

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, June 19, 2019 11:00-12:30pm

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

**ATTENDANCE:** Teri House, Bill Jones, Jonathan Perales, Bill Shaw, Michael Callanan, Nhang Luong, Dr. Wendel Brunner & Jennifer Machado

**ABSENT:** Jonathan Russell

**HCH STAFF ATTENDANCE:** Rachael Birch (HCH Project Director), Linae Young (HCH Planning & Policy Manager), Julia Surges (HCH Health Planner Evaluator), Elizabeth Gaines (HCH Nurse Program Manager) & Sara Cortez (HCH Senior Health Educator)

**PUBLIC ATTENDANCE:** None

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

1. **Action Item: APPROVAL - Meeting Minutes**
  2. **Patient Advisory Committee Reports** by HCH Health Planner Evaluator & Senior Health Educator
  3. **Action Item: APPROVAL – Strategic Plan Objectives**
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#### Welcome & Introduction

- Introduction to board members and community members present
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#### Action Item: Approval of May Board Meeting Minutes

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**Motion**

- A. **Statement: I move to approve the minutes from May 2019.**
- B. **Motion Made by: Teri**
- C. **Seconds the Motion: Jennifer**
- D. *Discussion: None*
- E. *In Favor: Teri House, Bill Jones, Jonathan Perales, Bill Shaw, Michael Callanan, Nhang Luong, Dr. Wendel Brunner & Jennifer Machado*  
*Opposed: None*  
*Abstains: None*  
*Absent: Jonathan Russell*  
**Motion Result: Approved**

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

1. HCH Patient Advisory Committee Report Out
  - a. System Navigation
    - i. Shelter Intake Process
      1. Unaware of the intake process
      2. Team reached out to the shelter staff to learn about what is included in the intake process
        - a. Rules, regulations, etc.
        - b. Used to do an orientation when clients arrive
        - c. Currently not checking in with clients within the first 2 weeks – need to go looking for clients to be checking in with clients, note on their beds about appointments with CM or clinics
      3. Checking in with Shelter Manager to identify what staff are reviewing with clients as they come into the shelter and the resources that are available to them
      4. Current systems in process to share information from HMIS to EHR and vice versa
    - ii. CCHP Transportation and Dental Navigation Flow Charts
      1. Team to develop flowcharts for staff and clients
  - b. Transportation
    - i. Missed appointments
      1. Lack of appointment reminders

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2. Limited bus routes/time
    - a. Identified hours are very limited after 5pm and no operation on the weekends
    - b. This has been a constant problem and has been working with the city of Concord to improve these services for clients. City of Concord reports there is not enough ride participation from these areas and therefore not expanding the hours.
  - c. Classes
    - i. Health Maintenance Screenings
  - d. Shelter Staff Training
    - i. High turnover of staff at shelters – current trainings HCH provides:
      1. Narcan Training
      2. Harm Reduction Training
    - ii. Make sure training is available to all staff (Night and day shifts)
    - iii. Shelter managers do have access to Target Solutions (CCHS online training) that maybe training could be offered.
    - iv. Other trainings to offer:
      1. Compassion Fatigue
      2. Therapy options, etc.
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2. Choosing Change (MAT) Patient Advisory Committee Report Out
    - a. Meeting since Nov 2018
    - b. Art Therapists no longer in groups due reframing of art therapy with Mental Health Clinicians
      - i. Outcome: Choosing Change ordered art supplies for the MHCSs to facilitate art therapy projects in certain groups (based on group interests in art expression)
    - c. Proposed the idea of offering injectable version of medication used to treat OUD, clients expressed interest
      - i. Outcome: Investigating injectable medication and researching pharmaceutical logistics
        1. Lots of precautions – needs to be locked, refrigerated
        2. Does not go into blood stream, is released slowly into system
    - d. Patients expressed the need for more advertising and spreading the word about Choosing Change

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- i. Outcome: Made a [cchealth.org/choosing-change](http://cchealth.org/choosing-change) website available to the public
- ii. Patients provided input on content to include on website: Opioid news updates, forms of medication available to treat OUD, evidence based research, links to other programs, testimonials, images of relatable people
- iii. Link included on HCH Website
- iv. In process of creating social media pages on Facebook and Instagram for additional outreach – post about services, recovery, etc
- v. How do people find out?
  1. AOD/MH access lines
  2. Can be referred by provider
  3. Catch them as they are coming out of jail
- e. Concerns around Fentanyl being laced into almost everything
  - i. Outcome: Choosing Change ordered Fentanyl Test Strips along with Narcan to disseminate during groups. Announcements around availability made every 1<sup>st</sup> of the month
- f. Understock of OUD medication, resulting in pharmacies running out. In addition, pharmacies treating patients with hostility
  - i. Outcome: Call made with reps to discuss increase in meds by providing group schedule (to increase stock around group meetings) and treating patients more respectfully
- g. Choosing Change Group Expansion
  - i. Outcome: Patients proposed expanding groups to Brentwood, adding another group in Pittsburg as well as have family groups
    1. Rolling out family groups at CHC2 with Dr. Saffier

**HCH Program Action Items:**

- Update on shelter case management and intake workflow process at next Board Meetings
    - Learn about intake process
    - Training for shelter staff
    - Appointment reminders (EHR data sharing with Shelter staff)
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**Action Item: Request for Approval of 2019-2021 Strategic plan Objectives**

(HCH Board Strategic Planning Committee)

(Attachment: Draft Objectives)

1. Clinical Services
2. Program Finances and Staff Objectives
3. Partnerships & Communication
4. Planning & Oversight

**Motion**

**F. Statement: I move to approve the Strategic Plan objectives created and reviewed by HCH key management staff & Board Committee.**

**G. Motion Made by: Wendel**

**H. Seconds the Motion: Bill**

**I. Discussion: None**

**J. In Favor:** Teri House, Bill Jones, Jonathan Perales, Bill Shaw, Michael Callanan, Nhang Luong, Dr. Wendel Brunner & Jennifer Machado

Opposed: None

Abstains: None

Absent: Jonathan Russell

**Motion Result: Approved**

**HCH Program Action Items:**

- Report back once baseline data is collected and update on goals on reflect timeline

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**Board Recruitment**

(Attachment: Recruitment Spreadsheet)

1. Member relationship with organizations
  - a. Mike reached out to 3 parties listed. Two are interested and will be invited to the next HCH Board meeting to meet members and learn about Program and Board.

**Board Action Items:**

- Martinez City Council/Vice Mayor
  - Mike to reach out

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

1. Next Meeting Attendance – July 17, 2019?
  - a. Chair absent – Vice Chair to facilitate meeting
2. New Mental Health Clinical Specialist started and shadowing outreach team and veteran MHCS.
3. Currently working on Service Area Competition (SAC) Application
  - a. Re-application for HRSA grant, every 3 years (this year is competitive)
4. Piloting Social Needs Assessment among HCH Community Health Workers
  - a. Management team met and developed for Social Needs assessment
    - i. Assessment piloted with CHW (PDSA)
    - ii. Adjusted questions based on PDSA feedback
    - iii. Once pilot is finalized we can bring it back to the board

**HCH Board Action Items:**

- Project Director to review Board Section of SAC application with Board at upcoming meeting
- Present finalized Social Needs Assessment to Board
- Bill Shaw to update us on the winter nights shelter next month's meeting

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**Standing Item: Future Matters**

1. Board Evaluation and Requirement
2. Clinical productivity
3. Quality Assurance & Improvement report
4. Quality Assurance & Improvement Plan request for approval
5. Health questions possibly included in intake questionnaires and PIT 2020

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**Standing Item: Next Meeting and Time**

Wednesday, July 17, 2019

11:00-12:30pm

2500 Bates Avenue, Suite B

Zion Conference Room

Concord, CA 94520

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***Approval of HCH Co-Applicant Board Meeting Minutes from June 19, 2019***

**Board Chair Signature** Wardell Brunner MD

**Date** 07/17/2019