

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, January 15, 2019 11:00-12:30pm

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

ATTENDANCE: Teri House, Bill Jones, Bill Shaw, Dr. Wendel Brunner, Nhang Luong, Stephen Krank, Michael Callanan, & Jennifer Machado

ABSENT: Jonathan Perales & Jonathan Russell

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

PUBLIC ATTENDANCE: None

Agenda Items for Approval and/or Review:

1. **Action Item: APPROVAL – December Meeting Minutes**
 2. **Project Director Evaluation – 2018-2019 Program Goals and 2019-2020 Program Goals**
 3. **Chair and Vice Chair Elections**
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Welcome & Introduction

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

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Motion

- A. **Statement: I move to approve the minutes from December 2019.**
 - B. **Motion Made by: Jennifer Machado**
 - C. **Seconds the Motion: Teri House**
 - D. *Discussion: None*
 - E. *In Favor: All*
Opposed: None
Abstains: None
Absent: Jonathan Perales, Jonathan Russell
- Motion Result: PASSED**

Board Questionnaire – Follow up (Julia Surges, HCH Health Planner Evaluator)

1. Presentation of analysis: Board Member Demographic Questionnaire
 - a. Our homeless patients are primarily: people of color, living at or below the Federal Poverty Line (FPL), are Medi-Cal Recipients
 - b. Moving forward, look to align recruitment of new Governing Board members with these attributes
 - i. Board Member: Lived/previous experience may substitute for FPL and Medi-Cal
 - ii. Importance of including perspectives from Medi-Cal recipients
 1. Board Member: Important in order to capture the experience of interacting with the county health system
 2. HCH Project Director and Medical Director: Ability to voice shortcomings/areas needing improvement within current system
 - c. HCH Project Director: Should we include some or all these questions on the Governing Board application?
 - i. Board members: yes, specifically a question assessing an applicant's experience with the county health system; either for their own care or on another's behalf
 - ii. Julia to draft new question and email updated version to Board for review
 - d. Board members to brainstorm if there are individuals in their network who would be valuable additions given this discussion
 - i. Will revisit discussion at next meeting

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HCH Program Action Items:

- Julia to update Governing Board application to include question on current or previous experience interacting with county health system
 - Julia to send updated application out to board members for review
 - February Meeting – continue discussion of board recruitment
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Standing Item: Quality Improvement/Assurance & Program Performance Reports (Joseph Mega, HCH Medical Director)

1. Peer Review/Provider Report Back
 - a. Recently reviewed internal peer review process and instituted a monthly peer review meeting
 - i. Time for HCH MDs and NPs to review cases and ensure providers are meeting quality standards
 - ii. May result in ongoing follow up, e.g proper documentation
 - b. Monthly review is unique to HCH as other departments in the system take a more reactive approach to address issues that have already occurred
 - c. Regular, proactive approach ensures ongoing oversight and performance assessment
 - i. Board members: agree proactive approach is appropriate and encourages quicker response to patient needs
 - d. Julia attends to provide feedback from HCH Consumer Advisory Board and document discussion
 - e. HCH Project Director provided context that program is currently experiencing some turnover as longtime providers retire. This is an important process as we onboard new staff
 - f. Board member: Are these procedures documented? This is something the Board should be familiar with and able to discuss with HRSA if necessary
 - i. Yes, outlined in HCH Quality Assurance and Performance Improvement Plan
 - ii. Julia to send out a copy to the board for their review

HCH Program Action Items:

- Julia to send Board members Quality Assurance and Performance Improvement Plan for review of peer review procedures

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Standing Item: Project Director Requests of Board (Rachael Birch, HCH Project Director)

(Attachment: 2018-2019 Program Goals and 2019-2020 Program Goals)

1. Project Director Evaluation
 - a. 2018/19 project year was the first time HCH leadership outlined the goals/initiatives to address in the upcoming year
 - i. This process led to the creation of the strategic plan, which the Governing Board participated in and approved
 - b. Recently met and reviewed what has been accomplished in 2018/19 (Attachment 2018-2019 HCH Project Director Goals outcomes) and drafted goals for this coming year (Attachment 2019-2020 HCH project Director Goals)
 - c. Review of 2018/19 goals
 - i. Majority have been accomplished → 58 of 63 Goals = complete (5 deferred to 2019-2020 Goals)
 - ii. A handful have been deferred to this new project year
 1. Select Behavioral Health trainings for HCH staff
 - a. De-escalation scheduled for April 2020
 2. HCH Medical Director to receive Addition Board Certification
 - a. Weighing cost/benefit
 - b. Expensive testing and re-certifications, may be more useful for professional opportunities than knowledge gain
 - c. HCH Project Director: Decision to cancel this project
 - iii. IRB Approval for Self PAP validation study
 1. Family Medicine Department will be taking on validation and spread to larger system
 2. Current evidence on validity of testing is well understood, IRB may not be necessary
 - d. Review of 2019/2020 goals
 - i. Aligned with strategic plan
 - ii. Medi-Cal Healthier California for all (Renamed from Cal-AIM)
 1. Medi-Cal will be shifting to better meet patient needs
 2. Homeless patients identified as a target population that will be eligible for enhanced case management and other expanded benefits
 3. Currently many unknowns, but program and department leadership are at the table during planning conversations

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4. HCH will have an ongoing role in monitoring and responding to these developments
- iii. Implementation of Epic's Coordinated Care Management Module within CCHS electronic health record
 1. Module to support streamlined documentation of case management services and patient social needs
 2. HCH will be participating in this rollout
 3. Board member: will this information be exchanged with the HMIS system?
 - a. Project Director: Currently only case manager name and phone number is sent to HMIS
 - b. Linae will continue to be part of the conversation on how to exchange meaningful data between HMIS and the electronic health record
- e. Ask of the board – to inform Director of upcoming initiatives at their organizations or in the community that HCH should respond to
 - i. Send thoughts to Julia
- f. Questions from board members
 - i. Board Member: All 2018/19 objectives within the Behavioral Health Integration Plan are complete, are you truly fully integrated with Behavioral Health?
 1. Project Director: Clarifying that listed goals relate to internal HCH Behavioral Health efforts, not the larger Behavioral Health Department
- g. Current year's goals are a living document, Board can review on their own and provide feedback at any time

Motion

F. Statement: I move to approve Project Directors future 2020 goals and her performance evaluation as Project Director for HCH for the year 2019.

G. Motion Made by: Jennifer Machado

H. Seconds the Motion: Stephen Krank

I. Discussion: Board can review current project year goals and provide feedback at any time

J. In Favor: All

Opposed: None

Abstains: None

Absent: Jonathan Russell & Jonathan Perales

Motion Result: PASSED

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HCH Program Action Items:

- Update Project Director Goals
 - Cancel - HCH Medical Director to receive Addition Board Certification
 - Update - De-escalation training due date for April 2020

Chair and Vice Chair Elections – Action Item

1. Yearly election of Governing Board Chair and Vice Chair
 - a. Current Chair eligible for one more term
 - i. Limited to 4 consecutive terms
 - b. Current Chair and Vice Chair welcome new nominees but agree to serve another term if elected
 - i. No new nominations received

HCH Program Action Items:

- Discussion of the current board Chair and Vice Chair → there were no individuals that had emailed Linae of their interest in running for Chair or Vice Chair, nor were there any individuals who wanted to wait until next meeting to vote.
 - All members present voted to keep the Chair and Vice Chair for an additional term, no present board members opposed this proposition.

Vote

K. Statement: Vote to re-elect Wendel Brunner as Chair and re-elect Jennifer Machado as Vice Chair

L. Discussion:

M. In Favor: All

Opposed: None

Abstains: None

Absent: Jonathan Russel & Jonathan Perales

Vote Result: Wendel Brunner is re-elected as Chair and Jennifer Machado is re-elected as Vice Chair.

Standing Item: HCH Program Updates (Alison Stribling, HCH QI)

1. CommunityConnect Updates

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- a. CommunityConnect (CMCT) is Contra Costa's Whole Person Care Pilot program
- b. Enrolls over 12,000 patients annually
- c. Employs over 100 direct service staff across 7 different case management disciplines
 - i. Homeless Service Specialist overseen by Linae
 1. Promotes collaboration between HCH and CMCT on shared clients
- d. Homelessness and housing are prominent issues in CMCT
- e. Supportive housing fund
 - i. Can provide up to \$4,500 for security deposit, first months rent, moving cost, and overdue utilities bills
 - ii. Board member question: How much total funds are available a year? → Answer: A little over \$2 million annually, this is the last year of funding as the state transitions from Whole Person Care to Healthier California for All. Future money will be available for housing, but it is unclear how the dollars will be connected to services
 - iii. Board member question: Can the fund be used for car insurance → Answer: No, can only cover payments approved by the State
 - iv. HCH Project Director: Next steps include an evaluation of outcomes, are clients still housed, still engaging, etc?
 - v. Board member: Shared positive evaluation results from similar program at their organization, showed clients retained housing but had moved from original placement to new housing/unit
 - vi. HCH Medical director: It is important that we are doing these collaborations so we can truly provide wrap around services. Multiple anecdotal successes/impacts of the funds
- f. Board member question: How does someone become enrolled in CommunityConnect → Answer: Data driven risk model used to evaluate likelihood of future avoidable utilization. Risk model ranks the Medi-Cal population accordingly and the program automatically enrolls the highest utilizers
- g. Board member question: How does someone get in contact with a CommunityConenct case manager? → Answer: Case manager name and phone number is available in HMIS

HCH Program Action Items:

- None

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Standing Item: HCH Program Updates & Community Updates

1. Cell phones now available for homeless clients
 - a. No cost cell phones provided by T-mobile, HCH pays \$12 for talk/text/data plan
 - b. Board member question: Will multiple phones be granted if the first is lost/stolen?
 - i. Answer: Yes, have the ability to provide replacements within reason
2. Next Meeting Attendance – February 19, 2020?
 - a. HCH Medical and Project Director unable to attend
 - b. Teri House and Michael Callanan unable to attend
3. Any Additions?
 - a. Contra Costa Interfaith Housing
 - i. Stakeholder Engagement event, Jan 28
 1. Will share recent developments, strategic plan progress, and new name/logo → Email will be sent out with details
 - ii. Ruby Slippers Benefit, February 8th
 1. RSVP to Bill Jones by January 24th
 - b. Trinity Center
 - i. St. Paul's Commons tentatively scheduled to open at the end of March
 1. Housing units are being completed – they are beautiful!
 2. Welcoming new executive director, Leslie Gleason

Standing Item: Future Matters

1. Clinical productivity
 2. Update of Strategic Plan Projects and Timeline
 3. Board Recruitment - ongoing
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Standing Item: Next Meeting and Time

Wednesday, February 19, 2020
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 January 15, 2019

Board Chair Signature Wendell Brunner, M.D.

Date 2/19/2020

DRAFT