you get to your appointments?

- Shelter Transport: 31
- Walk: 19
- Personal Vehicle: 14
- Bus: 8
- Family/Friend: 8
- Other: 10
What are your primary concerns?

- Housing/Shelter: 40
- Dental Care: 29
- Depression/Anxiety: 28
- Employment: 27
- Food or meals: 20
- Health Insurance: 16
- Eye Care: 16
- Weight Concern: 16
- Appearance: 10
- Asthma: 9
- Hygiene: 9
- Other: 9
- Other Drug Use: 8
- Hypertension: 8
- Skin Problems: 8
- Heroin Use: 8
- Diabetes: 7
- Alcohol Use: 6
- Sexually Transmitted Diseases (STD): 2
- HIV/AIDS: 1
- Prenatal: 0
- Other: 9
Current HCH Outreach and Marketing Strategies
July 2017

- Mobile Health Clinics
- Partnership with C.O.R.E Team
- Partnerships with local homeless and low income service providers
- Medical Street Outreach
- Community Health Workers – Designated Field Time
  - Monument Crisis Center (bi-monthly)
  - East Bay Works Office (monthly)
  - Outreach to sites throughout the county (quarterly)
- Formal Meetings and Presentations
  - CCHS health centers management and staff
  - Council on Homelessness Meetings
  - Law Enforcement Meetings
  - Parole and Community Team (PACT) Meetings
  - Consumer Advisory Board Meetings
  - Reentry Solutions Meetings
  - Board of Supervisors Meetings
HCH OUTREACH AND MARKETING STRATEGIES DISCUSSION

1. HOW CAN WE IMPROVE THESE EFFORTS?

2. HOW CAN THE BOARD PLAY A ROLE IN THESE EFFORTS?
Health Care for the Homeless
Co-Applicant Governing Board

HCH PROGRAM BUDGET
INTRODUCTION
Access Increase in Mental Health and Substance Abuse Services (AIMS)

ACTION ITEM: REQUEST FOR APPROVAL
AIMS SUPPLEMENTAL FUNDING FOR HCH PROGRAM
HCH Program Updates

- Currently interviewing for Mental Health Clinical Specialist
- Community Health Worker II position is now open and we will begin interviewing shortly
- Board Meetings will now be located at: 2500 Bates Avenue, Suite B Zion Conference Room
Future Items to Discuss

1. HCH Strategic Plan & Logic Model
2. HCH Budget Introduction
3. HCH Medication Assisted Treatment Presentation
4. HCH Patient Utilization Update (with adjusts per June meeting notes)
HCH Co-Applicant Governing Board

Next Meeting
Wednesday, August 2017
11:00 – 12:30pm
2500 Bates Avenue
Zion Conference Room