

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:** Tuesday, July 31, 2018 11:00-12:30pm

**LOCATION:** Yosemite Training Room, 2500 Bates Avenue, Suite B, Concord, CA 94520

**ATTENDANCE:** Dr. Wendel Brunner, Teri House, Bill Jones, Teri House, Bill Shaw, Jonathan Russell (via telephone), Jonathan Perales, Shayne Kaleo, Nhang Loung & Jennifer Machado

**ABSENT:** Belinda Thomas, Larry Fairbank Sr., & Robin Heinemann

**HCH STAFF ATTENDANCE:** Elizabeth Gaines (HCH Nurse Program Manager), Linae Young (HCH Planning & Policy Manager), Dr. Joseph Mega (HCH Medical Director) & Julia Surges (HCH Health Planner Evaluator)

**PUBLIC ATTENDANCE:** Mike Callanan (Health, Housing and Homeless Division)

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**Agenda Items for Approval and/or Review:**

1. **Action Item: APPROVED - June Meeting Minutes**
2. **Quality Improvement/Assurance & Program Performance Reports** by HCH Medical Director  
*Attachment: Presentation of HCH Clinical Productivity Reports*
3. **Action item: APPROVED - HCH Strategic Plan JSI Consultant assistance, budget and timeline proposal**

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**Welcome & Introduction**

- Introduction to board members and community members present

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**Action Item: Approval of June Board Meeting Minutes**

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**Motion**

- A. **Statement: I move to approve the minutes from June 2018.**
  - B. **Motion Made by: Jennifer Machado**
  - C. **Seconds the Motion: Bill Jones**
  - D. **Discussion: None**
  - E. **In Favor: ALL**  
Opposed: None  
Abstains: None  
**Absent:** Belinda Thomas, Larry Fairbank Sr., & Robin Heinemann
- Motion Result: PASSED**

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**Standing Item: Quality Improvement/Assurance & Program Performance Reports**

(Dr. Joe Mega, HCH Medical Director, Quality Improvement Director and Elizabeth Gaines, HCH Nurse Program Manager)

**Attachment: Presentation of HCH Clinic Productivity (January – April)**

- Four charts reviewed – total visit productivity, medical visits, dental visits, and behavioral health visits. Data collected from all clients seen by the Health Care for the Homeless Team.
  - 1. Total Visits → # of patients seen at site
    - What is the average stay of a Respite patient? ~ 6 weeks
    - West County Health Center (WCHC), Antioch Health Center (AHC), and Miller Wellness Center (MWC) are FQHC clinics within the CCHS Health Centers specifically serving homeless clients and staffed by the HCH Team. The larger CCHS system can schedule into the clinic besides us until day off.
  - 2. Medical Visit type → Office visit = provider, treatment RN = nurse visit
    - Low numbers at Ambrose site, MSC San Pablo site
      - As of this week MSC San Pablo site has been moved a block away to Rumril and Market in the Food Barn parking lot.
      - Inquiring about an Antioch site to move Ambrose mobile clinic to.
      - Working on bringing a mobile clinic for homeless clients to the parking lot at the CCHS Pittsburg Health Center
        - Benefits to this location: Close proximity to lab, good location to reach clients, has been approved to park in this lot.

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- Calli House kept separate to give the TAY population a clinic specifically for them. Community Health Worker has communication with Calli House to check in. If no clients need to be seen, will open to Brookside clients.
- 3. Health Center Clinics serving clients in treatment programs
  - Need physical examination clearance and TB clearance quickly. The larger CCHS system may have a longer wait for appointments.
- 4. Why no services in East County?
  - History: In 2015/2016 mobile clinic located at Don Brown Shelter in Antioch and was asked to not park on street so needed to move clinic to another part of the county.
  - Possible sites in East County:
    - Potentially park down by the Corp Yard
- 5. HCH Board outreach role for possible mobile clinic in the City of Antioch?
  - CARE Center – current priority – Teri to update
  - Coordinate with ROTA Care – St Vincent De Paul Clinics \*\*\*\*\* look into it
- 6. Outreach/Field
  - Partnership with CORE to go into areas throughout the County. Medical Outreach follows up with clients seen previous to check in on care.
  - This clinic is best for those clients that have a hard time accessing the traditional clinics within the county. Team will work with clients until they feel ready to access the larger system.
- 7. Total BH Visits
  - Clients seen by mental health professionals – 3 providers (1 psychiatrist, 2 Mental Health Clinical Specialists)
  - Licensed staff (2) can bill for services in FQHC sites.
- 8. Dental
  - Brookside mobile dental started Mid-April
  - BARM mobile dental clinic started May

**HCH Program Action Items:**

- *Compile requested reports – Individual Provider Productivity (Medical and Behavioral Health)*
- *Coordinate St Vincent De Paul Clinics when schedule mobile clinics at the potential new CARE Center site in Antioch*

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## Health Care for the Homeless Co-Applicant Governing Board

### HCH Patient Satisfaction Survey (All)

*(Attachment: Patient Satisfaction Sample Questions- Resource: National Health Care for the Homeless Coalition & Contra Costa Health Services.)*

- Review attachment and discuss sample questions for implementation on HCH Survey.
- Board to review and circle questions they find most relevant to include on survey
  - One page, 10 questions, English and Spanish
  - Plan:
    - Board Approval
    - Send to Epidemiology unit to create surveys
    - Distribute surveys to clinic sites
    - Community Health Workers to complete with all patients for a month

#### **HCH Board Action Items:**

- Members to scan and send completed Patient Satisfaction Survey edits to Rachael Birch

#### **HCH Program Action Items:**

- Final Version of Patient Satisfaction Survey to be presented at next meeting for final approval.

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### HCH Strategic Plan (All)

*(Attachments: Proposed Budget and Timeline from JSI Consultant)*

1. What is a Strategic Plan
2. SWOT Analysis
  - a. Strengths, weaknesses, opportunities, threats
  - b. JSI Consultant be in Contra Costa first two weeks in September to conduct stakeholder interviews with HCH Board, HCH staff and community.
3. Budget and timeline presented per request of Board.

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**Motion**

- F. Statement: I move to approve the proposed Strategic Plan budget and timeline developed by consultant.**
- G. Motion Made by: Wendel Brunner**
- H. Seconds the Motion: Teri House**
- I. Discussion: None**
- J. In Favor: ALL**  
Opposed: None  
Abstains: None  
Absent: Belinda Thomas, Larry Fairbank Sr., & Robin Heinemann
- Motion Result: PASSED**

4. Next Steps:

- a. Pat Fairchild (JSI Inc., Consultant) to reach out to members to interviews for the first couple weeks of September.
- b. Pat to attend (telephonically) August meeting to discuss next steps and schedule Board interviews.

**HCH Program & Board Action Items:**

- Document all discussions, decisions, developments and actions of Board in Strategic Plan process.

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**Standing Item: HCH Program Updates & Community Updates**

1. Board Member – working to renegotiate subsidized units
  - Set policies to preserve units
  - Affordable housing – 350 family and senior low income housing units (looking at negotiating with developer)
2. HCH Mobile clinic at MSC San Pablo 2<sup>nd</sup> Monday and 4<sup>th</sup> Monday and Wednesdays now parked down the street in the Food Barn parking lot at Rumril and Market allowing for more visibility.
3. Board Member– ANKA no longer operating Concord CARE Center, August to be last month of control
  - ANKA to maintain MH and AOD contracts including Don Brown shelter, Mental Health Shelter.
  - Health, Housing and Homeless Division will be taking over Concord CARE Center and Warming for next 6 months.

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- ANKA to Expand Veteran Services and Housing
- ANKA's POWER Program to collaborate with CCHS AOD and County Shelters
- 4. Board Member – New Senior Services Resource Directory
  - Update – infographic on seniors and homelessness → finalized by the HCH Board meeting
    - Creating a tool and training to help work within the city system to advocate for seniors in housing and homelessness and educate the community on how to help this population.
    - Want to educate advocates and communities on the needs of the senior population
    - HCH Staff: Any research around dementia included in the infographic? – No, HCH Program to look into data we may have.

**HCH Board Action Items:**

- Update website mobile schedule with new Food Barn clinic site
- Dementia, homelessness senior data from CCHS

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**Standing Item: Future Matters**

- HCH Strategic Plan
- HCH Quality Improvement/Assurance & Program Performance Reports – Patient Safety and Clinical Quality Improvement Reports
- HCH Budget Review - September

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**Standing Item: Next Meeting and Time**

August 27, 2018

11:00-12:30pm

2500 Bates Avenue, Suite B

Yosemite Training Room

Concord, CA 94520

**Approval of HCH Co-Applicant Board Meeting Minutes from July 31, 2018**

**Board Chair Signature** \_\_\_\_\_ *Wendell Brunner MD*

**Date** 9/19/2018