

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, February 19, 2020 11:00-12:30pm

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

**ATTENDANCE:** Bill Jones, Bill Shaw, Dr. Wendel Brunner, Nhang Luong, Stephen Krank, & Jennifer Machado

**ABSENT:** Teri House, Michael Callanan, Jonathan Perales, & Jonathan Russell

**HCH STAFF ATTENDANCE:** Elizabeth Gaines (HCH Nurse Program Manager), Julia Surges (HCH QI Team), & Alison Stribling (HCH QI Team)

**PUBLIC ATTENDANCE:** Jill Ray, Supervisor Candace Andersen's Office

---

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

1. **Action Item: APPROVAL – January Meeting Minutes**
  2. **HCH Clinic Productivity Report**
  3. **Strategic Plan Update**
  4. **Action Item: APPROVAL – Revised HCH Board Member Application**
- 

### Welcome & Introduction

- Introduction to board members and community members present
  - Welcome to Jill Ray from Supervisor Candace Andersen's Office
- 

### Action Item: Approval of January Board Meeting Minutes

1. Amend notes in Project Director Evaluation section
  - a. Adjust line item C from majority of goals completed to exact number completed versus uncompleted

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

**Motion**

- A. **Statement:** *I move to approve the minutes from January 2020.*
  - B. **Motion Made by:** *Jennifer Machado*
  - C. **Seconds the Motion:** *Stephen Krank*
  - D. **Discussion:** *Adjust wording of Project Director Evaluation notes from majority of goals have been completed to exact number of completed to uncompleted.*
  - E. **In Favor:** *All*  
**Opposed:** *None*  
**Abstains:** *None*  
**Absent:** *Teri House, Michael Callanan, Jonathan Perales, & Jonathan Russell*
- Motion Result:** *PASSED*

---

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

1. HCH Clinic Productivity Report
  - a. Most productive sites of 2019:
    - i. Brookside Shelter
      1. Accounted for 27.8% of total visits, up 2% from 2018
      2. Additional mobile clinics added in 2019 that are open to all homeless in the community, not just shelter residents
    - ii. Bay Area Rescue Mission
      1. Accounted for 24.3% of total visits, down 2% from 2018
      2. Majority of visits are TB tests/clearances
      3. High productivity can be attributed to full day clinic, services open to all homeless, and proximity to park/encampments
  - b. Field (Medical Outreach)
    - i. Represents visits done by the outreach team traveling to the encampment and providing mobile services; meeting patients where they are at
    - ii. 3% increase in productivity in 2019; can be attributed to the addition of a Tuesday clinic
  - c. Least productive site of 2019: Greater Richmond Interfaith Program (GRIP)
    - i. Consistently low productivity from year to year
    - ii. Would like to continue services due to long standing relationship between HCH and GRIP

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

- iii. HCH has explored various solutions to increase productivity including adjusting time and increasing outreach but have seen limited success
  - 1. Majority of clients utilize GRIP for meals (lunch) or showers and leave immediately after
  - 2. CORE utilizes site due to known availability of clinic time
- d. Check in on productivity of newest service site: Fulton Shipyard
  - i. Mobile site established in East County in May 2019
  - ii. Predominately utilized for MAT services
  - iii. To date, averaging 10 visits/4-hour clinic
  - iv. Question from Board Member: How is the clinic staffed?
    - 1. Each clinic has 1 MD, 1 RN (responsible for MAT), 2 CHWs focused on harm reduction, and 1 MHCS
  - v. Recent approval for dental services to begin at this site – April 2020
  - vi. Question from the board: Why was this location chosen and why do you believe it has been so successful?
    - 1. Recognized high need for services in the area based on the experience of the outreach bus
    - 2. Represents the only mobile service site in East County
    - 3. High density of encampments in the area and AOD needs among the population
    - 4. Location selected in collaboration with the City of Antioch
- e. Question from the Board Member: How do we measure clinics productivity in relation to their capacity?
  - i. Difficult to apply traditional 4-hour clinic standards to HCH services due to walk in nature and high risk/high need population served
  - ii. Traditional clinics strive to see 10-11 patients per provider during a 4-hour clinic
    - 1. HCH has set an internal goal of 10 patients per 4-hour clinic
  - iii. Understanding that this is one method to measuring productivity, but it has limitations in our setting
- f. Question from Board Member: Are any HCH mobile sites Federally Qualified?
  - i. Yes, the van that serves Fulton Shipyard
  - ii. Allows HCH to bill and receive Medi-Cal reimbursement rate for these visits

---

**Strategic Plan Update** (Alison Stribling, HCH QI Team)

- 1. Update of Strategic Plan Projects and Timeline

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

- a. Accomplishments this quarter:
  - i. Identified new service sites in East County
    1. Medical services at Pittsburg and Dental Services at Fulton Shipyard
    2. Target date of April 2020
  - ii. Updated and received Board approval for 2019-2021 Quality Assurance and Performance Improvement Plan
  - iii. Developed internal communications plan
  - iv. Developed spreadsheet of external service partners, their relationship to HCH, and point of contact
  - v. Published Dashboard for UDS and HCH specific patients
  - vi. Submitted 2019 UDS report
- b. Delayed/Cancelled Projects
  - i. Elderly data report – delayed until March 2020
  - ii. Homeless mortality report – delayed until April 2020
  - iii. Implement social needs screening into HCH clinical intake
    1. Cancelled in response to implementation of new system wide social needs screening and standardized documentation tools
- c. Focus Next Quarter
  - i. Complete delayed projects
  - ii. Collect responses to CMCT social needs screening among HCH patients
  - iii. Pilot new East County services sites and monitor productivity
  - iv. Collect existing needs assessments from within the last 5 years among HCH partners
  - v. Identify, prioritize, and plan trainings for Board development
  - vi. Question from Board Member: What trainings are planned?
    1. Hoping to provide an overview of Trauma Informed Care in April
    2. Other trainings can be arranged based on board preferences
- d. Discussion on board trainings
  - i. Trainings to focus on skills needed to fulfill obligations as a board member; align with board oversight/governance responsibilities

**HCH Program Action Items:**

- Reach out to other Public Health groups with governing boards to understand what trainings they have found to be useful for board members

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

**Standing Item: Board Recruitment – Action Item**

1. HCH CGB member application updated to include questions around previous experience with CCHS services
  - a. Added in response to discussion around the value of including the experience of those who have used or currently used the County Health System

**HCH Program Action Items:**

- Update HCH website with revised member application form - DONE

**Motion**

**F. Statement: I move to approve the updated Healthcare for the Homeless Co-Applicant Governing Board Application**

**G. Motion Made by: Bill Jones**

**H. Seconds the Motion: Bill Shaw**

**I. Discussion: None**

**J. In Favor: All**

Opposed: None

Abstains: None

Absent: Teri House, Michael Callanan, Jonathan Perales, & Jonathan Russell

**Motion Result: PASSED**

---

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

1. New Dental Van at the Fulton Shipyard Clinic
  - a. Targeting a Thursday clinic to begin in April 2020
  - b. Van will be shared with School Based program
2. Board Feedback on questions to include in next Consumer Advisory Board Meeting?
  - a. Currently asking about: timeliness, experience receiving services, how services are/are not meeting needs, general feedback
  - b. Board member question: Is feedback also collected about client experience with the shelter system?
    - i. Have collected this feedback in the past and met with appropriate staff to address consumer concerns with little avail
    - ii. Attempt to focus questions around HCH services or areas where health and shelters overlap
      1. Example: In response to complaints of unsanitary shower conditions HCH team purchased flip flops for residents

Contra Costa County Health Services

Health Care for the Homeless Co-Applicant Governing Board

- c. Board member request: Invite H3 Representative to future board meeting to discuss ways in which HCH board can facilitate collaboration between H3 and HCH
  - i. Would also like to receive an overview of the programs administered by the department and how clients access services
- d. Board suggested questions to include in next Consumer Advisory Meeting
  - i. How long have you been homeless? Invites clients to share their experience of being homeless
  - ii. What would it take to get more people into services?
  - iii. Why do you think people are not using HCH services?
- 3. Additional board member suggestions:
  - e. Invite shelter staff to participate in meeting – could result in consumers not feeling comfortable expressing themselves at the group.
  - f. Have a complaint box or other mechanism to collect feedback immediately after a visit
  - g. Invite CORE outreach team to present to HCH board
- 3. Next Meeting Attendance – March 18, 2020?
  - a. Jennifer Machado may be absent
- 4. Any Additions?
  - a. Board member question on if upcoming closure to CARE center will impact HCH services
    - i. Services will not be impacted but may adjust mobile clinic hours to focus on Trinity Center if clients are re-directed there for services
  - b. Trinity Center:
    - i. Residents have started moving into the new St. Paul's Commons
    - ii. Would like to invite HCH Board to Trinity Center when construction on new facility is complete
  - c. St. Vincent De Paul:
    - i. Looking for best way to leverage partnership between HCH and St. Vincent De Paul, want both organizations to be aware of each other's services and opportunities for collaboration
    - ii. Reach out to Julia to schedule an overview presentation

**HCH Program Action Items:**

- Reach out to H3, inviting them to a future board meeting for a discussion on opportunities for collaboration
- Reach out to CORE service partners to present an overview of team and services at future board meeting

---

**Standing Item: Future Matters**

1. Elderly Report
2. Tour of new Medical Outreach Bus

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

---

**Standing Item: Next Meeting and Time**

Wednesday, March 18, 2020

11:00-12:30pm

2500 Bates Avenue, Suite B

Zion Conference Room

Concord, CA 94520

**Approval of HCH Co-Applicant Board Meeting Minutes from February 19, 2020**

**Board Chair Signature** Wardell Brunner MD

**Date** 5/20/20