

Contra Costa County Health Services
Health Care for the Homeless Co-Applicant Governing Board

The mission of the Health Care for the Homeless Co-Applicant Board is to oversee, guide and assist the Program in its efforts to deliver high quality health care to a diverse and medically underserved community. The Co-Applicant Board will use its skills, expertise and life experience to make policies and operational decisions which will provide the best benefit to the Program and client.

MEETING MINUTES

DATE, TIME: Wednesday, January 16, 2019 11:00-12:30pm

LOCATION: Zion Conference Room, 2500 Bates Avenue, Suite B, Concord, CA 94520

ATTENDANCE: Teri House, Bill Jones, , Jonathan Russell, Bill Shaw, Dr. Wendel Brunner, Michael Callanan & Jennifer Machado

ABSENT: Nhang Luong, Shayne Kaleo, & Jonathan Perales

HCH STAFF ATTENDANCE: Linae Young (HCH Planning & Policy Manager), Julia Surges (HCH Health Planner Evaluator), Beth Gaines (HCH Nurse Program Manager)

PUBLIC ATTENDANCE: None

Agenda Items for Approval and/or Review:

1. **Action Item: APPROVAL – December Meeting Minutes**
 2. **Quality Improvement/Assurance & Program Performance Reports** by HCH Medical Director & Health Planner Evaluator
Attachment: HCH Patient Satisfaction Survey Results
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Welcome & Introduction

1. Introduction to board members and community members present
2. HCH Street Medicine – Buprenorphine Article

HCH Program Action Items:

- Send to City Councils, the Board of Supervisors → CEI knows who to reach out to
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Action Item: Approval of December Board Meeting Minutes

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Motion

- A. **Statement: I move to approve the minutes from December 2018.**
 - B. **Motion Made by: Teri House**
 - C. **Seconds the Motion: Bill Shaw**
 - D. *Discussion: None*
 - E. *In Favor: ALL*
Opposed: None
Abstains: None
Absent: Nhang Luong, Jonathan Perales, & Shayne Kaleo
- Motion Result: PASSED**

Standing Item: Quality Improvement/Assurance & Program Performance Reports

(Julia Surges, HCH Health Planner Evaluator)

Attachment: Patient Satisfaction Survey Results

- I am satisfied with the services I received today (Likert)
- It was easy to get to my appointment (Likert)
- The staff listened to my concerns and answered all of my questions (Likert)
- The staff were friendly and respectful towards me (Likert)
- I was involved in decisions about my medical care (True/False)
- I would come back to the clinic again (True/False)
- How would you improve our services? (Fill in)

Board Member: Consistent positive results questions whether this is the best way to receive feedback.

1. HCH program collects clients feedback through surveys (above), focus groups and through patient complaints.
 - a. Surveys are collected by clinic staff which may result in bias.
 - b. Focus groups are conducted by admin staff outside of the clinic arena
2. HCH to conduct survey 3 times per year. Encourage clients to complete the last question on the survey

HCH Program Action Items:

- Program managers to document client complaints to staff and report to board.

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HCH Strategic Plan

Attachments: Potential Data Analyses for Strategic Plan

Feedback

1. Universal Data System:
 - a. Interested in trends in demographics and diagnosis and graphics put a high value on this with our goals going forward
 - i. Focus on the elderly/senior trends
 1. Are these aligned with other trends reported throughout the county?
 - ii. Board to identify trend data (measures, demographics and diagnoses) they would be most interested in.
 - b. Board interested in comparison of UDS population verses HCH population
2. Other HCH Program Data
 - a. Key points learned in Patient surveys include add “focus groups”
3. Health, Housing and Homeless (H3) division data
 - a. HEAP funds (Homeless Emergency Assistance Program) potential for data expansion within H3
 - b. HMIS (Homeless Management Information System) potential to fill data gaps we may have.
 - c. Potential trend analysis: comparison of HCH and H3 trends.
4. Gaps in data and information

Board Member: Who will be conducting analysis of this data? The Project director, program manager and health planner evaluator will begin this process. Once we identify what we are looking for we can work with the epidemiology department.

HCH Program Action Items:

- April 2019 Agenda Item - HCH program to bring all items reported in UDS to Board to allow for selection of reports and trends Board would like to see.

Project Director Evaluation

(Attachment: PD goals, achievements, and job description)

1. Project Director Goals 2018 – 2019 (updated April 2018)
 - a. Board requests:

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- i. update on the progress of all of these goals
 - ii. modifications or updates to these goals
 - iii. End date and/or completion date. If there is no end date, have specific objectives that will require an end date.
 - iv. Collaboration efforts and progress with H3
2. Project Director Achievements
 - a. Update of major accomplishments since April 2018
3. Project Director requests of Board
Needs Assessment
 - o Consolidated fund for 2020-2025 (CBDG Money)
 - o Teri has 8 page survey
 - 1 page and a quarter on ppl's perceptions on what homeless needs are
 - Might be questions that HCH want to include – Teri to send to Linae

HCH Program & Board Action Items:

1. Date and Progress report of goals
 2. Major accomplishments (2018)
 3. modifications or additions to goals (H3 collaboration)
 4. Requests of the Board
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Standing Item: HCH Program Updates & Community Updates

1. Linae waiting for reply from H3 about Respite visit and meeting to discuss healthy food options.
 - a. Waiting for response
 - b. Teri would like to be involved
 - i. Board Member advocating to other CBO's and service providers about healthy food and needs at the centers/shelters
 - ii. Advocate to include HCH in decisions in the future surrounding food
2. Next Meeting Attendance – February 20, 2019
 - a. Behavioral Health Report out – BH rapid improvement project, H3-HCH collaboration, HCH BH expansion and overview.
 - b. Project Director will be the main piece

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3. New Antioch Locations to park mobile health van Thursday afternoons (new mobile flyer)
 - a. Fulton Shipyard
 - i. First two clinics 13 patients were seen.
 - ii. Provider at clinic reports great location and acceptance among clients. |
4. Schedule meeting to discuss possible health questions for intake form at shelters.
 - a. Linae to meet with Medical Director and then report to Board

Board Member: John Muir offers RotaCare clinic, who is it?

5. Separate from HCH serving the low income population.
6. We use the same bus but there is also a separate van for Rota Care

Board Member: Proposal of \$100 million for Whole Person Care

7. Update Board as we learn how this impacts our programs

Board Member: Winter Nights Parking Lot Program – Church gives their parking lot (safe sleep for clients to sleep in their car) have access to bathroom 8pm to 6am → 200 East Leland Rd - Shared Community Church

8. Referral, input through HMIS
9. Have access to day program, do case management
10. Capacity – up to 10, right now we have 3
11. Staff on site

Board Members: Innovative ideas for shelter and housing

Fremont church that does tiny houses on their site

12. Humboldt State – safe sleeping lots, Long Beach State as well
13. RFP Berkeley Food and Housing
 - o 5.7 acres next to LMC that the Care Center is likely to build – shelter (with assistance from Home Aid) and warming center
 - o Antioch has funding to maybe create housing unit near this location
 - o Could also be units for homeless students at LMC

HCH Program Action Items:

1. February Meeting:

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- Behavioral Health Report out – BH rapid improvement project, H3-HCH collaboration, HCH BH expansion and overview.
- Project Director will be the main piece
- Linae will be absent for next meeting

Standing Item: Future Matters

1. Health questions possibly included in intake questionnaires and PIT 2020
2. HCH Strategic Plan Committee
3. HCH Clinical Measure Reports: Cervical and Colorectal Cancer
4. Board Evaluation

Standing Item: Next Meeting and Time

Wednesday, February 20, 2018
11:00-12:30pm
2500 Bates Avenue, Suite B
Zion Conference Room
Concord, CA 94520

Approval of HCH Co-Applicant Board Meeting Minutes from January 16, 2019

Board Chair Signature Wardell Brunner MD

Date 02/20/2019