

Health Care for the Homeless Co-Applicant Governing Board



WELCOME

WEDNESDAY, JULY 21, 2021

11:00-12:30PM

**BOARD MEMBER & PUBLIC
ATTENDEE INTRODUCTIONS**

Health Care for the Homeless Co-Applicant Governing Board



ACTION ITEM:
REQUEST FOR APPROVAL
JUNE MEETING MINUTES

JENNIFER MACHADO, HCH BOARD CHAIR

ATTACHMENTS: JUNE MEETING MINUTES

Health Care for the Homeless Co-Applicant Governing Board



HCH SERVICES & COVID-19 UPDATE

*LINAE ALTMAN & HEATHER CEDERMAZ, HCH
PROVIDER LEAD*

Health Care for the Homeless Co-Applicant Governing Board



STANDING ITEM: QUALITY IMPROVEMENT/ ASSURANCE & PROGRAM PERFORMANCE REPORTS

*GABRIELLA QUINTANA, HCH QI TEAM
HEATHER CEDERMAZ, HCH PROVIDER LEAD*

Hotel Resident Feedback Part 2

HCH Mental Health

Population

- 4 patients already connected to Mental Health Services were asked questions about their experiences at the hotels during phone calls with the QI/QA Team. (1 had previously responded to these questions)
 - **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 your 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 patients are current MH clients

- 1 patient stated they haven't utilized any of the health or mental health services at the hotel
 - *"No. I haven't. There's a nurse here around the corner that helps. She gave me clothes one time when I was going out."*
- 2 patients expressed positive feelings around using both the mental health and health services at the hotel
 - *"The health services through, and [MHCS] was telling me what the program gives. The nurses are also really helpful and [MHCS] always helps me with things that I need to get done like SSI, child support, medical insurance."*

How the Services Have Been Helpful

- 4 Patients mentioned services have been helpful in a general sense
- Each patient also pointed out specific issues that the services have been helping with including
 - Food
 - Clothes
 - Mental Health/Personal Needs
 - Social Services
 - SSI, Child Support, Insurance
 - Medical
 - Emotional Support
- As patients spoke about services they have benefited from, 3 patients called out program staff as being helpful

Hotel Impact on Patients' Quality of Life--Negative

- 1 Patient stated negative factors associated with staying at the hotel
 - Program Staff (East County Shelter)
 - *"Some of the staff abuse authority though. Some are discourteous, self centered, disrespectful"*

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.)
 - *"Positive. I was homeless for 6 years until COVID hit and they opened this. ... Instead of trying to figure out showers or getting gallons of water to dump into a bucket and shower that way."*
 - Acknowledging the positive influence on their health/ medical needs
 - *"Motel 6 really helped me. I had hardware on my legs, CCHP and specialty clinics nursed me back to health."*
 - Attributing positive factors directly to the program and staff
 - *"Good. Positives. I don't know what I was just saying, but they help me when I need it . Like where to go when I need."*
 - Living Space
 - *"I've been off the street and having a roof over my head"*
 - General Feelings
 - *"Positive. My brother was here first, and I came to take care of him. We came from living our lives on property in Brentwood to having nothing. Now that I'm here, I'm walking dogs, making dog toys."*

Hotel Impact on Long Term Housing

- **1 Patient (At East County Shelter) is still uncertain about housing plans.**
 - *"I have none. I need to go out and look. I haven't started because I don't know how to, but I hope the hotel will help. It's hot in here right now."*
- **3 patients feel they have solid plans post hotel**
 - **2 Patients have received vouchers**
 - *"I just got a voucher! So, I am looking for a place. It will be different from staying at the hotel."*
 - *"Section 8. Not sure of pricing. I thought it was 1/3rd of income. \$2602 for a 2 bedroom is the most I could do with my brother, so we stay in Contra Costa. This is a chance to shut this door and praise God"*
 - **1 Patient has current housing and plans on maintaining it in the future**
 - *"To stay in this house more than just a year. We have the option to go somewhere else after a year, but this area is just fantastic. Everywhere we go there will be community faults, but here, by the marina, I got great neighbors. I want to keep it for the long term."*

Housing Support

- 2 patients at East County Shelter felt the program positively impacted their long-term housing plans
 - *"The hotel has influenced this because it got me back into the world of being inside and not having my stuff stolen. Or having the city come and tear down my tent. The program has been really helpful!"*
 - *"The hotel did help me because before that, I was never homeless. I had a house, a motorcycle. A lady ran a red light and hit me, broke some bones and then she and my wife were going through some things. I wasn't able to do anything ... I just didn't want to deal with anything anymore. I got approached by contra costa's white vans and have been with them ever since ,over a year. Motel 6 really helped me. I had hardware on my legs, CCHP and specialty clinics nursed me back to health."*

8 Month Follow Up

1 Patient at East County Shelter (Motel 6) was asked the same questions 8 months apart.

Question 1: Have you accessed Health or Mental Health services at the Hotel? Have you found the service helpful, why or why not?

October 2020

- No, but ever since I talked to you I say you're my therapist. Mm hmm. I get to talk about it and the fact that I usually don't talk much about my life to anybody, and how I feel. Like I've been holding this in, but I just needed to find somebody that's more respectful and don't say anything stupid to make me feel like my story is nothing.

June 2021

- The health services through, and [MHCS] was telling me what the program gives. The nurses are also really helpful and [MHCS] always helps me with things that I need to get done like SSI, child support, medical insurance.

Positive +

Patient utilized more services within the program

Question 2: What has been the impact of being placed at the hotel, positive or negative, on your quality of life?

October 2020

- Positive. Getting off the street, and realizing that 8 years out there was – I like it, you don't have all this feeling of having bills – but coming here did make me realize that I can't be living like that out there anymore. I've gotta some how some way get back into reality, paying bills and being a real person again. Moving in here really got me away from my friends that camp, where drugs was easy to get to. Coming here kept me away from the people, getting access to drugs. I still go over there but I know not to ask for it and they respect that I'm doing good.

June 2021

- Positive. I was homeless for 6 years until covid hit and they opened this. I've been off the street and having a roof over my head. Instead of trying to figure out showers or getting gallons of water to dump into a bucket and shower that way.



Patient has had no change on their perception of the program's impact on their life

Question 3: What are your current long-term housing options? Have your long-term housing plans been impacted, positively or negatively, by your stay at the hotel?

October 2020

- Well, I don't know. I really just, I don't know, doing a payment thing how I was staying at the apartment. I was making just enough money to pay my rent and my car payment and my cell phone, no money to enjoy myself. But being out here and homeless, the money I got for unemployment, I didn't have to worry about it anymore. But now that just enjoying life is not the way being homeless. You gotta pay your bills and have fun. Positively. Cuz it makes my life easier than wondering when I'm not gonna be sitting out there cold and when I'm gonna get a warm shower. (is anyone helping you?) I think they said [name] was supposed to be our person but we haven't heard anything yet.

June 2021

- I just got a voucher! So I am looking for a place. It will be different from staying at the hotel. The hotel has influenced this because it got me back into the world of being inside and not having my stuff stolen. Or having the city come and tear down my tent. The program has been really helpful! [MHCS] has been talking to me every friday. 2 of my friends died out there it's hard. [MHCS] has been very helpful in helping me realize it's time to let go, but I've known them for a while. I know [MHCS] will do anything she can for me.

Positive +

Patient was completely unsure of their future housing plan 8 months ago, but now has a voucher!

Quality Assurance



- **Peer Review**
 - Patient care review
 - Frequency: Once monthly
- **OPPE**
 - Professional Performance Evaluations
 - Frequency: every 6 months
- **FPPE**
 - Focused Performance Evaluations
 - Frequency: As needed
- **Adverse Event in response to system concerns**
 - Frequency: As needed

Health Care for the Homeless Co-Applicant Governing Board



HRSA OFFICIAL SITE VISIT TRAINING

GABRIELLE QUINTANA AND LINA E ALTMAN

Health Care for the Homeless Co-Applicant Governing Board



ACTION ITEM: BOARD MEMBER RECRUITMENT & INTRODUCTION

JENNIFER MACHADO, HCH BOARD CHAIR

HCH Program & Community Updates



- **New Health Order – 7/27/2021**
 - Personnel working in high-risk settings (*homeless shelters*) are required to show vaccination status or mask and provide weekly testing results to employer
 - [84606e_b88a875efc95410a8b60481ae5197aee.pdf \(filesusr.com\)](https://filesusr.com/84606e_b88a875efc95410a8b60481ae5197aee.pdf)
- **Conflict of Interest Forms to linae.young@cchealth.org**
- **Other program updates**

Future Items to Discuss



1. 2019-2021 Strategic Plan review and planning for next 3 year plan

HCH Co-Applicant Governing Board



Next Meeting

Wednesday, August 18, 2021

11:00 – 12:30pm

Zoom Conference Call