

**Alameda County Health Care for the Homeless  
Joint Commission/CCAB Meeting  
Friday, August 20, 2021; 9:00am-11:00am  
Via Zoom Conference Call  
DRAFT MINUTES**

**ACHCH Commissioner Present:**

Laura Guzmán (Chair)  
Gloria Cox-Crowell (Co-chair)  
Lois Bailey Lindsey, Secretary  
Lynette Lee  
Shannon Smith-Bernardin  
Sam Weeks, DDS  
Michelle Schneidermann  
Dr. Gerard Jenkins  
Gregory Kats  
Sabrina Fuentes (CCAB)  
Jeannette Johnigan (CCAB)

**ACHCH Commissioners Absent:**

Claudia Young

**County Staff Present:**

Lucy Kasdin LCSW, ACHCH Director  
Luella Penserga, ACHCH Deputy Director  
David Modersbach, ACHCH  
Theresa Ramirez, ACHCH  
Dr. Kathleen Clanon, Medical Director, HCSA

**Public Present:**

Heather MacDonald-Fine, Alameda Health System  
Rahima Muhammad

**CCAB Members Present:**

Mark Smith  
Benny Whitfield  
Brenda Whitfield  
April Anthony

Item	Discussion/ Recommendations
<p>A. CALL TO ORDER Welcome &amp; Introductions Adopt agenda</p>	<p>Meeting chaired by Commissioner Laura Guzmán and Commissioner and CCAB Chair Sam Weeks. L. Guzmán left meeting early; L. Bailey Lindsey facilitated the last half of meeting.</p> <p>Roll Call of Commissioners Quorum achieved</p> <p>Commission approve agenda <b>Motion to Approve:</b> S. Weeks; 2<sup>nd</sup> L. Bailey Lindsey <b>Motion Passed:</b> Meeting agenda adopted by Commission</p>
<p>B. PUBLIC COMMENT</p>	<p>Rahima Muhammad introduced herself. Involved in commission meetings through Urban Habitat Boards and Commissions Leadership Institute. She has experience with the Brown Act in transportation and housing.</p>
<p>C. CLOSED SESSION</p>	<p>No closed session</p>

<p>D. CONSENT AGENDA</p>	<p>Commission approve Commission meeting minutes – July 9, 2021</p> <p><b>Motion to Approve:</b> S. Weeks; 2<sup>nd</sup> L. Lee  <b>Motion Passed:</b> Meeting minutes approved by Commission</p>
<p>E. CCAB Presentation and Discussion</p> <p>Homeless Medical Care Resources (April Anthony)</p> <p>Medical Respite (Brenda &amp; Bennie Whitfield)</p>	<p>Commissioner and CCAB Member Sam Weeks, DDS provided background, and introduced CCAB presenters.</p> <p>1. <b>CCAB member April Anthony presented on Homeless Medical Care Resources</b></p> <p>A. Recommendations:</p> <ul style="list-style-type: none"> <li>• create a cheat sheet to homeless/providers/allies on how to access care and deal with barriers</li> <li>• information on how to navigate,</li> <li>• add to ACHCH website to help people looking for information.</li> </ul> <p>B. Problems:</p> <ul style="list-style-type: none"> <li>• Unsheltered folks face barriers in getting appts, appts cancelled, making appts on time for homeless. Big issue with Adult Medicine, specifically Highland. Heard on more than one occasion. This is mainly for folks who haven't been able to get support of Street Health teams.</li> </ul> <p>Discussion:</p> <ul style="list-style-type: none"> <li>• H. McDonald-Fine offered that AHS Patient Safety Department accepts complaints and grievances by phone (510) 437-8484 and available on website.</li> <li>• S. Fuentes commented that we need to nail down the exact problems—might not be just homeless. Problems might be with overall systems with complaint and grievances...whole system could just suck.</li> <li>• A. Anthony commented that Sutter, Highland hospitals - there are examples of PCPs denying the health care homeless need, happening at more than one location.</li> <li>• M. Schneidermann: we should discuss how to use provider and health plan grievances and appeals. When enough people complain, that gets system attention.</li> </ul> <p>2. <b>CCAB Members Brenda and Bennie Whitfield presented on the need for Medical Respite</b></p> <p>They announced great news that Alameda Wellness got \$15 million. Shared VIDEO <a href="https://alamedawellnesscampus.org/">https://alamedawellnesscampus.org/</a></p> <p>Brenda Whitfield asked: What is the ACHCH strategy for medical respite? What</p>



<p>Joint ACHCH CCAB/  Commission Advocacy (Mark  Smith)</p>	<p>role will ACHCH be in medical respite, how will the CCAB inform planning and operation?</p> <p>Program Director, Lucy Kasdin, explained that planning starts with Alameda County Housing and Community Development (HCD), then comes back to ACHCH. LifeLong Adeline contract is overseen by ACHCH. ACHCH does a lot of work with LifeLong and seeing how that will inform Alameda Pt Collaborative. Appreciate suggestions to engage CCAB in informing the design.</p> <ul style="list-style-type: none"> <li>• Alameda County opened a medical respite program as part of Tiny Homes on Fairmount campus behind John George Psychiatric Pavillion. A lot of Adeline that informs Fairmount...really engaging local, state, national to inform success.</li> <li>• Fairmount has single units, HCD worked with an architect to increase the number of accessible units.</li> <li>• ACHCH is engaged in planning at both Fairmont and Adeline. Adeline not at capacity yet; looking to expand referrals, reduce barriers to access.</li> <li>• Dr. Clannon and Lucy Kasdin: Available funds for respite services is in capital not in operating costs.</li> <li>• Measure W is caught up in the courts. Commissioner Guzmán recommended that the Commission and CCAB take an active role w/Measure W and other available funds.</li> <li>• CCAB Member Brenda Whitfield - I think the county and Alameda Point Collaborative and Lifelong are really committed to partnering with people with lived expertise to inform design, development, models of care, safety plans, etc. "Nothing for us without us"</li> <li>• Commissioner Schneidermann: There's a lot of potential one time capacity building funding for homeless health care services (including medical respite) coming through the state/feds, including Home &amp; Community Based Service program <a href="https://www.dhcs.ca.gov/Documents/DHCS-HCBS-Spending-Plan-Web-Package-7-12-21.pdf">https://www.dhcs.ca.gov/Documents/DHCS-HCBS-Spending-Plan-Web-Package-7-12-21.pdf</a>, and PATH <a href="https://www.dhcs.ca.gov/Documents/MCQMD/PATH-FAQ-Letterhead-5201.pdf">https://www.dhcs.ca.gov/Documents/MCQMD/PATH-FAQ-Letterhead-5201.pdf</a></li> <li>• Commissioner/CCAB Member SABRINA FUENTES: surroundings affect people's overall outcomes and healing. I'm glad things are improving along those lines.</li> </ul> <p><b>3. CCAB Member Mark Smith: Advocacy for the future</b>  Mr. Smith introduced himself as a member of both the ACHCH CCAB, and AHS Co-Applicant Board.</p> <p>CCAB is interested in doing advocacy with local elected officials; the work was delayed by COVID. Several BOS met with Commissioners.</p>
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	<p>Question 1 from CCAB: what can we do in future months so BOS is aligned with strategic interests of ACHCH goals? We can invite County leaders to meetings and make emails or phone calls. We should let County leaders and others know through newsletters and other messages what we are doing. Even if we can't meet w/them, or if its delayed, call or send a brief newsletter.</p> <p>Question 2: how is ACHCH strategic plan being evaluated by CCAB. When will it be updated? We want CCAB and the Trust Partners consumer board involved. Also, the AHS Co-Applicant Board is starting to lead a strategic planning process as part of required 3-year strategic plan for Highland Hospital and other facilities.</p> <p>Acknowledged that because of COVID, had to communicate by zoom. Disappointed that can't have an in-person retreat with CCAB-Commission.</p> <ul style="list-style-type: none"> <li>• Support interaction of CCAB-Commission</li> <li>• ACHCH sponsor a Consumer summit or gathering of: CCAB, AHS Co-Applicant Board, Trust Partners.</li> <li>• CCAB come back to Commission with follow up recommendations.</li> <li>• L. Bailey Lindsey and L. Guzmán interested in talking more with S. Weeks and M. Smith.</li> </ul>
<p>F. ACHCH Quality Assurance &amp; Improvement Presentation</p>	<p>Theresa Ramirez, DrPH, ACHCH Director of Quality presented Quality Plan for FY 2021-2022</p> <p><b>Quality Update</b>  Street health – data for 11 street health teams showed 50% who were assigned to medical homes were able to have at least two visits. Some teams have up to 80% who have seen a PCP at least twice.</p> <ul style="list-style-type: none"> <li>• SDOH - # completed CES intake for housing. Berkeley teams strong in this area.</li> <li>• Linking HIV positive, or Hep C positive patients to a PCP.</li> <li>• We've served over 2,000 patients with 15,000 encounters. Top services that support access to medical care – case management, food and hygiene assistance, health ed/supplement counseling.</li> <li>• Hypertension – what percent with elevated blood pressure get linked to a PCP?</li> <li>• L. Guzman asked ACHCH to look into the medical interventions and/or referrals from street health outreach to those with opioid dependency diagnoses.</li> </ul> <p><b>Grievances</b> – T. Ramirez reported no patient grievances this year.</p>

	<p><b>Incidents and Sentinel Events</b> – Near misses this year included interpersonal conflict between staff/patients in encampments, vaccine clinics. Sentinel events – deaths reported this year by ACHCH staff included a patient who died in their tent, and patients who ACHCH staff found out died on the streets. ACHCH is having internal discussion about when we need to do a quality case review.</p> <p><b>Patient Experience</b></p> <ul style="list-style-type: none"> <li>• AHS, Trust, and dental providers are collecting patient experience surveys.</li> <li>• L. Guzmán asked about getting patient satisfaction with Street Health. T. Ramirez responded that HRSA is conducting patient experience interviews this fall and we will work with them to include Street Health patients.</li> <li>• L. Guzmán reported: Harm Reduction Coalition got 500 participants to respond. Really important to get this info.</li> </ul> <p><b>QI/QA Workplan:</b> T. Ramirez reviewed FY 2021-22 Workplan.</p>
<p>G. ACHCH DIRECTOR'S REPORT</p>	<p>Lucy Kasdin LCSW, ACHCH Director, presented the ACHCH Director's Report</p> <p>OSV – reviewers impressed with governance structure.</p> <p>Kicked off ACHCH training series last month with capacity for 300 to handle increased demand. Working on getting training materials out to folks so adding more trainings.</p> <p>Project Roomkey: increase in people who are COVID-19 positive, overall 15 or 16 sites. At least 5 or 6 encampments with at least one positive. Top priority is working with staff to create a sustainable response.</p> <p>J. Johnigan: will the class on hoarding and cluttering issues be repeated since capacity was exceeded?</p> <p>Are most shelter residents vaccinated? A: hard to get accurate counts. There's a range and turnover with residents, but probably 40% among sheltered, and unsheltered 20%. Two ACHCH nurses are assigned a list of shelters each.</p> <p>S. Fuentes: do we know info on shelters? A: we see consistent w/general pop. Vaccinated people are less likely to have complications and hospitalizations. Even with underlying conditions? Dr. Clanon: not 100% protection, but it is pretty good 90%</p> <p>L. Kasdin: this is why we prioritize weekly testing until there are no positives in a location, to lock down the cohort so we can quickly detect the positives so we don't see what happened in another county where there were 90 people from one shelter with COVID including hospitalizations. Largest outbreak in Alameda County that we've seen is seven and this is a testament to these teams.</p>



<p>H. ACHCH HEALTH CENTER</p>	<p>1. Heather MacDonald-Fine, Alameda Health System, presented program report</p> <p>AHS launched dental pilot with the mobile clinic; the clinician is back full time after a brief pause in medical services to do vaccinations. Now vaccines are integrated in primary care services. Primary purpose of the mobile clinic is medical and dental.</p> <p>The AHS provider, Wanda Johnson now has a primary care practice at Eastmont Wellness Center; now mobile patients can be assigned to her for follow up. Another change – Patient Service Representative (PSR) can now see that a patient is on their record in the AHS homeless registry. The registry is driven by registration staff clicking on homeless, or a doctor diagnosing as homeless. AHS will be doing training with staff.</p> <p>Dr. Damon Francis recently published an article – gave a link.</p> <p>CCAB member/AHS Co-Applicant Board member Mark Smith: is the registry available to other medical health partners?  H. McDonald Fine responded that the registry is internal to AHS and available to ACHCH.</p> <p>2. David Modersbach, ACHCH Grants &amp; Special Projects, presented Budget Period Progress report (BPR)</p> <p>The Budget Period Progress report (BPR, Non Competing) is the proposed annual grant budget for the upcoming Calendar Year (CY) 2022. CY 2022 is the 3rd year of the ACHCH grant. In one year ACHCH will plan the proposal for the HRSA competitive application process.</p> <p>Budget and finance committee met to review the current budget. The total ACHCH budget is more than the federal HRSA grant, which is a little more than \$4m.</p> <p>No significant changes in ACHCH structure are proposed for CY2022.  ACHCH’s target number of people to be served in CY2022: 9600 people.</p>
<p>I. REGULAR AGENDA</p>	<p>Committee reports were included in the meeting packet.</p>
<p>J. ACTION AGENDA</p>	<p>1. Remove Dental Contractor Sites from Scope of Project</p> <p>Discussion about removing dental sites on AHCHC’s Scope of Project (service site list). The dental contractors are taking referrals from ACHCH and are not selecting patients on their own, so HRSA would like to remove them from the ACHCH scope of project.</p> <p><b>Motion to Approve:</b> L. Lee; 2nd S. Weeks</p>

	<p><b>Motion Passed:</b> Remove Dental Contractor Sites from Scope of Project approved by Commission</p> <p>2. Approve ACHCH Budget for 2022  Discussion about the ACHCH Budget for CY 2022 which was presented to the Commission.</p> <p><b>Motion to Approve:</b> S. Weeks; 2<sup>nd</sup> S. Fuentes</p> <p><b>Motion Passed:</b> ACHCH budget for 2022 approved by Commission</p>
<p>K. OTHER ITEMS</p>	<p>Announcements</p> <ul style="list-style-type: none"> <li>• L. Bailey-Lindsey announced that the ACHCH Director evaluation is scheduled for October. ACHCH selected an evaluation tool and will send the link to Commissioners. Commissioners are asked to submit feedback on the Director evaluation by September 15, 2021.</li> <li>• Encampment abatement on the East side of I-80 that Gov. Newsom helped to clear, in Berkeley. Commissioner Weeks asked - it's rubble—where did they go?  Lucy Kasdin: Alameda County Office of Homeless Care and Coordination (OHCC) led the re-opening of a Safer Ground hotel site in Berkeley. We know LifeLong referred more than 50 people; some people declined, and there was also not enough rooms. ACHCH staff worked to full utilize what shelter was made available, and worked with housing, medical with those who declined and working to stay connected with those affected by abatements. Commissioner Fuentes and Ms. Kasdin credited LifeLong with working extremely hard off hours to support people at those sites.</li> </ul> <p>A. Anthony (CCAB) requested information from ACHCH on where to refer people who didn't get any assistance, e.g., didn't get sleeping bags.</p> <p>L. Lee asked about ways to mitigate fires in encampments. LK reported that Oakland and other areas have had more than 2000 fires.</p> <ul style="list-style-type: none"> <li>• M. Schneidermann announced a Coordinated Entry webinar next week:  <a href="https://www.eventbrite.com/e/introduction-to-homeless-response-and-coordinated-entry-tickets-162605335937">https://www.eventbrite.com/e/introduction-to-homeless-response-and-coordinated-entry-tickets-162605335937</a></li> <li>• S. Fuentes announced: COVID-19 vaccination event 9am-5pm at 55th with AC Care Connect.</li> </ul> <p>Next Meetings:</p> <ul style="list-style-type: none"> <li>• CCAB Meeting: Friday, September 10, 2021; 12:00pm-1:30pm</li> <li>• Commission Meeting: Friday, September 17, 2021; 9:00am-11:00am</li> </ul>



L. ADJOURNMENT	Meeting adjourned at 11:00am MINUTES APPROVED BY UNANIMOUS VOTE OF ACHCH COMMISSION Verified by Lois Bailey Lindsey, Secretary ACHCH Commission Executive Committee <i>Lois Bailey Lindsey</i> Date: <u>September 17, 2021</u>
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