Health Care for the Homeless
Co-Applicant Governing Board

TUESDAY, JULY 31, 2018
11:00-12:30PM
2500 BATES AVENUE
SUITE B
CONCORD, CA
YOSEMITE TRAINING ROOM
WELCOME

BOARD MEMBER & PUBLIC ATTENDEE INTRODUCTIONS
Health Care for the Homeless
Co-Applicant Governing Board

ACTION ITEM:
REQUEST FOR APPROVAL

JUNE HCH CO-APPLICANT BOARD
MEETING MINUTES
Health Care for the Homeless Co-Applicant Governing Board

STANDING ITEM: QUALITY IMPROVEMENT/ASSURANCE & PROGRAM PERFORMANCE REPORTS

DR. JOSEPH MEGA, HCH MEDICAL DIRECTOR
HCH Clinic Productivity
January 2018-April 2018

Total Medical Visits

<table>
<thead>
<tr>
<th>Location</th>
<th>Visits</th>
</tr>
</thead>
<tbody>
<tr>
<td>AHC Homeless</td>
<td>90</td>
</tr>
<tr>
<td>Ambrose Center</td>
<td>26</td>
</tr>
<tr>
<td>Bay Area Rescue Mission</td>
<td>283</td>
</tr>
<tr>
<td>Brookside Shelter</td>
<td>244</td>
</tr>
<tr>
<td>Calli House Youth</td>
<td>18</td>
</tr>
<tr>
<td>Concord Shelter</td>
<td>54</td>
</tr>
<tr>
<td>Field</td>
<td>92</td>
</tr>
<tr>
<td>Grip Soup Center</td>
<td>43</td>
</tr>
<tr>
<td>WMC Homeless</td>
<td>31</td>
</tr>
<tr>
<td>Respite</td>
<td>86</td>
</tr>
<tr>
<td>Trinity</td>
<td>819</td>
</tr>
<tr>
<td>WCHC Homeless</td>
<td>38</td>
</tr>
<tr>
<td>Total</td>
<td>117</td>
</tr>
</tbody>
</table>
HCH Clinic Productivity
January 2018-April 2018

Total Behavioral Health Visits

<table>
<thead>
<tr>
<th>Service Location</th>
<th>Face to face</th>
<th>OFFICE VISIT</th>
</tr>
</thead>
<tbody>
<tr>
<td>CHC RESPITE BH</td>
<td>33</td>
<td>59</td>
</tr>
<tr>
<td>MWC HOMELESS BH</td>
<td>0</td>
<td>20</td>
</tr>
<tr>
<td>PBH HOMELESS VAN BH</td>
<td>37</td>
<td>43</td>
</tr>
</tbody>
</table>
HCH Clinic Productivity
January 2018-April 2018

Total Dental Visits

<table>
<thead>
<tr>
<th></th>
<th>BROOKSIDE DENTAL</th>
<th>RESPITE DENTAL</th>
</tr>
</thead>
<tbody>
<tr>
<td>Office Visit</td>
<td>13</td>
<td>214</td>
</tr>
</tbody>
</table>
Health Care for the Homeless
Co-Applicant Governing Board

BOARD REVIEW:
HCH PATIENT SATISFACTION SURVEY
(SEE PATIENT SATISFACTION SURVEY ATTACHMENT, DRAFT QUESTIONS)

LINAE YOUNG, HCH PLANNING & POLICY MANGER
Health Care for the Homeless Co-Applicant Governing Board

BOARD DISCUSSION:
HCH STRATEGIC PLAN
Strategic Plan

- A document used to communicate with the program the program goals, the actions needed to achieve those goals and all of the other critical elements.
  - Set priorities
  - Focus energy and resources
  - Strengthen operations
  - Ensure that employees and other stakeholders are working toward common goals
  - Establish agreement around intended outcomes/results
  - Assess and adjust the organization’s direction in response to changing environment
S.W.O.T Analysis

- Analytical technique used to determine and define several characteristics.

- Used to determine how closely a business is aligned with its growth trajectories and success benchmarks.
<table>
<thead>
<tr>
<th>STRENGTHS</th>
<th>WEAKNESSES</th>
<th>OPPORTUNITIES</th>
<th>THREATS</th>
</tr>
</thead>
<tbody>
<tr>
<td>Things your company does well</td>
<td>Things your company lacks</td>
<td>Underserved markets for specific products</td>
<td>Emerging competitors</td>
</tr>
<tr>
<td>Qualities that separate you from your competitors</td>
<td>Things your competitors do better than you</td>
<td>Few competitors in your area</td>
<td>Changing regulatory environment</td>
</tr>
<tr>
<td>Internal resources such as skilled, knowledgeable staff</td>
<td>Resource limitations</td>
<td>Emerging need for your products or services</td>
<td>Negative press/media coverage</td>
</tr>
<tr>
<td>Tangible assets such as intellectual property, capital, proprietary technologies etc.</td>
<td>Unclear unique selling proposition</td>
<td>Press/media coverage of your company</td>
<td>Changing customer attitudes toward your company</td>
</tr>
</tbody>
</table>
**Proposed Work Plan**

**Contra Costa County Health Care for the Homeless**

**Strategic Planning Project**

**PROPOSED WORKPLAN AND TIMELINE**

**JULY 17, 2018**

**PREPARED BY: PATRICIA FAIRCHILD, VICE PRESIDENT, JOHN SNOW INC. (JSI)**

**Overview and Purpose:**
John Snow Inc. (JSI) will assist the Contra Costa County Health Care for the Homeless Program (HCH) program to develop a three-year strategic plan (Plan) for the program. The Plan will be formulated through a collaborative process with program staff and members of the co-sponsoring governing board. It will include: a review and, if necessary, revision of the program’s mission and vision; an environmental scan; an assessment of the program’s strengths, weaknesses, opportunities, and threats (SWOT); and development of three-year strategic goals addressing key areas to ensure continued program success. The Plan will be documented in a way that enables easy tracking of progress and sharing of program goals with internal and external stakeholders.

**Key Activities, Time Line and Person(s) Responsible**

<table>
<thead>
<tr>
<th>Activity</th>
<th>Responsibility</th>
<th>Time Line</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Develop project work plan</td>
<td>JSI drafts HCH staff and board review and recommend revisions</td>
<td>X</td>
</tr>
<tr>
<td>2. Review/revise program mission and vision</td>
<td>HCH staff and board</td>
<td>X</td>
</tr>
<tr>
<td>3. Conduct environmental scan</td>
<td>Analyze demographic and health-care-related to overall county population and to people</td>
<td>Data Review X Cont. Data Review</td>
</tr>
</tbody>
</table>

**JSI**

**JSI conducts analysis**

HCH staff and board review and comment

Interviews

4. Conduct SWOT analysis

- Review program data and documents
- Conduct internal (staff and board) and external stakeholder interviews on perceived strengths, weaknesses, opportunities, and threats

JSI conducts analysis

HCH staff and board review

Data review X Interviews

5. Conduct planning meetings with HCH staff and board or board representatives

- One in-person meeting (2-3 hours to report results and determine strategic goals)
- JSI facilitates the in-person meeting

JSI participates by Phone.

JSI facilitates the In-person meeting

X Phone Finalize work plan

X Phone Review mission

X In-person or phone

6. Prepare written summary of Plan

Prepare written summary of Plan

X

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2 | Page DRAFT 7/16/2018
HCH Program & Community Updates

- Report back from Conservatorship 101 Training

- MSC San Pablo (1515 Market St.) moving to the Food Barn parking lot at Market and Rumril. (2nd Mondays, 4th Mondays & Fridays)
Future Items to Discuss

1. HCH Strategic Plan Discussion – Reaffirm HCH Mission and Vision Statement
2. Depression and Peer Review (HCH Medical Director)
3. Board Evaluation?
HCH Co-Applicant Governing Board

Next Meeting
Monday, August 27, 2018
11:00 – 12:30pm
2500 Bates Avenue
Yosemite Training Room