

Health Care for the Homeless
Co-Applicant Governing Board



THANK YOU
BAY AREA
RESCUE MISSION

FROM HCH STAFF AND BOARD

Health Care for the Homeless Co-Applicant Governing Board



WELCOME

**WEDNESDAY,
MARCH 20, 2019**

**11:00-12:30PM
BAY AREA RESCUE MISSION**

**BOARD MEMBER & PUBLIC
ATTENDEE INTRODUCTIONS**



Health Care for the Homeless Co-Applicant Governing Board



ACTION ITEM:
REQUEST FOR APPROVAL
FEBRUARY MEETING MINUTES

WENDEL BRUNNER, HCH BOARD CHAIR

ATTACHMENTS: FEBRUARY MEETING MINUTES

Health Care for the Homeless Co-Applicant Governing Board



HCH BEHAVIORAL HEALTH SERVICES

LINAE YOUNG, HCH PLANNING & POLICY MANAGER

*ATTACHMENTS: BEHAVIORAL HEALTH
REFERRAL WORKFLOW*



Health Care for the Homeless Co-Applicant Governing Board



ACTION ITEM: PROJECT DIRECTOR EVALUATION

**BOARD MEMBERS AND KEY MANAGEMENT
STAFF**

*ATTACHMENTS: 2018-2019 GOAL
PROGRESS & PROJECT DIRECTOR ASKS
OF BOARD*



2018-2019 HCH Program Goals

2018-2019 HCH Program Goals		Person(s) Responsible
Increase coordination between Community Connect (WPC) case management services and HCH services for overlapping homeless patients.		Linæe Young, HCH and CMCT Program Manager
1. Develop bilateral workflow for communications and collaborations with shared clients.		
a. CommunityConnect HSS shadowing HCH clinics	Complete	9/30/2018
b. Developed workflow for direct communication between HCH providers and CMCT HSS Case managers to coordinate care.	Complete	10/1/2018
d. Train HCH staff on how to identify CMCT Case Manager, read progress notes, and communication workflow	Complete	10/10/2018
e. MH housing training from HCH MHCS	In Progress	3/4/2019
Strategically design a behavioral health integration plan to identify goals of behavioral health integration and services our patients need.		Mike Myette, HCH MH Supervisor & Joe Mega, HCH Medical Director
1. Expand behavioral health training for all medical staff.		
a. Establish Trauma Informed Care (TIC) monthly trainings for all HCH staff	Complete	6/13/2018
b. Offer and enroll staff in motivational Interview training	Complete	12/31/2018
c. HCH Medical Director to receive Addiction Board Certification	In Progress	12/31/2019
f. National Health Care for the Homeless (NHCH) Trauma Informed Organization - creation of HCH Committee	In Progress	4/30/2019
d. Schedule and train all HCH staff - De-escalation methods	Not Started	6/30/2019
e. Schedule and train all HCH staff - Mental health 101	Not Started	12/31/2019
2. Use behavioral health plan to potentially restructure existing services to align with new goals.		
a. Homeless Mentally Ill Outreach and Treatment Grant Approval	Complete	11/1/2018
b. Homeless mental health gap assessment (in collaboration with BH Director and H3 Director)	Complete	8/31/2018
i. Identify gaps in behavioral health services provided to homeless clients	Complete	8/31/2018
ii. Hire for two FTE Mental Health Clinical Specialist	In Progress	2/28/2019
iii. Create Mental Health team within HCH to increase warm handoffs and create team based wrap around support	Not Started	12/31/2019
c. Participate in Rapid Improvement project to assess client barriers to accessing behavioral health services	Complete	12/14/2018
d. Establish Choosing Change (MAT) monthly patient advisory groups	Complete	11/1/2018
Finalize 2019-2021 Strategic Plan for HCH Program.		HCH Board and Key Management Staff
1. Interview HCH Stakeholders		
2. Fulfill HRSA grant condition for 2019-2021 Strategic Plan		
3. Development and finalization of Strategic Plan goals		
4. Development of Strategic Plan goal objectives		
5. Board Strategic plan committee review goals objectives		
6. Board Final approval of 2019-2021 Strategic Plan		
(Needs Assessment) Identify gaps in medical and behavioral health services for homeless in Contra Costa County. <i>(Per JSI Inc. HRSA does not require needs assessment for strategic plan)</i>		Rachael Brich, HCH Project Director
1. Meet with CCHS Senior staff or other departments to better identify gaps in services for homeless clients		
a. SB 210 Steering Committee - Homeless Multidisciplinary team data sharing	Complete	Monthly
b. SB 1152 - homeless Discharge Committee	Complete	Monthly
c. CCHS Data Committee	Complete	Monthly
d. Health, Housing and Homeless Division, Behavioral Health Division and Health Care for the Homeless collaboration and planning meetings (division heads and medical directors)	Complete	Bi-Monthly
e. Conduct Housing PDSA within CommunityConnect	Complete	5/31/2018
i. Result: Standardized screening tool developed to establish housing needs for roughly 29,000 clients per year	Complete	7/1/2018
f. Review data warehouse for existing data and identify existing data and further data needs	Complete	2/7/2019
g. Develop standardized social needs screening within HCH department	Not Started	12/31/2019

Program Goals continued

Identify and complete four quality improvement projects that support our program Strategic Plan.	Joe Mega, HCH Medical Director	
1. Diabetes: Create individualized improvement plans for diabetics seen in HCH department with an A1c over 9 or missing an A1c score.	In Progress	12/31/2019
a. Identify all diabetics seen in HCH departments with A1c greater than 9	Complete	Quarterly
b. Assign to providers for chart review and evaluation.	Complete	10/5/2018
2. Congestive Heart Failure (CHF): Create individualized plans for those seen in HCH department diagnosed with Congestive Heart Failure.	In Progress	12/31/2019
a. Identify CHF patients seen in HCH departments	Not Started	5/1/2019
b. Develop a metric to assist providers in creation of individualized plans	Not Started	5/1/2019
3. Increase Communicable Disease screening with Point of Care Tests	In Progress	12/31/2019
a. Hepatitis C (HCV) Testing	Complete	8/1/2018
b. Urine Drug Screen	Complete	11/9/2018
c. Syphilis Testing	Not Started	12/31/2019
4. Increase Screening and Treatment for HCV for those seen in HCH department	In Progress	12/31/2019
a. Identify all patients eligible for HCV treatment	Complete	Ongoing
b. Pilot Directly Observed Therapy treatment for HCV patients within shelters	Complete	1/31/2018
c. Expand treatment to all HCH clinic sites	Complete	11/28/2018
d. Review follow up data of successful completion of treatment	In Progress	12/31/2019
5. Pilot patient self Papanicolaou (PAP) Test within HCH department and validate for larger CCHS system	In Progress	5/1/2019
a. Conduct feasibility trial	Complete	9/28/2018
b. Receive pathology approval to pilot within HCH department	Complete	11/1/2018
c. IRB approval for role out of validation study	In Progress	3/31/2019
c. Validation study to move process to larger CCHS system	In Progress	5/1/2019
6. Provider Addiction Treatment in all HCH clinics	Complete	10/31/2018
a. All HCH providers DEAX Waivered	Complete	10/1/2018
b. Addiction treatment training for providers	Complete	Monthly
c. Addiction treatment available in all HCH clinics	Complete	10/31/2018
Evaluate and make recommendations to increase revenue collection for homeless patients.	HCH Quality Improvement Team	
1. License new mobile health van to bill for services	In Progress	3/1/2019
a. Purchase and stock new mobile health van	Complete	10/1/2018
2. Increase additional funding streams	In Progress	12/31/2019
a. Department of Health Services - Homeless Mentally Ill Outreach Team funding	Complete	1/1/2019
3. Improve registration workflows to reduce billing errors	In Progress	3/31/2019
a. Conduct internal quality assurance	Complete	Weekly
b. Train registration staff	In Progress	3/31/2019
4. Enable Licensed Mental Health Clinical Specialists (MHCS) to be billable providers to lead Choosing Change (MAT) groups	Complete	2/28/2019

HCH Program & Community Updates



- **Next Meeting Attendance – April 17, 2019**
- **New East County Locations to park mobile health?**
 - Looking to make schedule more consistent for clients
 - GRIP parking
 - Church of the Good Shepherd
- **New updates to HCH Mobile Clinic schedule**
 - Share new mobile schedule
- **UDS submission February 15, 2019 and approval of completion March 17, 2019**
 - Report in April on findings



Future Items to Discuss



1. UDS Report Out - April
2. Health questions possibly included in intake questionnaires and PIT 2020
3. HCH Strategic Plan Committee
4. Board Evaluation

HCH Co-Applicant Governing Board



Next Meeting

Wednesday April 17, 2018

11:00 – 12:30pm

2500 Bates Avenue
Zion Room

