

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, July 21, 2021 11:00-12:30pm

**LOCATION:** Zoom

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

**ABSENT:** Wendel Brunner, Lori McLemore, Silas Robinson, Claude Battaglia

**HCH STAFF ATTENDANCE:** Linae Altman (HCH Planning & Policy Manager), Heather Cedermaz (HCH Lead Provider), Alison Stribling (HCH QI Team), & Gabriella Quintana (HCH QI Team)

**PUBLIC ATTENDANCE:** Jill Ray

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

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

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### Welcome & Introduction

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

**Motion**

- A. **Statement: I move to approve the minutes from June 2021.**
  - B. **Motion Made by:** Teri House
  - C. **Seconds the Motion:** Stephen Krank  
*ROLL CALL VOTE:* Each voting member must verbally approve or oppose
  - D. **In Favor:** All  
Opposed: None  
Abstains: None  
*Absent:* Lori McLemore, Wendel Brunner, Silas Robinson, Claude Battaglia
- Motion Result: PASSED**

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**Standing Item: HCH Services Update**

(Linae Altman, HCH Planning & Policy Manager, Heather Cedermaz, HCH Lead Provider)

1. COVID Updates
  - a. Working with the mobile vaccine team for weekly vaccine clinics at some of our sites
  - b. Working with H3 to get the public health COVID Education team into the shelters to educate, reduce hesitancy, and be an overall resource

*Question from board member:* How is the reception from this population been?

- c. We've gotten everyone who is willing, and we've been able to pick some up one at a time. It's really about education and that's slow. Access is not the problem, much like the general population we are offering at every opportunity and some still decline.
  2. Clinic Updates
    - a. East County Shelter construction project ongoing
      - i. Our 2 overflow sites each have a clinic
    - b. Reinstated clinic at BARM
    - c. Respite is open and taking referrals!
      - i. Vaccinated clients only at this time
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**Standing Item: Quality Improvement/Assurance & Program Performance Reports**

(Gabriella Quintana, HCH QI Team, Heather Cedermaz, HCH Lead Provider)

1. Feedback collected from residents during calls with QA/QI Team
  - a. 4 patients participated; all were already connected to HCH mental health services
  - b. 1 of these patients had participated in the first-round back in October 2020
  - 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 expressed positive feelings about their access to mental health and/or medical services while staying in the hotel
  - b. One patient noted they had not accessed services but did mention that program staff (nurse) has been helpful in providing clothes.
3. Impact of the hotels on quality of life
  - a. One patient provided negative feedback

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- I. Stated motel staff can be discourteous and disrespectful.
- b. Most patients believed the hotel had a positive impact on their lives by comparing the hotel to the alternative (street, shelter, etc.)
  - I. Having a roof over their head
  - II. Access to showers
  - III. Positive Experience with the program and staff
- 4. Long-term housing plans
  - a. All patients regarded to their future housing plans in a positive, hopeful manner
  - b. Only one patient felt they were still unsure about plans and hadn't started looking, but seemed confident the hotel will help
  - c. Most patients felt they had solid plans post hotel!

*Question from the board:* Did the people who got vouchers get help from a program?

- d. Yes there are case managers with caseloads up to 30 who help clients with social services including housing.
- 5. Quality Assurance Workflow Update
  - a. Peer Review
    - I. Monthly
    - II. Enrichment opportunity for improvement
  - b. OPPE
    - I. Every 6 Months
    - II. System wide personnel and professional evaluation
  - c. FPPE
    - I. As needed for those who need improvement
    - II. Focused professional evaluation and a written plan to get someone up to the standard of care
  - d. Adverse Event Reporting
    - I. As Needed in response to System Concerns
    - II. Multi-departmental review to discuss an incident that impacted the entire system

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**Action Item: Project Director**

(Rachael Birch, Project Director)

- 1. HRSA Official Site Visit Training
  - a. Review of the Board Authority section in the Site Visit Guide
  - b. Discussion around Site Visit logistics
    - i. Clinical Reviewer: Candi
    - ii. Financial Reviewer: Mohammed
    - iii. Governance/Administrative Reviewer: Gary

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- c. Board will meet with the reviewers NEXT WEDNESDAY on GoTo Meeting
- d. Jennifer & Jonathan will be included on the entrance/exit conference
  - i. All are welcome to join on Thursday

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**Board Member Recruitment & Training**

- 1. Training for new members and anyone else who needs to do it

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

- 1. Health Order Update
  - a. High Risk Settings (homeless shelters) requiring vaccination status or masking and weekly testing
  - b. For Personnel or anyone spending more than one day per week in these settings
- 2. CORE Update
  - a. New Pittsburg team (40 hours)
  - b. Concord and Walnut Creek split and each have their own 40 hour team now
- 3. Conflict of Interest Forms

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**Standing Item: Future Matters**

- 1. Strategic Plan

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**Standing Item: Next Meeting and Time**

Wednesday, August 18, 2021

11:00-12:30pm

Zoom

***Approval of HCH Co-Applicant Board Meeting Minutes from July 21, 2021***

***Board Chair Signature: Jennifer Machado***

***Date: 8/18/2021***