

Health Care for the Homeless Co-Applicant Governing Board



WELCOME

WEDNESDAY, DECEMBER 16, 2020

11:00-12:30PM

BOARD MEMBER & PUBLIC
ATTENDEE INTRODUCTIONS



Health Care for the Homeless Co-Applicant Governing Board



ACTION ITEM:
REQUEST FOR APPROVAL
NOVEMBER MEETING MINUTES

JENNIFER MACHADO, HCH BOARD CHAIR

ATTACHMENTS: NOVEMBER MEETING MINUTES

Health Care for the Homeless Co-Applicant Governing Board



STANDING ITEM:
**QUALITY IMPROVEMENT/
ASSURANCE & PROGRAM
PERFORMANCE REPORTS**

GABRIELLA QUINTANA, HCH QI TEAM

Hotel Resident Feedback

HCH Mental Health

Population

- 24 patients already connected to Mental Health Services were asked questions about their experiences at the hotels during sessions with a mental health specialist
 - **Question 1:** Have you accessed Health or Mental Health services at the Hotel Have you found the service helpful, why or why not?
 - **Question 2:** What has been the impact of being placed at the hotel, positive or negative, on your quality of life?
 - **Question 3:** What are you current long-term housing options Have your long-term housing plans been impacted, positively or negatively, by your stay at the hotel?

Accessing Services

*Note: these questions were asked during MH session

- 2 patients were unsure of if they had accessed any services (even though they were with the clinician)
 - *"No, but ever since I talked to you, I say you're my therapist"*
- 3 Patients stated various reasons for not having used the medical services, though they were aware of the availability
 - *"I don't think you should really mix living and breathing and medical and everything all in the same building. I don't like CC Link cuz I feel like everyone can see your information. I feel like the janitors at the place can see my stuff."*



How the Services Have Been Helpful

- 9 Patients mentioned services have been helpful in a general sense
 - *"Yes. I get my medical and mental health needs met."*
- Several patients pointed out specific issues that the services have been helping with including
 - Mental Health / Personal Needs
 - Social Services
 - Medical
 - Emotional Support
- As patients spoke about services they have benefited from, 5 patients called out program staff as being helpful

Hotel Impact on Patients' Quality of Life--Negative

- 3 Patients noted a variety of negative factors associated with staying at the hotel
 - Feeling of Safety (Motel 6)
 - *"It's forced me to go way outside of any semblance of comfortable feeling of security or safety, or welfare for your mental, emotional, physical, and sexual safety."*
 - Medical (Motel 6)
 - *"they've given me some medical supplies and antibiotics, but I've been in really bad pain and not getting any pain support."*
 - Program Staff (Best Western)
 - *"Negative because I feel that sometimes some staff are on a power trip."*



Hotel Impact on Patients' Quality of Life--Positive

- Most patients stated specific reasons for as to why staying in the hotel has had a positive impact for them
 - Comparing the hotel to the alternative (shelter, street, care, etc.) Acknowledging the positive influence on their health/ medical needs
 - *"If we had to go back out on the street I don't think I could make it. I didn't know how really bad off we were until we came."*
 - Acknowledging the positive influence on their health/ medical needs
 - *"It has prevented me from getting COVID."*
 - Attributing positive factors directly to the program and staff
 - *"working with you has been extremely positive. It's made all the difference in the world."*
 - Living Space
 - *"It's nice to have my own room and roof over my head."*
 - General Feelings
 - *"It has been a positive impact. It's helped physically and emotionally."*

Hotel Impact on Long Term Housing

- 1 Patient feels they have solid plans post hotel
- 2 Patients (At Best Western) feel that they are certain they won't have any housing post hotel
- Nearly all patients still feel unsure of their future housing plans
 - 2 Patients unsure about housing missing positive leads or feelings in identifying options (Motel 6)
 - *"I don't know if we have any long-term housing options. I don't think we have any. We've been thinking about buying an RV, but that's as far as, if not an RV a van to sleep in. But I'm having trouble getting the documents I need, so that's gonna take a minute to get that stuff together"*
 - 12 Patients unsure about their options but speaking positively of their progress
 - *"We have a foundation now and so this allows us to look at housing because my partner has a job. We don't have to worry about the present. We can focus ahead. It's been very positive. It's given us stability. To allow us to move forward. A path on how to be stable. It gives us hope that we can actually do this-Get housing. COVID has been a blessing in disguise. It has given us all these resources that we didn't have before when we were living on the street."*

Housing Support

- Only a handful of patients noted their experience with available housing support
 - Patient experience with housing services has been positive (2 Premier, 1 Motel 6)
 - *"My previous worker was pulled in so many directions, but this woman actually came and met with me, her name is //// and I really liked her. It's nice to not have to reach really far to be treated like a human being and acknowledged. I'm going to meet with her weekly, so hopefully I can get a place"*
 - Patient experience with housing services has been negative (2 Patients at Motel 6)
 - *"I've asked the staff here several times about housing, but they don't seem like they want to do anything."*

Health Care for the Homeless Co-Applicant Governing Board



PROJECT DIRECTOR UPDATE

CORONAVIRUS HRSA FUNDING
BUDGET LINE ITEMS

RACHAEL BIRCH, PD



Coronavirus HRSA Funding

Board Approved July 15, 2020



Grant Funding	Funding Amount	Funding Output
Health Center Coronavirus Aid, Relief and Economic Security (CARES)	\$936, 110.00	4.0 FTE to support the planning, coordination, and service delivery for homeless patients
Expanded Capacity for Coronavirus Testing (ECT)	\$411, 499.00	3.0 FTE to support laboratory and testing expansion
Coronavirus Supplemental Funding	\$69, 035	.5 FTE to support telehealth visit infrastructure

Contra Costa Health Services Department
 FY 2020 Health Center Coronavirus Aid, Relief and Economic Security (CARES)
 Budget Narrative and Personnel Justification Table

Object Class Category with Example Line Items	Federal Requested CARES funding	Non-Federal Requested CARES funding
PERSONNEL		
1.0 FTE - Health Services Information Analyst (12 months) – responsible for design and implementation of Qlik dashboard and WELL messaging workflow and EHR integration.	\$140,898	\$0
1.0 FTE – Homeless Service Specialists (12 months) – to support placement and transition between living environments, outreach and service coordination for homeless patients impacted by Covid19.	\$74,806	\$0
1.0 FTE Cadence Analyst – to support cclink build for Covid testing sites and mobile testing teams in the Homeless Hotels and encampments.	\$176,185	\$0
TOTAL PERSONNEL	\$391,889	\$0
FRINGE BENEFITS @ 55%	\$215,539	\$0
TOTAL PERSONNEL & BENEFITS	\$607,428	\$0
SUPPLIES		
Qlik Sense Core Based Licenses for 12 months – Qlik is a data visualization tool that will publicly display Covid19 data for homeless patients on our cchealth.org website and help us track and organize this data.	\$129,360	\$0
WELL Software and Technical Support for 12 months – HIPAA-compliant messaging & patient engagement platform that allows CCHS staff to check in daily via text messaging or automated phone calls to homeless patients temporarily residing in hotels due to Covid19.	\$198,400	\$0
TOTAL SUPPLIES	\$327,760	\$5,878
TOTAL BUDGET	\$936,110	\$5,878

Contra Costa Health Services Department
 FY 2020 Expanding Capacity for Coronavirus Testing (ECT)
 Budget Narrative and Personnel Justification Table

Object Class Category with Example Line Items	Federal Requested COVID-19 funding	Non-Federal Requested COVID-19 funding.
PERSONNEL		
1.0 FTE Registered Nurse – to conduct field-based covid testing for homeless patients residing in encampments, hotels and shelters.	\$148,409	\$0
2.0 FTE Temporary Emergency Workers – to support the CCHS Public Health Laboratory	\$116,930	\$0
TOTAL PERSONNEL	\$265,339	\$0
FRINGE BENEFITS @ 55%	\$146,160	\$0
TOTAL PERSONNEL AND BENEFITS	\$411,499	\$0
Supplies – Covid testing supplies to support PH Lab	\$	
TOTAL BUDGET	\$411,499	\$0

Contra Costa Health Services Department
 FY 2020 Coronavirus Supplemental Funding (COVID-19)
 Budget Narrative and Personnel Justification Table

Object Class Category with Example Line Items	Federal Requested COVID-19 funding	Non-Federal Requested COVID-19 funding.
PERSONNEL		
Health Services System Analyst – to enhance EHR infrastructure to support telehealth visits for homeless patients temporarily residing in hotels. (.5 FTE @ \$99,787/year)	\$49,844	\$0
TOTAL PERSONNEL	\$49,844	\$0
FRINGE BENEFITS @ 55%	\$15,141	\$12,273
TOTAL BENEFITS	\$0	\$12,273
SUPPLIES		
Zoom licenses for Telehealth visits (\$270/person/year x 15 providers)	\$4,050	\$0
TOTAL SUPPLIES	\$4,050	\$0
TOTAL BUDGET	\$69,035	\$12,273

Health Care for the Homeless Co-Applicant Governing Board



BOARD MEMBER RECRUITMENT

JENNIFER MACHADO, HCH BOARD CHAIR



Board Orientation



Zoom Training (additional to standing meeting?)

- **Purpose of the training – Orientation to the organization, the Board and the function of the Board**
- **Objectives of the training**
- **Board member introductions**
- **What it means to be a Board member**
 - Expectations – bylaws, attendance, expectations beyond meetings, etc.
 - Member Responsibilities
 - Conflict of interest
 - Brown Act (introduction to being voting member)
- **Function of the Board**
 - Organization Chart
 - Co-Applicant Board
 - Chair/Vice Chair Seats
 - HCH Program with CCHS
- **Program Introduction**
 - Mission & Vision
 - Strategic Plan
 - Budget
- **What's on the Horizon**
 - A look at what may be coming up in the future.

Health Care for the Homeless Co-Applicant Governing Board



HCH SERVICES & COVID-19 UPDATE

**BETH GAINES, NURSE PROGRAM
MANAGER,
MICHAEL MYETTE, MENTAL HEALTH
SUPERVISOR & ORI TZVIELI, HCH
INTERIM MD**



HCH Program & Community Updates



- Vaccine Updates
- HCH Vaccine Train the Trainer
- Motel 6/BACS Updates – Jonathan Russel
- Other program updates

COVID-19 Vaccine Allocations from California Department of Public Health (CDPH)



Allocation Phases

We are here



Phase 1A

Healthcare personnel

Long-term care facility residents

3 sub-tiers

Phase 1B

Essential workers

- e.g. education sector, food & agriculture, police, firefighters, corrections officers, transportation

Phase 1C

Adults with high-risk medical conditions

Adults 65+

Phase 2

Children and young adults 30 and younger

Critical workers not in Phase 1 and 2

Phase 3

Everyone else living in the US

Future Items to Discuss



1. HCH Productivity Report – January
2. Strategic plan update – January
3. Project Director Evaluation

HCH Co-Applicant Governing Board



Next Meeting

Wednesday, January 20, 2021

11:00 – 12:30pm

Zoom Conference Call

