

# Health Care for the Homeless Co-Applicant Governing Board



**WEDNESDAY, JULY 19, 2017**

**11:00-12:30PM**

**2500 BATES AVENUE**

**SUITE B**

**CONCORD, CA**



# Health Care for the Homeless Co-Applicant Governing Board



**ACTION ITEM:**  
REQUEST FOR APPROVAL

**JUNE HCH CO-APPLICANT BOARD  
MEETING MINUTES**



# Health Care for the Homeless Co-Applicant Governing Board



## **RESULTS**

### **HCH PATIENT SATISFACTION SURVEY**

**CONDUCTED MARCH 1, 2017 – JUNE 1, 2017**

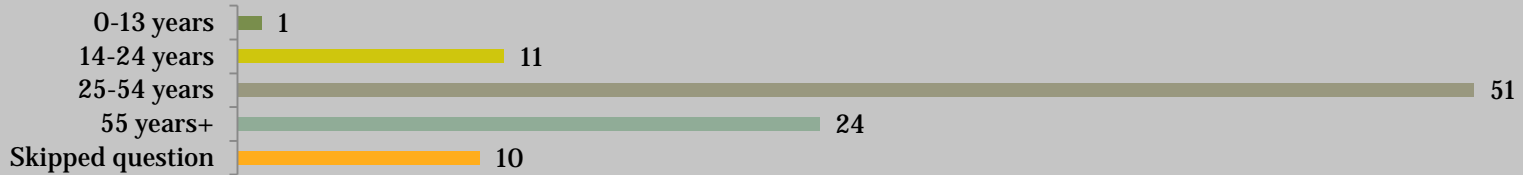
**TOTAL SURVEYS COLLECTED: 98**



# Demographics



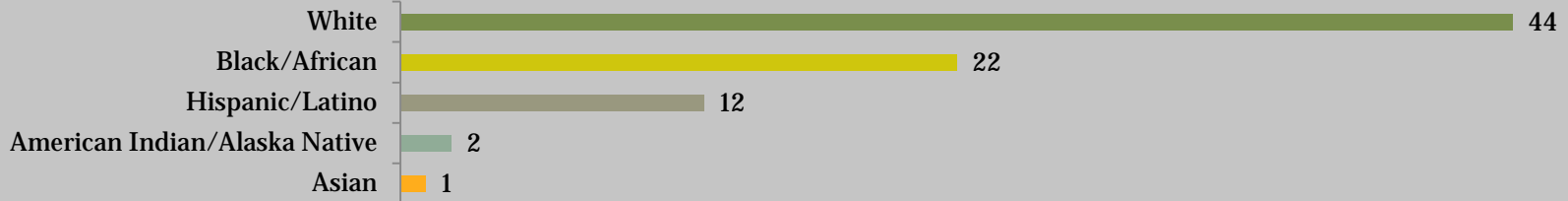
## Age



## Gender



## Race / Ethnicity

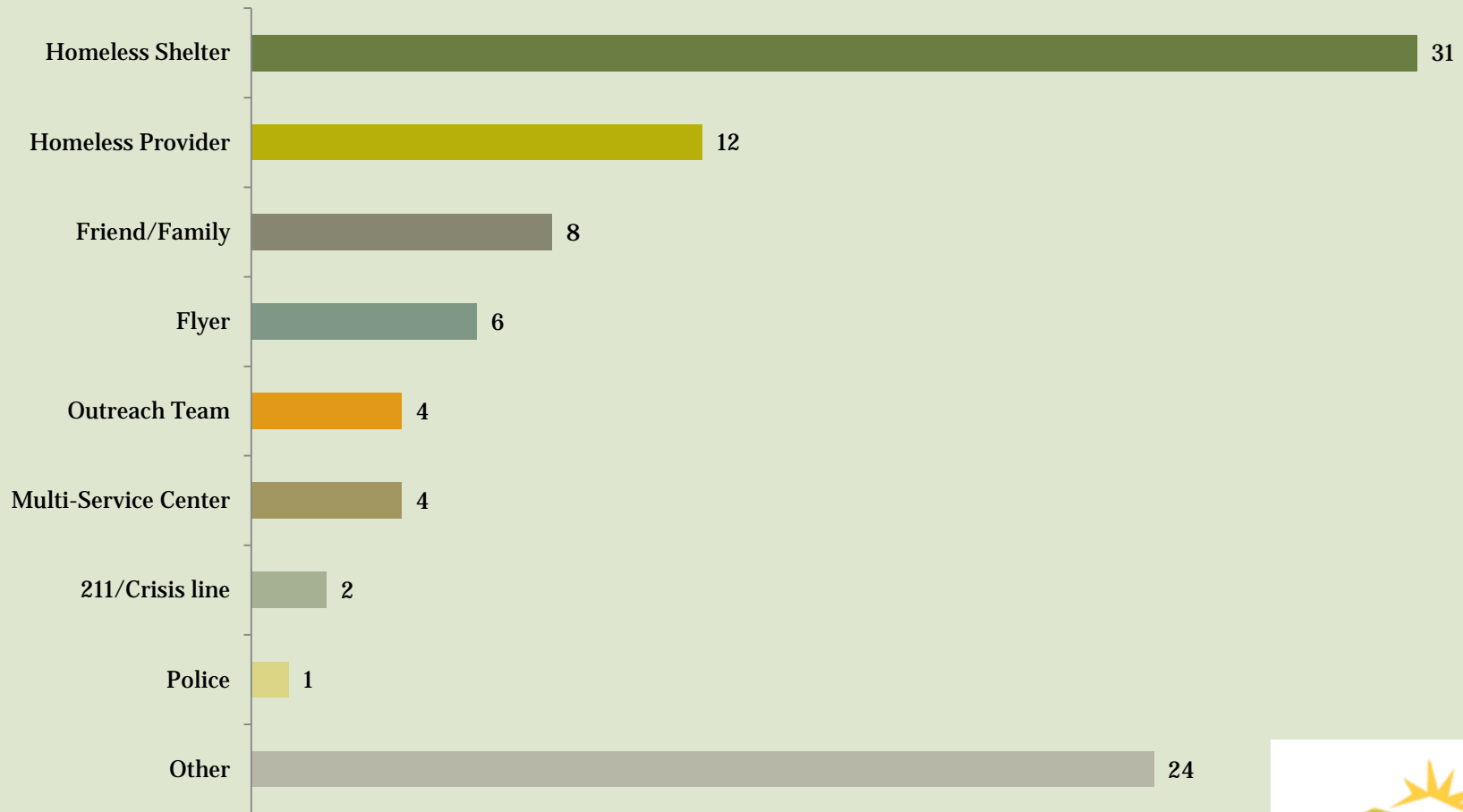


# How are we doing?

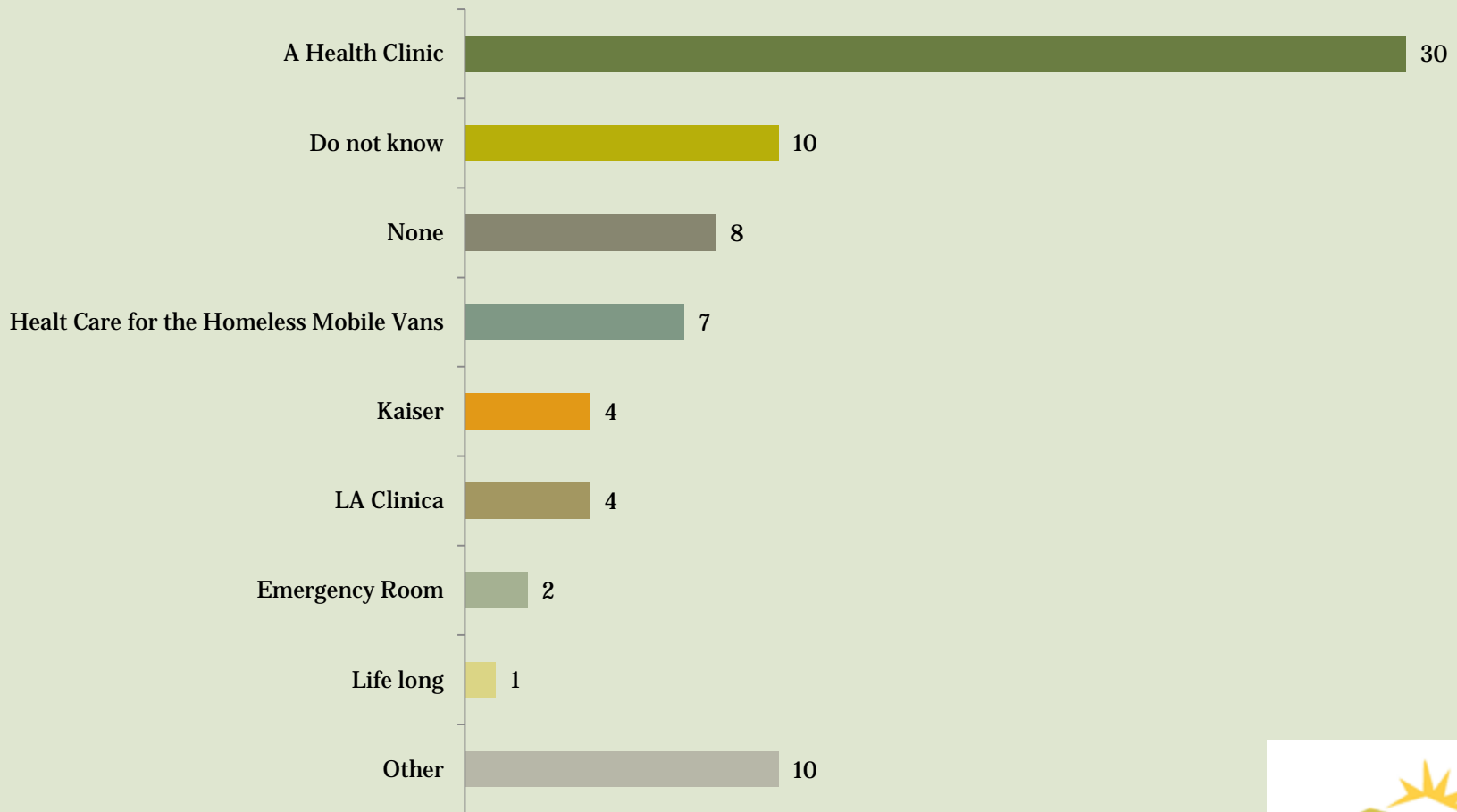


		<b>Agree</b>	<b>Neither</b>	<b>Disagree</b>	<b>BLANK</b>	<b>Total</b>
<b>Access to Care</b>						
<b>This clinic is easy to find</b>		88.8%	5.1%	1.0%	5.1%	100.0%
<b>I know where the clinic hours are posted</b>		64.3%	20.4%	11.2%	4.1%	100.0%
<b>The clinic is in a safe place</b>		82.7%	7.1%	5.1%	5.1%	100.0%
<b>The clinic hours work well for me</b>		84.7%	8.2%	2.0%	5.1%	100.0%
<b>I don't have to wait long to be seen</b>		75.5%	12.2%	8.2%	4.1%	100.0%
<b>The clinic is clean and comfortable</b>		87.8%	7.1%	3.1%	2.0%	100.0%
<b>Satisfaction with Services</b>						
<b>Clinic staff treat me with respect</b>		91.8%	3.1%	2.0%	3.1%	100.0%
<b>Clinic staff help me find other services</b>		83.7%	9.2%	1.0%	6.1%	100.0%
<b>Clinic staff explain things clearly</b>		86.7%	9.2%	1.0%	3.1%	100.0%
<b>Clinic staff respond to my needs</b>		88.8%	4.1%	2.0%	5.1%	100.0%

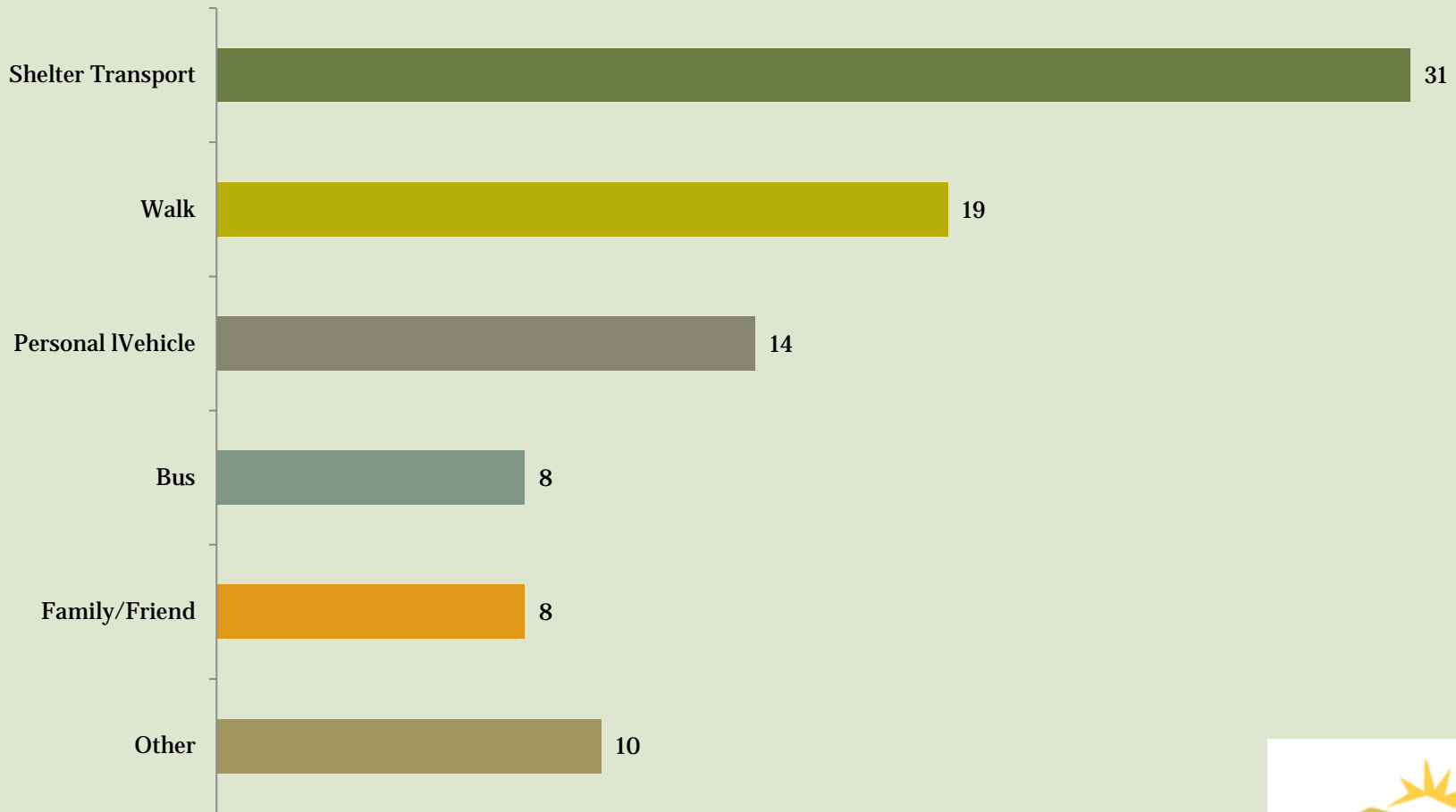
# How did you hear about the Homeless Clinics?



# Where are you receiving your primary health care?

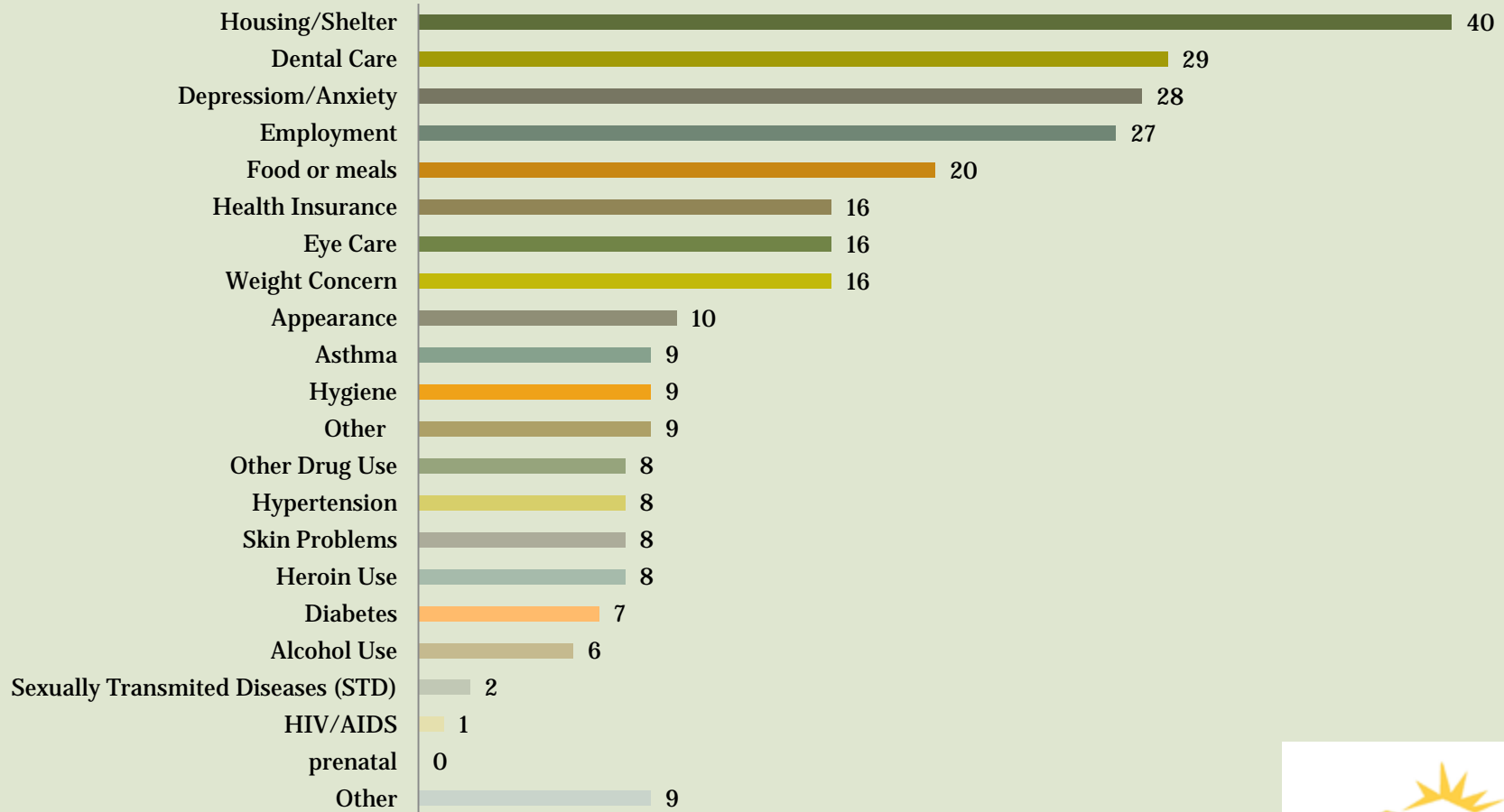


# How did you get to your appointments?





# What are your primary concerns?



# Current HCH Outreach and Marketing Strategies

July 2017



- **Mobile Health Clinics**
- **Partnership with C.O.R.E Team**
- **Partnerships with local homeless and low income service providers**
- **Medical Street Outreach**
- **Community Health Workers – Designated Field Time**
  - Monument Crisis Center (bi-monthly)
  - East Bay Works Office (monthly)
  - Outreach to sites throughout the county (quarterly)
- **Formal Meetings and Presentations**
  - CCHS health centers management and staff
  - Council on Homelessness Meetings
  - Law Enforcement Meetings
  - Parole and Community Team (PACT) Meetings
  - Consumer Advisory Board Meetings
  - Reentry Solutions Meetings
  - Board of Supervisors Meetings



# Health Care for the Homeless Co-Applicant Governing Board



## **HCH OUTREACH AND MARKETING STRATEGIES DISCUSSION**

1. HOW CAN WE IMPROVE THESE EFFORTS?
2. HOW CAN THE BOARD PLAY A ROLE IN THESE EFFORTS?



# Health Care for the Homeless Co-Applicant Governing Board



## **HCH PROGRAM BUDGET INTRODUCTION**



# Access Increase in Mental Health and Substance Abuse Services (AIMS)



**ACTION ITEM:**  
REQUEST FOR APPROVAL  
AIMS SUPPLEMENTAL  
FUNDING FOR HCH PROGRAM



# HCH Program Updates



- **Currently interviewing for Mental Health Clinical Specialist**
- **Community Health Worker II position is now open and we will begin interviewing shortly**
- **Board Meetings will now be located at:**  
**2500 Bates Avenue, Suite B**  
**Zion Conference Room**



# Future Items to Discuss



1. **HCH Strategic Plan & Logic Model**
2. **HCH Budget Introduction**
3. **HCH Medication Assisted Treatment Presentation**
4. **HCH Patient Utilization Update (with adjusts per June meeting notes)**

# HCH Co-Applicant Governing Board



## Next Meeting

Wednesday, August, 2017

11:00 – 12:30pm

**2500 Bates Avenue**  
**Zion Conference Room**

