

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, November 18, 2020 11:00-12:30pm

LOCATION: Zoom Meeting

ATTENDANCE: Wendel Brunner, Jennifer Machado, Jonathan Russell, Bill Jones, Nhang Luong, Bill Shaw, Stephen Krank

ABSENT: Michael Callanan, Jonathan Perales, Teri House

HCH STAFF ATTENDANCE: Rachael Birch (HCH Project Director), Linae Young (HCH Planning & Policy Manager), Elizabeth Gaines (HCH Nurse Program Manager), Michael Myette (HCH Mental Health Program Supervisor), Ori Tzvieli (Interim Medical Director), Alison Stribling (HCH QI Team), & Gabriella Quintana (HCH QI Team)

PUBLIC ATTENDANCE: None

Agenda Items for Approval and/or Review:

1. **Action Item: APPROVAL** – October Meeting Minutes

Welcome & Introduction

- Call to order & public attendee's introduction.

Action Item: Approval of October Board Meeting Minutes

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Motion

- A. **Statement: I move to approve the minutes from October 2020.**
 - B. **Motion Made by:** Stephen Krank
 - C. **Seconds the Motion:** Jonathan Russell
 - D. **Discussion:** None
 - E. **In Favor:** All
Opposed: None
Abstains: None
Absent: Jonathan Perales, Teri House, Michael Callanan
- Motion Result: PASSED**

Standing Item: Quality Improvement/Assurance & Program Performance Reports

(Beth Gaines, HCH Nurse Program Manager)

1. Review of Patient Complaints Reports January-October 2020
 - a. No formal complaints
 - b. One patient complaint from resident at Motel 6 regarding a visit show on medical statement and identity theft concerns. Resolved by nurse program manager.
2. Near Misses
 - a. No Reported Near Misses
 - i. Common to have none for 10 months
3. Safety Event Report
 - a. HIPAA reported event
 - i. June: Patient at BW, wrong chart open at the time of the visit with a very similar name. Patient charted on after the visit, the note went into the wrong patient chart. RN discovered error and reported, Nurse Program Manager filled out SERS and proper procedures followed including counseling and education.

HCH Program Action Items:

- Report this information quarterly as opposed to annually
 - The more frequently this occurs, may increase Board input in improvement conversation

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HCH Service Update (Beth Gaines, Nurse Program Manager, Michael Myette, Mental Health Supervisor, Ori Tzvieli, HCH Medical Director)

1. Update on HCH services at hotels & community
 - a. Flu Clinics at the hotel sites
 - i. RNs reviewing charts of those who did not attend and looking to add a date and schedule them in, as well as making room calls.
 - ii. Trinity received immunizations this week. BARM and GRIP coming this week and next.
 - iii. Adding a Trinity Center, Walnut Creek Clinic
 - b. COVID Testing
 - i. Offering as needed at the Hotels, in encampments, CARE Centers and at community clinics
 - c. John Muir Community Health Collaboration
 - i. Proving van and canopy type tents for the provider, MH clinician, and CHW
 - ii. 3 sites
 1. Civic Center
 2. Fulton
 - a. Veterans of Foreign Wars parking lot for clinic site on Thursday afternoons (regular boat ramp to be renovated)
 3. Martinez Marina
 - d. Staffing Challenges
 - i. Challenges associated with COVID
 1. School remote learning, staff need to balance parental responsibilities
 2. Emergency Temporary Worker and borrowing from other programs for CHW and intake roles
 3. Unpredictable scheduling due to quarantine
 - e. Mental Health
 - i. Clinicians at various hotels
 1. Expanding back out into the community similar to the clinics
 2. Added clinics at 2 sites to connect with patients not at hotels
 - f. Interim Medical Director COVID-19 Updates
 - i. General case trend is increasing much like most Bay Area Counties.
 - ii. Sharp rise in cases leading to a more restrictive tier assignment. 94% of the state population is now in this [purple] tier.
 - iii. Rising hospitalizations, not yet at summer peak numbers, but approaching.
 - iv. Positive outlook on vaccines

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- v. Testing demand rise
 - 1. Central county limited on same day appointments
- vi. Lab turn around time still 1-3 day
- vii. Homeless population
 - 1. Over 7,000 tested
 - 2. Test positivity rate is lower than the non-homeless population
- viii. POCT Antigen testing to be introduced in the next couple of weeks
- ix. *Question from Board Member:* Routine testing had stopped or cut back, has that ramped back up?
 - 1. Homeless population is still at 3% so surveillance testing is not currently necessary but will monitor for any increase in rates or outbreak instances. Still testing symptomatic patients.
Will this situation extend the hotels?
 - 2. FEMA has been month to month, but even after that runs out, the county will continue Motel 6. The PUI hotel will continue as well as one other hotel for approximately 12 months post FEMA funding. As cases are rising nationwide, a cut off at this time is unlikely.

Annual Board Assessment (Jennifer Machado, Chair)

- 1. Review of Board Assessment items resulted in “Needs Improvement”
 - a. Consumer Input
 - i. Current Avenues
 - 1. Survey responses from 3 hotels conducted by mental health clinicians
 - 2. Pre-COVID there were yearly satisfaction surveys conducted by CHWs and quarterly focus groups
 - ii. Looking for other methods to gather this input
 - 1. Surveys at patient care visits a possibility
 - b. Board composition
 - i. Changes
 - 1. Jonathan Perales Resignation
 - a. 9 Board Members Remain (Minimum)
 - b. Recruitment Need
 - ii. Recruitment
 - 1. Members with Lived Experience

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2. Bill Jones may have some people interested. Long term residents with lived experience and now stable.
3. Richmond Task Force
4. Ideal Board size, 12-15 total members

HCH Program & Board Action Items:

- Hotel feedback presentation from 3 hotels (Gabriella Quintana, HCH QI Team)
 - Revisit consumer input options
 - List of possible recruits from other programs
 - Comprehensive orientation package and process for integrating new members
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Standing Item: Project Director Updates (Rachael Birch, HCH Project Director, Linae Altman, HCH Planning & Policy Manager)

1. Community Partnership and Communication Plan Review
 - a. Pre-COVID Initiatives
 - i. Those previously owned by Senior Health Education Specialists taken over by Program Manager
 - ii. Transitioning away from Google Calendar
 - b. Suspended presentation plan
 - i. Regular updates to community and health system partners
 - ii. Partner contact list to reach out to for updates and education opportunities
 - c. Sharing presentations and materials with the board for distribution as needed.
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Standing Item: HCH Program Updates & Community Updates (Linae Young, HCH Planning & Policy Manager)

1. Community Updates
 - a. Purple Tier Guidance
 - b. National Hunger & Homeless Awareness Month
 - i. H3 toolkit for donations and seasonal assistance
2. HCH Updates
 - a. Strategic Plan now uploaded to website
3. SVDP Program Updates-Stephen Krank

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- a. Focus on basics since March
 - i. Food distributions in partnership with other programs
 - ii. Largest distributing site, St. David's closed due to age of volunteers at the beginning of pandemic.
 1. 1,200 families cycled through every other month
 2. Started doing pop up distributions—500 families in 2 hours!
 - iii. Empty KMART building used as basecamp for food distribution to other non-profits
 1. Moved 750,000 lbs. of farm to family produce
- b. COVID-19 testing and flu shot partnership with CCHS
- c. Free dental screening partnership
 - i. Dentists on Wheels partnership to convert an office to a 3-chair dental clinic.
- d. *Question from Board Member: As winter nights has begun to open, they need COVID tests for residents. Is there a process on mechanism to get people housed?*
 - i. We have the PUI hotels.
 1. This is for anyone waiting for test results and unable to isolate or who is positive and unable to isolate. It is not an interim housing and discharge is to anywhere.
 2. CORE can connect them to high risk hotels and continue follow up.
 - ii. County drive through testing has quick turn arounds.
 1. Appropriate for entire families
 - iii. Winter Nights has been linked into process.

Standing Item: Future Matters

Preview and request of future items to discuss.

- Board Evaluation and Assessment: Comprehensive orientation package and process for integrating new members
- COVID-19 CARES funding budget line items
- Patient Feedback
- HCH Productivity Report-January
- Strategic plan update- January

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Standing Item: Next Meeting and Time

Wednesday, December 16, 2020

11:00-12:30pm

Zoom Call

Approval of HCH Co-Applicant Board Meeting Minutes from November 18, 2020

Board Chair Signature Jennifer Machado

Date 12/16/2020