

# Health Care for the Homeless Co-Applicant Governing Board



**TUESDAY, JULY 31, 2018**  
**11:00-12:30PM**  
**2500 BATES AVENUE**  
**SUITE B**  
**CONCORD, CA**  
**YOSEMITE TRAINING ROOM**



# Health Care for the Homeless Co-Applicant Governing Board



## **WELCOME**

**BOARD MEMBER & PUBLIC  
ATTENDEE INTRODUCTIONS**



# 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



**STANDING ITEM:**  
**QUALITY  
IMPROVEMENT/ASSURANCE &  
PROGRAM PERFORMANCE  
REPORTS**

DR. JOSEPH MEGA, HCH MEDICAL DIRECTOR

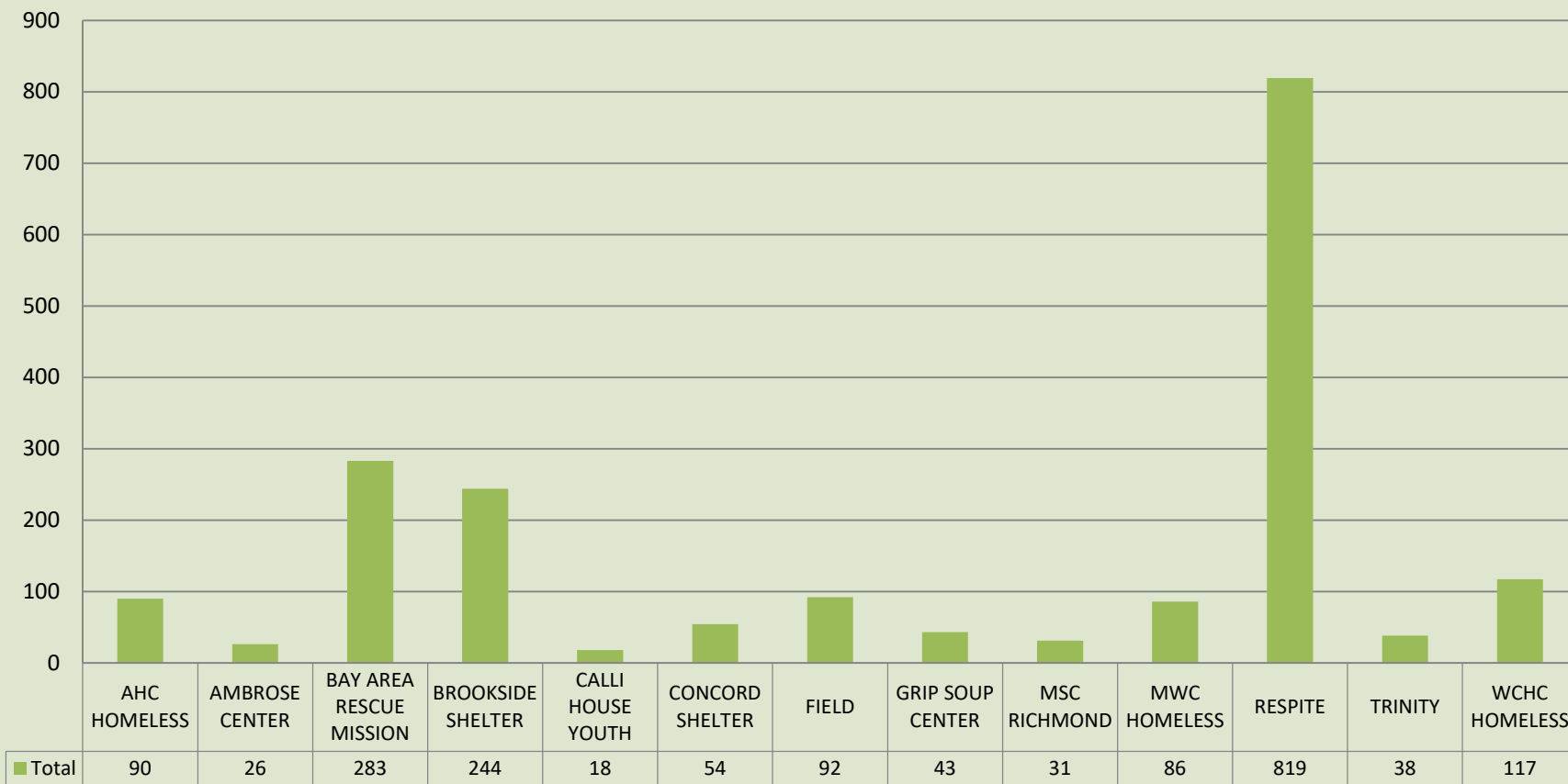


# HCH Clinic Productivity

January 2018-April 2018



## Total Medical Visits

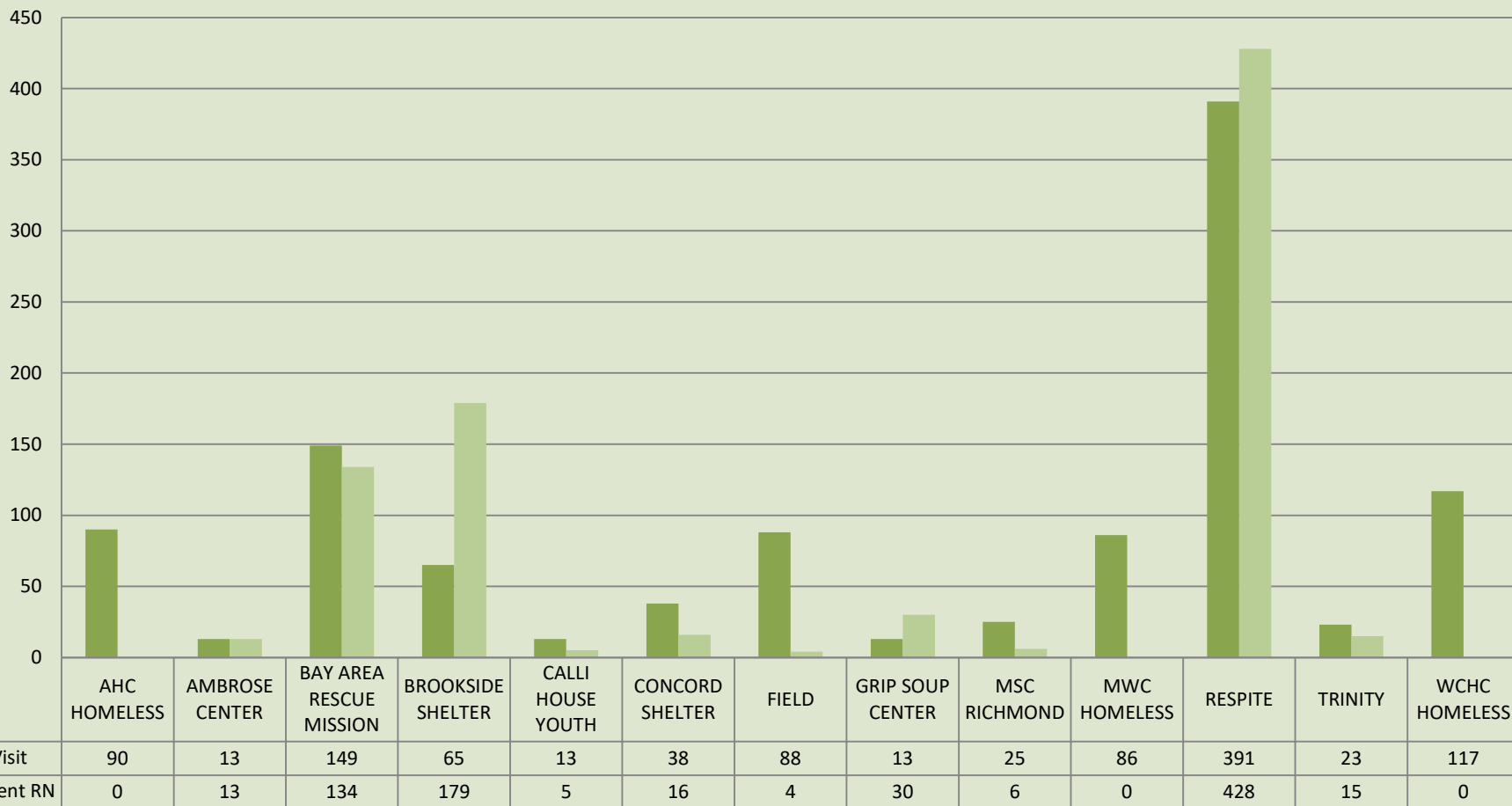


# HCH Clinic Productivity

January 2018-April 2018



## Medical Visit Type

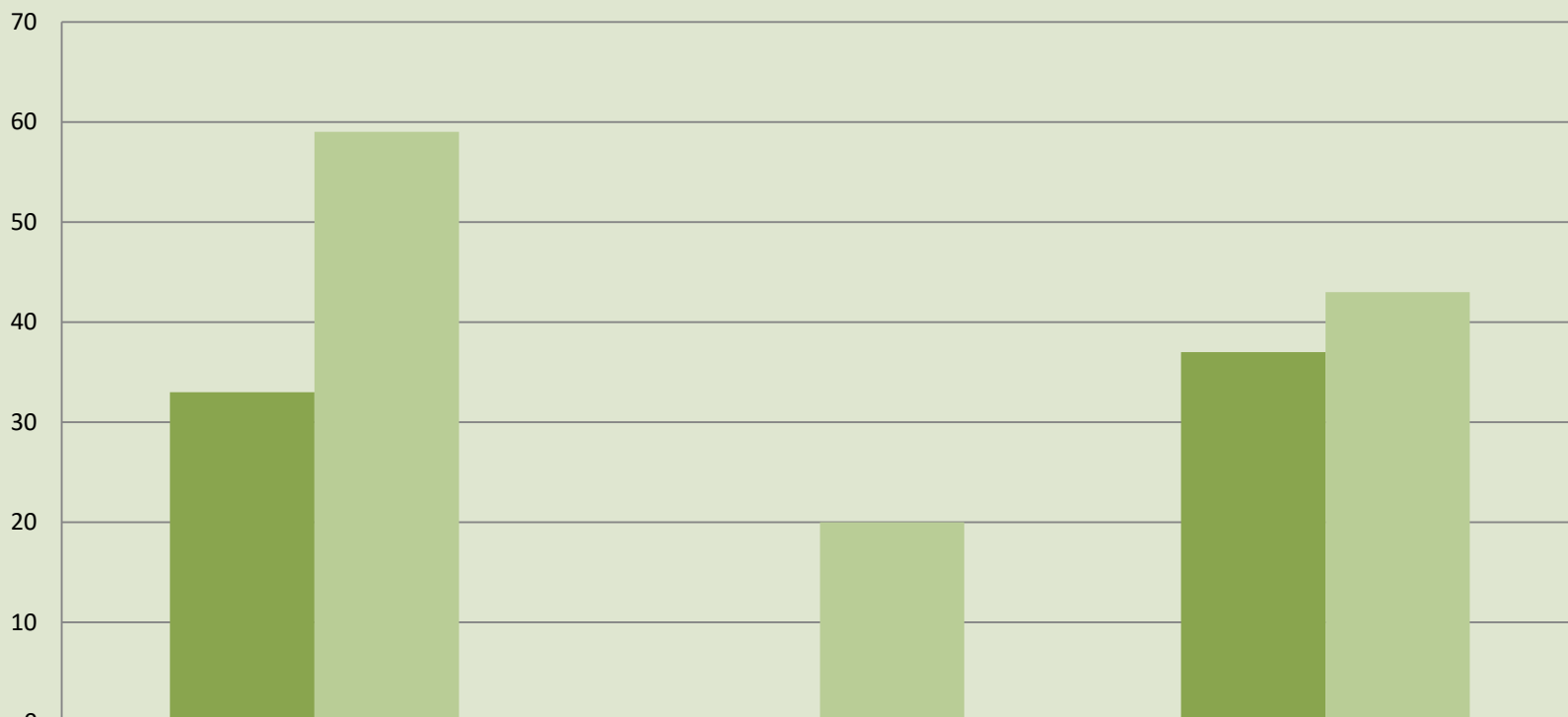


# HCH Clinic Productivity

January 2018-April 2018



## Total Behavioral Health Visits



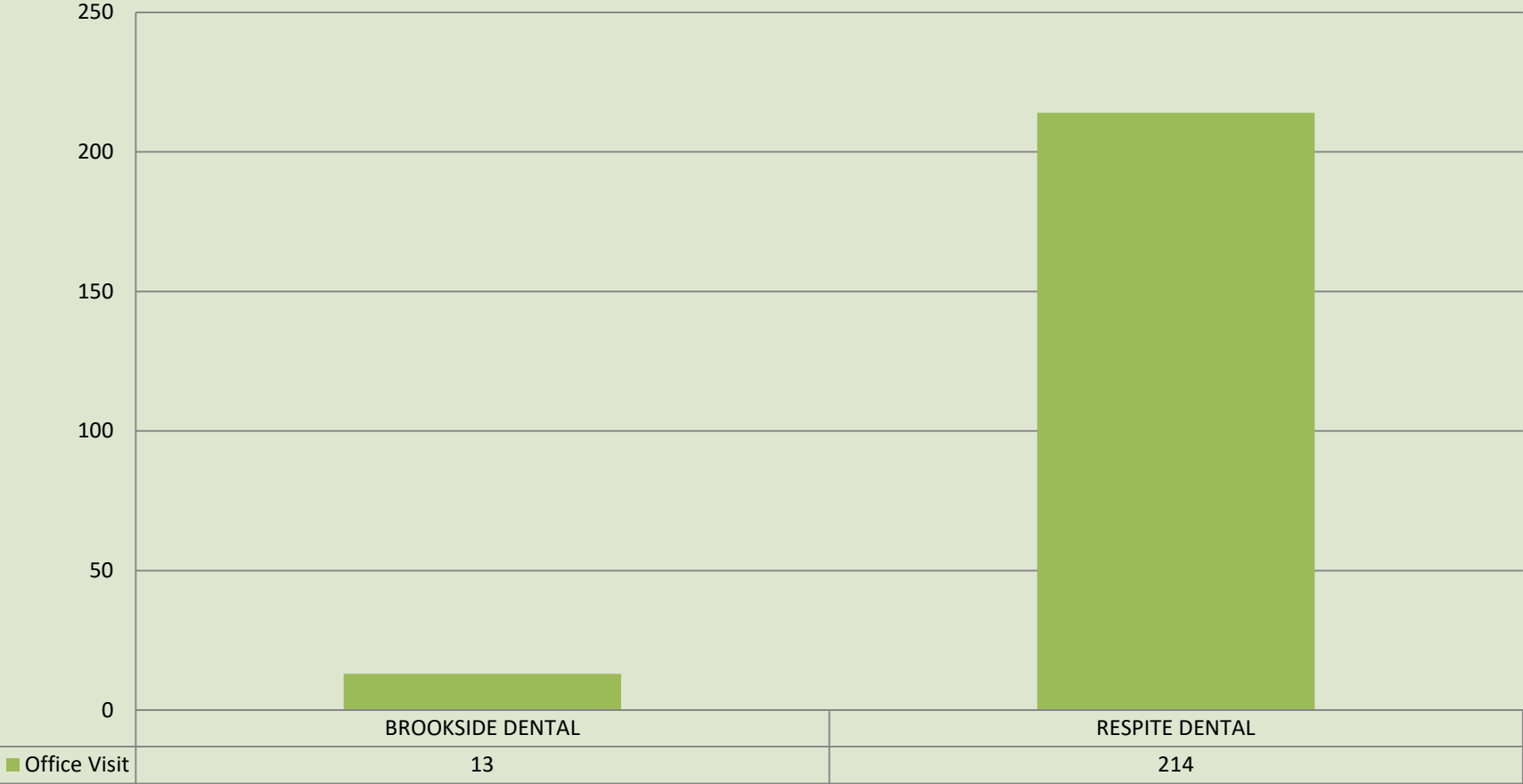
	CHC RESPITE BH	MWC HOMELESS BH	PBH HOMELESS VAN BH
Face to face	33	0	37
OFFICE VISIT	59	20	43

# HCH Clinic Productivity

January 2018-April 2018



## Total Dental Visits





# Health Care for the Homeless Co-Applicant Governing Board



## **BOARD REVIEW: HCH PATIENT SATISFACTION SURVEY**

**(SEE PATIENT SATISFACTION SURVEY ATTACHMENT,  
DRAFT QUESTIONS)**

**LINAE YOUNG, HCH PLANNING & POLICY MANGER**



# Health Care for the Homeless Co-Applicant Governing Board



## **BOARD DISCUSSION: HCH STRATEGIC PLAN**



# Strategic Plan



- **A document used to communicate with the program the program goals, the actions needed to achieve those goals and all of the other critical elements.**
  - Set priorities
  - Focus energy and resources
  - Strengthen operations
  - Ensure that employees and other stakeholders are working toward common goals
  - Establish agreement around intended outcomes/results
  - Assess and adjust the organization's direction in response to changing environment

# S.W.O.T Analysis



- Analytical technique used to determine and define several characteristics.
- Used to determine how closely a business is aligned with its growth trajectories and success benchmarks.

# S

## STRENGTHS

- Things your company does well
- Qualities that separate you from your competitors
- Internal resources such as skilled, knowledgeable staff
- Tangible assets such as intellectual property, capital, proprietary technologies etc.

# W

## WEAKNESSES

- Things your company lacks
- Things your competitors do better than you
- Resource limitations
- Unclear unique selling proposition

# O

## OPPORTUNITIES

- Underserved markets for specific products
- Few competitors in your area
- Emerging need for your products or services
- Press/media coverage of your company

# T

## THREATS

- Emerging competitors
- Changing regulatory environment
- Negative press/media coverage
- Changing customer attitudes toward your company

# Proposed Work Plan

## Contra Costa County Health Care for the Homeless Strategic Planning Project

PROPOSED WORKPLAN AND TIMELINE  
JULY 17, 2018

PREPARED BY: PATRICIA FAIRCHILD, VICE PRESIDENT, JOHN SNOW INC. (JSI)

### Overview and Purpose:

John Snow Inc. (JSI) will assist the Contra Costa County Health Care for the Homeless Program (HCH) program to develop a three-year strategic plan (Plan) for the program. The Plan will be formulated through a collaborative process with program staff and members of the co-applicant governing board. It will include: a review and, if necessary, revision of the program's mission and vision; an environmental scan; an assessment of the program's strengths, weaknesses, opportunities and threats (SWOT); and development of three year strategic goals addressing key areas to ensure continued program success. The Plan will be documented in a way that enables easy tracking of progress and sharing of program goals with internal and external stakeholders.

### Key Activities, Time Line and Person(s) Responsible

Activity	Responsibility	Time Line			
		July	Aug	Sept	Oct
1. Develop project work plan <ul style="list-style-type: none"> <li>Meet with staff to discuss project goals (completed)</li> <li>Prepare draft scope of work</li> <li>Review and finalize scope of work</li> </ul>	JSI drafts HCH staff and board review and recommend revisions JSI finalize	X			
2. Review/revise program mission and vision	HCH staff and board		X		
3. Conduct environmental scan <ul style="list-style-type: none"> <li>Analyze demographic and health care data related to overall county population and to people</li> </ul>	JSI and HCH staff identify relevant data sources documents		Data Review	Cont. Data Review	



<ul style="list-style-type: none"> <li>who are homeless or at risk for homelessness</li> <li>Review strategic plans of related organizations</li> <li>Conduct internal and external stakeholder interviews on trends (some interviews combined with #4)</li> </ul> JSI on site for interviews in early September, dates TBD	JSI conducts analysis HCH staff and board review and comment			Interviews	
4. Conduct SWOT analysis <ul style="list-style-type: none"> <li>Review program data and documents</li> <li>Conduct internal (staff and board) and external stakeholder interviews on perceived strengths, weaknesses, opportunities and threats</li> </ul>	JSI conducts analysis HCH staff and board review		X Data review	X Interviews	
5. Conduct planning meetings with HCH staff and board (or board representatives) <ul style="list-style-type: none"> <li>One in-person meeting (2 -3 hours to report results and determine strategic goals)</li> </ul> JSI on site in late September or October to meet with staff and board to finalize the Plan. Dates TBD	JSI participates by Phone. JSI facilitates the in-person meeting	X Phone-Finalize work plan	X Phone Review mission	X In-person or phone	X In-person or phone
6. Prepare written summary of Plan					X



# HCH Program & Community Updates



- Report back from Conservatorship 101 Training
- MSC San Pablo (1515 Market St.) moving to the Food Barn parking lot at Market and Rumril. (2<sup>nd</sup> Mondays, 4<sup>th</sup> Mondays & Fridays)

# Future Items to Discuss



1. **HCH Strategic Plan Discussion – Reaffirm HCH Mission and Vision Statement**
2. **Depression and Peer Review (HCH Medical Director)**
3. **Board Evaluation?**



# HCH Co-Applicant Governing Board



## Next Meeting

Monday, August 27, 2018

11:00 – 12:30pm

**2500 Bates Avenue**  
**Yosemite Training Room**

