

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, September 15, 2021 11:00-12:30pm

LOCATION: Zoom

ATTENDANCE: Teri House, Bill Jones, Nhang Luong, Jennifer Machado, Silas Robinson, Jonathan Russell, Bill Shaw

ABSENT: Michael Callanan, Claude Battaglia, Stephen Krank, Lori McLemore & Wendel Brunner

HCH STAFF ATTENDANCE: Linae Altman (HCH Planning & Policy Manager), Rachael Birch (Project Director), Heather Cedermaz (HCH Lead Provider), Gabriella Quintana (HCH QI Team) & Alison Stribling (HCH QI Team)

PUBLIC ATTENDANCE: Jill Ray, Jen Quallick

Agenda Items for Approval and/or Review:

1. *Action Item: APPROVAL – August Meeting Minutes*
2. *Action Item: APPROVAL – QI/QA Policy*

Welcome & Introduction

Action Item: Approval of August Board Meeting Minutes

Contra Costa County Health Services
Health Care for the Homeless Co-Applicant Governing Board

Motion

- A. **Statement: I move to approve the minutes from August 2021.**
- B. **Motion Made by: Jonathan Russell**
- C. **Seconds the Motion: Nhang Luong**
ROLL CALL VOTE: Each voting member must verbally approve or oppose
- D. **In Favor:** Teri House, Bill Jones, Nhang Luong, Jennifer Machado, Silas Robinson, Jonathan Russell, Bill Shaw
Opposed: None
Abstains: None
Absent: Michael Callanan, Claude Battaglia, Stephen Krank, Lori McLemore & Wendel Brunner
Motion Result: PASSED

Standing Item: HCH Services Update
(Heather Cedermaz, HCH Lead Provider)

- 1. Case Studies and Collaborations
 - a. CORE, H3 and Concord PD
 - b. Bridge coordination, Refugee Program
- 2. COVID-19 Update
 - a. Outbreaks
 - b. Boosters
 - c. Testing

Standing Item: Project Director
(Rachael Birch, Project Director)

- 1. Passed HRSA Operational Site Visit with no conditions
- 2. Community Health Center Quality Recognition
 - a. Health Center Quality Leader (Silver - the top 11-20%) – Quality HRSA metrics
 - b. Advancing HIT for Quality – robust electronic health record and telehealth
 - c. COVID-19 Testing – COVID-19 Response
 - d. COVID-19 Vaccinations – COVID-19 Response

Contra Costa County Health Services
Health Care for the Homeless Co-Applicant Governing Board

Action Item: Quality Improvement & Assurance Policy

(Gabriella Quintana, HCH QI Team)

1. Review of QA/QI Policy in accordance with HRSA suggestions
 - a. Mostly all transferred over from our QA/QI plan, but this document will be a standing policy separate from our record of measures which will be kept in its own document.

Question from the board: Are we adding anything that will be a challenge to us?

- a. This policy is just stating all quality improvement and assurance activities that we already do, just clearly outlining the procedures and timelines. We have included the reporting frequency of measures that were voted on by the board in the August meeting.

Motion

E. **Statement:** *I move to approve the Quality Improvement & Assurance Policy*

F. **Motion Made by:** *Teri House*

G. **Seconds the Motion:** *Bill Shaw*

ROLL CALL VOTE: Each voting member must verbally approve or oppose

H. *In Favor:* Teri House, Bill Jones, Nhang Luong, Jennifer Machado, Lori McLemore, Silas Robinson, Jonathan Russell, Bill Shaw

Opposed: None

Abstains: None

Absent: Michael Callanan, Claude Battaglia, Stephen Krank, Lori McLemore & Wendel Brunner

Motion Result: *PASSED*

Strategic Plan Discussion

1. 2019-2021 Strategic Plan recommendations
 - a. Review items to be removed from current strategic plan
 - i. Develop detailed plan for fixed and mobile services in East County in collaboration with the Health, Housing and Homeless Division, CCHS Ambulatory services and community partners.
 1. Complete. Doesn't need to be included in the new plan

Contra Costa County Health Services

Health Care for the Homeless Co-Applicant Governing Board

- ii. Collect additional data on location and needs of elderly homeless, develop and implement a plan in collaboration with partners, to address needs.
 - 1. Remove this specific service gap (*revisit elderly population*)
 - 2. We will include objectives for specific populations under a broader goal addressing service gaps
 - iii. Reduce the risk of COVID-19 infection among Contra Costa homeless by implementing COVID-19 testing and surveillance protocols
 - 1. This goal will be moved to an objective under the partnership and collaboration Goal
 - iv. Expand telehealth services to support safe access to care during the COVID-19 pandemic
 - 1. Complete
 - v. Develop a framework to evaluate the impact of Project RoomKey on homeless patient's mental health
 - 1. Complete
 - b. HCH will share all strategic plan progress with the board
 - i. If at any time, the need for a subcommittee emerges, we will ask the board for participants
2. Strategic plan Overview
- a. Stakeholder Interviews (September/October)
 - i. Will include board members, key health system staff, community partners
 - 1. Examples: BACS, Hope Solutions, EHSD, Winter Nights, SVDP, the City, ILR, Kaiser, John Muir, AOD, HSS, and others
 - 2. Emails inviting individuals to interview with Gabby will be sent out in the coming days.
 - 3. Once interviews are complete, themes identified will be used to develop goals and objectives for the strategic plan.
 - b. Review of Goals with HCH leadership (October)
 - c. Goals to board for review (October/November)
 - d. Establish Objectives and Timeline – Board and program
 - e. Board approval of Strategic Plan (December)

Contra Costa County Health Services

Health Care for the Homeless Co-Applicant Governing Board

1. Program Vacancies
 - a. Nurse Program Manager Position
 - b. Registered Nurse position
 - c. Mental Health Clinical Specialist position
2. SVDP
 - a. Thanks to the county health department we did food distributions with vaccinations in Bethel Island. Gives people a reason to get vaccinated, because they can get food at the same time.
3. New H3 Director
4. Racial Equity Training-looking to integrate into our monthly meetings. It was intense and enlightening discussion the past 2 months. We need to meet the needs of different cultures.
5. Winter Nights opening September 27th
6. Safe parking Lot program extended through February
7. Aging Adult Services
 - a. Received 131 iPads for seniors 61+ or their care givers. The idea is to help combat isolation. It also comes with a year of technical support.

Standing Item: Future Matters

1. Chair & Vice-Chair elections (October)
2. Budget Review (October)
3. Consumer input (November)
4. Patient Safety/Standards of Practice (November/December)
5. Strategic Plan (ongoing)

Standing Item: Next Meeting and Time

Wednesday, October 20, 2021

11:00-12:30pm

Zoom

Approval of HCH Co-Applicant Board Meeting Minutes from September 15, 2021

Board Chair Signature: Jennifer Machado

Date: 11/17/2021