

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, December 18, 2019 11:00-12:30pm

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

ATTENDANCE: Teri House, Bill Jones, Jonathan Russell (telephonic), Jonathan Perales, Bill Shaw, Dr. Wendel Brunner (telephonic), Nhang Luong, Stephen Krank (telephonic) & Jennifer Machado

ABSENT: Michael Callanan

HCH STAFF ATTENDANCE: Rachael Birch (HCH Project Director), Linae Young (HCH Planning & Policy Manager), Dr. Joseph Mega (HCH Medical Director), Elizabeth Gaines (HCH Nurse Program Manager), Julia Surges (HCH QI Team), Alison Stribling (HCH QI Team) & Sara Cortez (HCH SHES)

PUBLIC ATTENDANCE: None

Agenda Items for Approval and/or Review:

1. **Action Item: APPROVAL – November Meeting Minutes**
2. **Quality Improvement/Assurance & Program Performance Reports** by HCH QI and SHES
 - a. **Patient Advisory and Consumer Report**
3. **Action Item: APPROVAL - 2019-2021 Quality Assurance & Improvement Plan**
4. **Action Item: APPROVAL - 2020 Annual Budget Renewal**

Welcome & Introduction

- Introduction to board members and community members present

Action Item: Approval of November Board Meeting Minutes

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Motion

- A. **Statement: I move to approve the minutes from November 2019.**
 - B. **Motion Made by: Bill Jones**
 - C. **Seconds the Motion: Jonathan Perales**
 - D. *Discussion: None*
 - E. *In Favor: All*
Opposed: None
Abstains: None
Absent: Michael Callanan
- Motion Result: PASSED**

Standing Item: Quality Improvement/Assurance & Program Performance Reports
(Julia Surges, HCH Health Planner Evaluator & Sara Cortez, HCH Senior Health Educator)

1. HCH Consumer Advisory Board Report (*items listed in presentation*)
 - a. This is where we receive qualitative feedback from the clients
 - i. Difficult to get medications through Solano
 1. Team is working on communication and expectations of medications
 2. Will also post process on clinic door for clients to refer to
 - ii. Doctors changing medications without explaining
 1. HCH Medical Director communicated to providers during Peer Review and will check in regarding this next month
 - iii. Collaboration and communication among HCH Providers
 1. Communicated to providers during Peer Review and will check in next month.
 - iv. Staff seems busy
 - v. Patients feel rushed
 1. Providers have been advised to check in with clients about what they would like to discuss during this visit
 - vi. Wait times at clinics
 1. Staff communicate wait times with clients and check in regarding timing
 - vii. Clients would like to be given options regarding their treatment
 - b. All feedback has been communicated to Staff at last staff meeting and discussed with a trauma informed approach.
 - c. Next consumer advisory board will ask the same questions to check in if clients have noticed the changes.

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- d. Board Member: This feedback seems in alignment with how many people feel within multiple health systems.
2. MAT (Medication Assisted Treatment) Choosing Change Advisory Group Report
 - a. UPDATE: New group at the PHC due to demand
 - i. This is primarily for those on the homeless but is not limited to homeless clients
 - b. Choosing Change clinic includes 1 RN, 1 Provider, 1 CHW, 1 MHCS
 - i. Group max clients 13 but typically 10
 1. Group therapy model – at the end they are able to get their prescription, if they do not attend group therapy they cannot get their medications
 - c. Board member: Is once a week enough? it works for more people but they can opt to come to more if they want to
 - d. Board member: How do people find out about these services?
 - i. Behavioral health access line, HCH, Primary care provider
 - e. UPDATE: In 2020 – a family group will be added
 - i. It is a support group for families of those that are in Choosing Change
 - ii. Lots of stigma around Opioid use – consumers want outsiders to know why and what the treatment is for
 - f. UPDATE: Added new form of buprenorphine – sublocade (injection)

HCH Program Action Items:

- Next Consumer Advisory Board will check in on these issues and if clients are still experiencing these issues, HCH team to establish a plan to address issues.
- www.cchealth.org/choosing-change

Action Item: 2019-2021 Quality Assurance & Improvement Plan Review & Approval

(Attachment: 2019-2020 Quality Assurance & Improvement Plan)

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Motion

- F. **Statement: I move to approve the 2019-2021 Quality Assurance & Improvement Plan.**
 - G. **Motion Made by: Teri House**
 - H. **Seconds the Motion: Bill Shaw**
 - I. Discussion: None
 - J. In Favor: All
Opposed: None
Abstains: None
Absent: Michael Callanan
- Motion Result: PASSED**

HCH Program Action Items:

- Page 11 measure #10 – decreased uninsured patients by 2.5%
- Fix agenda to say 2019-2021 on item #3

Action item: 2020 Annual Budget Renewal Review & Approval

(Attachment: 2020 Annual Budget)

1. Bylaws divide responsibilities between Governing Board and Board of Supervisors
 - a. All Federal Funds are used for HCH staffing –
 - i. Most recent funding from HRSA provides funding to increase services which therefore supports increase in staffing
 - b. 99% of our funds are for our staff, 1% we pay to the National Health Care for the Homeless Council
 - c. Fringe benefits are not accounted for within the Federal Funds
 - i. Fringe benefits are those staffing benefits including health care, retirement, etc.
2. SAC – Surface Area Competition = every 3 years
 - a. Grant renewal process = we ‘compete’ for our program and to continue with the funds within Contra Costa County
 - b. During non-SAC year we report a budget renewal and update on program and services.
 - c. Grant has been approved for the next 3 years through 1/31/2023.
3. CCHS Financial reviews and audits
 - a. Annual Single Audit – internal control and compliance of federal awards
 - b. Annual CCHS Budget Proposal to the Board of Supervisors

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- c. Annual HCH Co-Applicant Board approval of HRSA Health Care for the Homeless Budget
 - d. UDS Cost per Patient Analysis – reported annually as UDS results are completed
4. Budget Renewal has been submitted to HRSA and Approved

Motion

K. Statement: I move to approve the 2020 Budget Renewal.

L. Motion Made by: Wendel Brunner

M. Seconds the Motion: Bill Jones

N. Discussion: None

O. In Favor: All

Opposed: None

Abstains: None

Absent: Michael Callanan

Motion Result: PASSED

HCH Program & Board Action Items:

- Project Director to report single audit and budget proposal results to board on an annual basis.

Board Member Demographic Questionnaire Results

1. Age
2. Veteran Status
3. Medical Insurance
4. Gender Identity
5. Sexual Orientation
 - a. Board member: Are we okay with the answer “Don’t Know”?
 - b. This is what is being asked throughout the entire CCHS system
 - c. This is the SOGI questions that have been required by the state during registration.
6. Poverty Line
 - a. This is a fill in the blank answer asking “What is your monthly income?”
 - b. We had to go to the unions to get approval to require registration staff to ask this question

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- c. There may be a problem with this data and currently do not have solution for this issue.
 - d. HCH specific clinics will be asking more income based questions within the newly implemented social needs assessment and will be able to get more details about this for our population specifically in the future.
 - e. Should we be going to the system and asking for these questions to be better captured.
7. Board to review these results and then identify are we looking for on this board

HCH Program & Board Action Items

- Rachael bring this to the CCHS system to discuss how we can improve this information and reduce the number of responses “don’t know”.
 - We want to make sure we are targeting interventions to the correct populations
- Next Consumer Advisory Board – ask patients how to better ask this question to receive consumer input.
- January Board Meeting
 - Analysis on data and what we “need”
 - Board Member Discussion: what we want the board to be made up of

Standing Item: HCH Program Updates & Community Updates

1. SAC Grant/Funding Approval through 1/31/2023
2. Next Meeting Attendance – January 15, 2020?
3. Upcoming meeting at local agency site?
4. Any Additions?

Standing Item: Future Matters

1. Clinical productivity
 2. Chair and Vice Chair Election
 3. Board Recruitment – bring back slides with analysis
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Standing Item: Next Meeting and Time

Wednesday, January 15, 2020

11:00-12:30pm

2500 Bates Avenue, Suite B

Zion Conference Room

Concord, CA 94520

DRAFT

Approval of HCH Co-Applicant Board Meeting Minutes from December 18, 2019

Board Chair Signature Wardell Brunner M.D.

Date 1/15/2020