

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, December 16, 2020 11:00-12:30pm

LOCATION: Zoom Meeting

ATTENDANCE: Wendel Brunner, Jennifer Machado, Jonathan Russell, Bill Jones, Nhang Luong, Bill Shaw, Teri House, Stephen Krank, Michael Callanan,

ABSENT: None

HCH STAFF ATTENDANCE: Rachael Birch (HCH Project Director), Linae Young (HCH Planning & Policy Manager), Elizabeth Gaines (HCH Nurse Program Manager), Michael Myette (HCH Mental Health Program Supervisor), Alison Stribling (HCH QI Team), & Gabriella Quintana (HCH QI Team)

PUBLIC ATTENDANCE: Jill Ray

Agenda Items for Approval and/or Review:

1. **Action Item: APPROVAL** – November Meeting Minutes

Welcome & Introduction

- Call to order & public attendee's introduction.

Action Item: Approval of November Board Meeting Minutes

Motion

- Statement:** *I move to approve the minutes from November 2020.*
 - Motion Made by:** Stephen Krank
 - Seconds the Motion:** Wendel Brunner
 - Discussion:** None
 - In Favor:** All
Opposed: None
Abstains: None
Absent: None
- Motion Result: PASSED**

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Standing Item: Quality Improvement/Assurance & Program Performance Reports

(Gabriella Quintana, HCH QI Team)

1. Feedback collected from residents during mental health session
 - a. 24 patients participated; all were already connected to HCH mental health services
 - b. Sessions were completed both telephonically and in-person
 - c. Patients answered three questions related to their experience in accessing services, the impact of the hotels on their quality of life, and future housing plans following the hotel
2. Accessing Services
 - a. Most patients noted that they had been able to access mental health and/or medical services while staying in the hotel and that the services they had received had been a benefit
 - b. A couple patients noted they had not access services (did not associate the session with MH services)
 - c. One patient noted they were wary of their information being document in the electronic health record and accessible to a large number of staff.
3. Impact of the hotels on quality of life
 - a. A few patients provided negative feedback
 - b. One voiced feeling unsafe in the hotel
 - c. Others noted that the services were not meeting their needs
 - d. Most patients believed the hotel had a positive impact on their lives in comparison to living at shelters or the street
 - I. Benefits of having their own room and a roof over their head
 - II. Acknowledging that the hotels has protected them from COVID infection
 - III. Positive Experience in working with the HCH and hotel staff
4. Long-term housing plans
 - a. Only one patient felt they had a solid plan in place following hotel stay
 - b. Nearly all patients felt unsure about future housing plans
 - c. Many noted they were receiving assistance from county staff in identifying housing supports but expressed uncertainty around the status/outcome or feelings that that the support had not been adequate

Question from board members about how staff address patient reported concerns about safety

- d. Clinician would support patient during the session and hear feedback and follow up regarding specific concern following the session

Question from board member about how patients there are in the hotels overall and how many of those are connected to MH services

- e. A little over 600 patents in the hotel currently
- f. Depending on hotel site between 60-85% are connected to mental health services in varying capacity

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Question from board members regarding future of the hotels

- g. Hotels have been extended. In collaboration with H3 hotels will be extended through June of 2021

HCH Program Action Items:

1. Future plans to collect additional feedback
 - a. Administer the same survey telephonically or via an electronic survey to a larger portion of hotel residents
 - b. Follow up with initial patient population in the new year to see how feedback may have changed
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Standing Item: HCH Project Director Requests of Board (Rachael Birch, HCH Project Director)

1. Coronavirus HRSA Funding
2. Review CARES Funding Budget Line Items
 - a. Hiring IT support
 - b. FTE Homeless Service Specialists
 - c. Qlik Licenses
 - d. Expanded capacity for testing
 - e. Zoom Licenses

Question from Board Member: These funding and services go beyond the small number of HCH patients and go under broader clinics, right?

This funding goes to the health system, but directly impacted HCH and workforce.

Board Member Recruitment (Jennifer Machado, Chair)

Review of Board member candidates and comprehensive orientation package and process

1. 9 Current Board members, can have as many as 25, but a number of 12-15 would best fit our complex board type.
 - a. Adding 3 more people with lived experience
2. Introducing possible candidate: Lori
 - i. Potential applicant based on Board Approval
 - ii. Any objectives? NONE
 - iii. Submitting application, and attending the next board meeting to answer any questions

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3. Other Recruits:
 - a. NAMI possible connections
4. Continuum of Care Council on homeless board--Jamie
 - a. Network of providers for announcements, possibly sending out a notice regarding our Board Recruitment.
5. Board Zoom Orientation--Training in addition to standing meeting
 - a. Purpose of the training—Orientation to the organization, the Board, and the function of the Board
 - b. Objectives of the training
 - c. Board Member Introductions
 - d. What it means to be a Board member (expectations, responsibilities, conflict of interest, Brown Act)
 - e. Function of the Board (Organization chart, co-applicant board, chair/vice chair seats. HCH Program with CCHS)
 - f. Program Introduction (Mission & Vision, strategic plan, budget)
 - g. A look at what is coming in the future
 - h. Situation this Board in the realm of the entire health services (Org chart)
6. Training Logistics
 - a. Length of training—2 hours
 - b. Splitting it up might interrupt the learning process
 - c. Incentives and timing

HCH Program & Board Action Items:

1. Send Lori Board Application
2. Identify other possible connections, some names from previous recruitment periods
3. Sending out recruitment notice to provider network

HCH Services Updates (Beth Gaines, HCH Nurse Program Manager, Michael Myette, Mental Health Supervisor)

1. Update on HCH Services at hotels and community
 - a. Still looking for a Tuesday morning clinic site
 - i. We have the JMH van, but the west county site had no foot traffic, so we withdrew it.
 - ii. The Bay Point area along Bailey Rd. has a great need.
 1. Looking to use a church parking lot.

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- iii. Stephen Krank connection with local churches
 - 1. Spark Point
 - 2. Our Lady Queen of the World
- b. HCH has been testing at all of the hotels this week.
 - i. Marriott, Premier, Motel 6, BARM, GRIP, Best Western
 - ii. GRIP offered \$20 in cash to those tested
 - iii. Trinity is scheduled for next week
- c. Mental Health staff primarily located at the Hotels
 - i. One each at 3 of the 4 hotels. Some patients see weekly, and others have a loose connection.
 - ii. Percent of hotel patients connected to MH:
 - 1. Premier: 63%
 - 2. Best Western: 80%
 - 3. Motel 6: 65%

HCH Program & Board Action Items:

- 1. Beth Gaines to search areas and accessibility of church parking lots in Bay Point

Standing Item: HCH Program Updates & Community Updates (Linae Young, HCH Planning & Policy Manager)

- 1. HCH Program
 - a. Vaccine updates
 - i. First shipment of COVID vaccines have arrived
 - ii. County is aligning the allocations with the state phases
 - 1. We are in the first phase, 1A: Healthcare personnel, Long Term Care Facility Residents, 3 sub-tiers
 - iii. A lot of the LTCFs have signed up with a federal partnership with pharmacies to receive the vaccine directly.
 - iv. 10,000 doses received was directly to Contra Costa for staff at acute care hospitals and did not include the LTCF pharmacy partnership doses.
 - v. Additional shipments coming
 - b. HCH Vaccine Train the Trainer
- 2. Motel 6/ BACS Updates
 - a. BACS will be operating the Motel 6 as a fully operational interim housing program in partnership with the county.

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- i. Transition specifics being designed
 - ii. Will have a clinic on site permanently, housing healthcare for the homeless services
3. Don Brown reopening in January doing mostly recuperative care.

Question from Board Member: Will the Motel 6 be an access site/care center?

It will be an interim center, designed to be 90-120 days.

Standing Item: Future Matters

Preview and request of future items to discuss.

1. HCH Productivity Report- January
 2. Strategic Plan Update-January
 3. Project Director Evaluation
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Standing Item: Next Meeting and Time

Wednesday, January 20, 2021

11:00-12:30pm

Zoom Call

Approval of HCH Co-Applicant Board Meeting Minutes from December 16, 2020

Board Chair Signature: Jennifer Machado

Date: 1/20/2021