

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, November 17, 2021 11:00-12:30pm

**LOCATION:** Zoom

**ATTENDANCE:** Claude Battaglia, Wendel Brunner, Michael Callanan, Teri House, Bill Jones, Jennifer Machado, Lori McLemore, Bill Shaw

**ABSENT:** Stephen Krank, Nhang Luong, Jonathan Russell, Silas Robinson

**HCH STAFF ATTENDANCE:** Rachael Birch (Project Director), Heather Cedermaz (HCH Lead Provider), Beth Gaines (HCH Nurse Manager), Gabriella Quintana (HCH QI Team) & Alison Stribling (HCH QI Team)

**PUBLIC ATTENDANCE:** Jill Ray

---

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

1. **Action Item: APPROVAL – October Meeting Minutes**

---

**Welcome & Introduction**

---

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

1. Discussion about last meeting's minutes
  - a. Members having a hard time with acronyms → create a grid for reference
  - b. Fill in a few missing words and re-send minutes to be thorough



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

**Motion**

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

---

**Action Item: Project Director**  
(Rachael Birch, Project Director)

- 1. HRSA QuickVue At Home Test Kits
  - a. Have we been able to hand these kits out?
    - i. Michael with CORE has given out a box and a half
    - ii. Currently just handing out to symptomatic folks
  - b. We can give them out to everyone. That way they have them when they do start to get sick

*Question from the board:* How many did you distribute?

- c. About 5500 kits with two tests each
- d. We can give these out to fire and police departments too, we just wanted to share with homeless providers first.

---

**Standing Item: Quality Improvement/Assurance & Program Performance Reports**  
(Gabriella Quintana, HCH QI Team)

- 1. Consumer Input Survey
  - a. Survey tool approved by the board in 2018
  - b. Respondents from 2 locations: Outreach & Martinez Marina
    - I. 100% of clients agreed or strongly agreed that they were satisfied with that day's services, that the staff listened to their concerns and answered all their questions and that the staff were friendly and respectful towards them.



Contra Costa County Health Services

Health Care for the Homeless Co-Applicant Governing Board

- II. 100% of clients stated they were involved in decisions about their medical care and would come back to the clinic again.
  - III. 90% of clients agreed or strongly agreed that it was easy to get to their appointment. 10% were neutral.
2. Discussion about survey results
- a. We should be looking for the problems, trying to find the gaps—the survey didn't find any of those.
    - I. Where should we be asking the questions?
    - II. We need to find out what the barriers are and help break them down.
  - b. That could be a different survey
    - I. Possibly an exit survey with H3 for those leaving shelters
  - c. The patient satisfaction survey should be evaluating client's experience at the clinic, whereas a needs screening might include more questions around access.

---

*Action Item: Strategic Plan*  
(All)

1. Review Strategic Plan Goals
- a. The goals, even those we kept and modified are meant to be broad, so that there is an opportunity to identify specific objectives.
  - b. Discussion in each plan section evaluating the wording and purpose of each goal.
  - c. Board Changes:
    - i. Clinic Services Goal 2: reorder main points to “identify” first and “assess” second
    - ii. Planning & Oversight Goal 1: reword “analytic requests” to “requests for data and/ or analysis”
    - iii. Planning & Oversight Goal 3: add “within CCHS and with the community”
    - iv. Planning & Oversight Goal 4: Board goal wording “Maintain board development, engagement, and training for all members”
    - v. Planning & Oversight Goal 5: Delete or move to objectives—should be a part of a larger goal related to improving measure outcomes
    - vi. Planning & Oversight Goal 6: Specify inequity goal wording with County phrasing
    - vii. Finances & Staffing Goal 4: Too broad, specify “staff continued education” further



Contra Costa County Health Services

Health Care for the Homeless Co-Applicant Governing Board

2. Objectives will be presented and voted on at the next meeting.
    - a. The broad goals will make more sense as we see the details
- 

**Standing Item: HCH Services Update**

(Heather Cedermaz, HCH Lead Provider)

1. Update on Services –Heather Live from outreach!
    - a. Shelters
      - i. Brookside Shelter opening 12/1/2021
        1. Vaccination policy is within 72 hours
      - ii. East County Interim Housing Program opening 12/7/2021
      - iii. Premier & Surestay are closing
    - b. Equity and biases in other systems
      - i. How do we reach into private systems to work on the biases and profiling when it comes to homeless patients?
        1. A focus with our equity work, part of strategic planning
        2. Work to make equity a part of other system's strategic planning
- 

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

1. Bill Jones
    - a. Emergency housing vouchers rolling out to people who are long term in shelter to get the into long term housing.
  2. Jill Ray
    - a. First distribution of measure X funds include housing in the county
  3. Beth Gaines
    - a. Will be transitioning out of the position in December as she goes back to her roots as a PHN with CommunityConnect
      - i. Waiting for a candidate to step in seamlessly
- 

**Standing Item: Future Matters**

1. Strategic Plan Approval
  2. Quality Improvement & Assurance Report
  3. Project Director Annual Evaluation
-



Contra Costa County Health Services

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

*Standing Item: Next Meeting and Time*

Wednesday, December 15, 2021

11:00-12:30pm

Zoom

***Approval of HCH Co-Applicant Board Meeting Minutes from November 17, 2021***

***Board Chair Signature*** Jennifer Machado

***Date*** 12/15/21