

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, October 17, 2018 11:00-12:30pm

LOCATION: Zion Conference Room, 2500 Bates Avenue, Suite B, Concord, CA 94520

ATTENDANCE: Teri House, Bill Jones, Shayne Kaleo, Dr. Wendel Brunner (T), Jonathan Perales, Bill Shaw, Michael Callanan, Nhang Luong & Jennifer Machado

ABSENT: Belinda Thomas, Larry Fairbank Sr., & Jonathan Russell

HCH STAFF ATTENDANCE: Rachael Birch (HCH Project Director), Linae Young (HCH Planning & Policy Manager), Dr. Joseph Mega (HCH Medical Director), Julia Surges (HCH Health Planner Evaluator), Beth Gaines (HCH Nurse Program Manager)

PUBLIC ATTENDANCE: Pat Fairchild (JSI, Inc.) (T)

Agenda Items for Approval and/or Review:

1. **Action Item: APPROVAL – September Meeting Minutes (x2)**
2. **Quality Improvement/Assurance & Program Performance Reports** by HCH Medical Director
Attachments: HCH Clinical Productivity Reports
3. **HCH Strategic Plan**
 - a. **SWOT analysis review**
 - b. **HCH historical, financial, & clinical trends**
 - c. **Goal discussion**
4. **Action Item: Member Removal and Resignations**

Welcome & Introduction

- Introduction to board members and community members present

Action Item: Approval of September 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 and September 2018.**
 - B. **Motion Made by: Terri House**
 - C. **Seconds the Motion: Jennifer Machado**
 - D. *Discussion: None*
 - E. *In Favor: ALL*
Opposed: None
Abstains: None
Absent: Belinda Thomas, Larry Fairbank Sr., & Jonathan Russell
- Motion Result: Approved**

Standing Item: Quality Improvement/Assurance & Program Performance Reports

(Dr. Joe Mega, HCH Medical Director, Quality Improvement Director)

Attachments: HCH Clinical Productivity Reports (included in meeting slides)

1. Patients Seen per Clinic

- a. Medical Director feels like we should move Ambrose Center mobile clinic site but not until we have a new site (numbers are very low at Ambrose)
- b. MSC Richmond mobile clinic is now located at Food Barn (active since August 2018)
- c. Trinity mobile clinic site productivity is low – working with site and Community Health Workers to conduct more outreach including other methods such as sandwich board, CHW present in the center, etc.
 - i. Is time a factor? → Check with trinity to see which times are better
 - ii. Trinity all day? → Current hours are half day in the afternoons. Possibility to look into hosting clinic in the morning or all day.

2. Average Visits per Clinic

- a. No clinics are over capacity forcing to turn away clients. Some sites have lower productivity than others for a few reasons; some sites do not have active providers, some do not have a lot of traffic.
- b. Will there be a site in East County?
 - i. HCH management are still looking for a place to park the van, Care Center is still in process and will most likely be a longer process – staff to go out with Board member to view potential sites.
 - ii. Do not want to leave Ambrose we have another location in East County
 - iii. Antioch Health Center clinic will be terminated starting Nov 1

Contra Costa County Health Services

Health Care for the Homeless Co-Applicant Governing Board

1. Reasons for termination – provider moving to Family Practice clinic, location is a challenge for our clients, clinic was serving treatment program clients who can access other clinic.
 - iv. Pittsburg Health Center parking lot
3. **Number of Patients Seen per Hour**
 - a. No discussion needed
4. **Dental Visits**
 - a. No discussion needed
5. **Behavioral Health Visits**
 - a. MHCS at respite and in the field – at 100% capacity
 - b. Need to hire vacant MHCS position
6. **Comparison of Q1 and Q2**
 - a. No costs or staff were added to improve productivity from quarter 1 to 2.
 - b. Hours at clinic sites were increased based on need (2 additional days at Brookside and 1 additional clinic at Respite).

HCH Program Action Items:

- Check in with Trinity site about busiest hours at the CARE Center.
- Staff to go out with Board member to identify potential Antioch site. Scheduled for 10/26 (Fulton Shipyard and Cavallo Road, Shower House Ministry on Saturdays)

Board Member Discussion (All)

Attachments: Board member documents (Board bylaws, co-applicant agreement, recruitment letter, board application, member expectations, conflict of interest, selection process) & letters of resignation.

1. Review of Bylaws

- a. Bylaws states removal of any member may occur in best interest of the program and the Board. Continuous and frequent absences from the Board meetings without excuse shall be among causes for removal.
- b. Three Board member have no longer been attending due to other commitments.
- c. Two Board members' has resigned due to schedule change creating a conflict for meetings- B. Thomas and R. Heinemann.

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

Motion

- F. Statement: I move to remove L.F. as a voting member of the HCH Co-Applicant Board.**
- G. Motion Made by: Jennifer Machado**
- H. Seconds the Motion: Teri House**
- I. Discussion: None*
- J. In Favor: ALL*
Opposed: None
Abstains: None
Absent: Belinda Thomas, Larry Fairbank Sr., & Jonathan Russell
- Motion Result: Approved**

d. HCH Board Voting Member = 10 as of 10/17/2018.

2. Vice Chair seat

- a. Would need like Vice Chair and Chair for public meetings and Board of Supervisors presentations. Also, to facilitate meetings and to assist in representing the Board in absence of the Chair.
- b. Next meeting to elect a vice chair
 - i. HCH to include bullet points on Board Chair expectations
- c. Board Assessment Tool → Jennifer sent one, if any others have ones please send to Linae
 - i. What does HCH want?!

3. Attendance and Non-active members

- a. Need to work on recruiting more as we are currently at 10 active members
- b. Who is on 2 year terms, need to work on re-nomination, as you are approaching the end of your term (check in) to see if that individual still would like to continue serving on the board, also gets the board to recognize the services that have been provided
- c. Ideally 60 day notice of resignation but flexible

4. Review of new voting member process

- a. Dissemination of new member/applicant documents.

HCH Program Action Items:

- Send a letter of removal and note that they are always welcome to apply if able to attend meetings again.

HCH Strategic Plan (Pat Fairchild, JSI Consultant)

Attachment: CCHS HCH Strategic Plan 2019-2021 slides

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

1. Proposed Strategic Pillars (4) – pulled from SWOT analysis
 - a. Program Finances and Staffing
 - b. Clinical Services and Quality
 - c. Partnerships and Communications
 - d. Planning and Oversight

2. Board and Staff Questions for consultant:
 - a. Is there anything you expected to see and you didn't?
 - i. On financial side, there are some she heard through interviews but did not jump out right away.
 - b. How is the ambitiousness of goals here compared to other
 - i. High level goals to be included in strategic plan
 - ii. Staff and Board to determine action steps and time frame
 - c. What is the next step?
 - i. Sub-Committee: get 2/3 board members and staff to review and finalize for Board approval.
 - ii. HRSA wants to see that the Board and staff are completing this process. Past meeting minutes have been submitted to show progress towards completing Strategic Plan.
 - iii. Management team of HCH – check over goals, a timeline, and if we are able to meet goals and/or need to revise etc.
 - iv. Review Continuum of Care Strategic Plan that is already established for Homelessness and compare to ensure they are aligned
 - v. Review each goal at least once a year to reevaluate where we stand (challenges, barriers, updates, new items to include).

HCH Program Action Items:

- Strategic Plan sub-committee to review goals to bring back to the Board for finalization
 - HCH Staff: Rachael, Linae, Joe, Mike and Beth
 - HCH Board members: Nhang, Shayne, & Teri (Jennifer as back up)

Standing Item: HCH Program Updates & Community Updates

1. Next Meeting Attendance – November 21, 2018 (reschedule?)
 - a. 28th of November

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

2. Anka Memorial Services – November 9, 2018 from 10-12pm at United Methodists in Concord
3. Homeless Awareness Month – Activities in November
4. November HCH Health Fairs in East & West County

HCH Board Action Items:

- Send November 28th Meeting invite – sent 10/16 to all Board members and staff

Standing Item: Future Matters

1. HCH Strategic Plan – Historical and Financial Trends
2. Clinical Reports – Diabetes, Tobacco and Consumer report
3. Board Assessment
4. Board Recruitment

Standing Item: Next Meeting and Time

Wednesday, November 28, 2018

11:00-12:30pm

2500 Bates Avenue, Suite B

Zion Conference Room

Concord, CA 94520

Approval of HCH Co-Applicant Board Meeting Minutes from October 17, 2018

Board Chair Signature Wardel Brunner, MD

Date 11/28/2018