

**Special Joint Meeting of Alameda County Health Care for the Homeless Commission and Health Care
for the Homeless Consumer/Community Advisory Board**

Friday, December 15, 2017 10:00am-12:00pm

HCH Administrative Office 1404 Franklin Street #200, Oakland CA 94612

APPROVED MINUTES

HCH Commissioner Members

boona Cheema
Lynette Lee
Michelle Schneiderman MD
Elicia Garrett
Jeffrey Seal MD, *Ex Officio*
Adria Walker (Absent)
Gay McDaniel (Absent)
Fr. Rigo Caloca-Rivas (Absent)
Samuel Weeks DDS (Absent)

**HCH Consumer /Community Advisory
Board Members**

April Anthony
Sabrina Fuentes
Mark Smith
Jeannette Johnigan
Bennie Whitfield
Denise Norman
Guitar Whitfield (Absent)
Sam Weeks (absent)
Ami Moe (Absent)
Kimberlee Burk (Absent)
Brenda Whitfield (Absent)

County Staff/Partners Present:

David Modersbach HCH Grants Mgr
Heather MacDonald Fine, AHS
Omar Rascon, HCH Admin
Kathleen Clanon MD HCSA
Lucy Kasdin, AHS Deputy Director

Item	Discussion/recommendations	Action
A. CALL TO ORDER 1. Welcome & Introductions 2. Adopt agenda	HCH Commission Chair boona cheema called the meeting to order at 10:05am Introductions Motions approved to adopt 12/15/17 Agenda <i>HCH Comm: Lynette Lee; Second Elicia Garret: Unanimous</i> <i>HCH CCAB: Denise Norman; Second Mark Smith: Unanimous</i>	
B. CLOSED SESSION 1. No Closed Session.	No closed session this meeting	
C. PUBLIC COMMENT** Persons wishing to address items on or off agenda	No members of public present to speak	
D. CONSENT AGENDA • Review and Approve Minutes of 11/17/2017 HCH Commission Meeting • Review/Approve Minutes of 11/8/17 HCH CCAB meeting	HCH Commissioners reviewed minutes from 11/17/2017; <i>Motion by Lynette Lee to approve minutes; seconded Elicia Garrett; unanimous.</i> HCH CCAB members reviewed minutes from 11/9/17 meeting, <i>motion by Denise Norman to approve minutes; seconded Mark Smith, unanimous.</i> Michelle Schneiderman MD announced that the Alameda Alliance for Health is seeking consumer members for its Member Advisory Committee. Contact information: Linda Ayala Alameda Alliance for Health layala@alamedaalliance.org 510 747-6038	
E. BOARD ORIENTATION	David Modersbach presented PowerPoint overview of ACHCH health center governance structure. PPT can be reviewed at: https://www.achch.org/uploads/7/2/5/4/72547769/hch_governance_diagram12-2017.pdf	

<p>F. REGULAR AGENDA</p> <p>1. HCH Commission Health/Housing Committee:</p> <p>2. HCH Commission Executive Committee</p> <p>3. HCH Director Position Report and Discussion</p> <p>4. Joint Discussion: Roles, Goals and Working in Partnership</p> <p>A. Presentation by HCH CCAB Members</p>	<p>Lynette Lee reported that the HCH Commission Health / Housing Committee met in November, is focusing on health and housing interrelation, especially as it applies to HCH health center, continuing to develop; focusing on health standards at encampments and unsheltered homeless. Attended & spoke at Board of Supervisors retreat 11/22/17.</p> <p>boona cheema reported that the HCH Commission Executive Committee met 12/12/17 and planned joint meeting agenda and discussed new vacancies and filling seats in HCH Commission.</p> <p>Kathleen Clanon MD, HCSA Medical Director, discussed recruitment of HCH Program Director. HCH Commission has required role in hiring/firing/evaluation of HCH Program Director. Commission met 10/20/17 and discussed HCH Program Director and agreed to revisit discussion 12/15/17. HCH Program hasn't had a permanent Director since 2015. Dr. Clanon believes that in its current classification and due to expanded duties of HCH Director, that this current position is not doable, and needs to be reclassified and recruited with time and involvement of many stakeholders. Dr. Clanon is filling in on many of the HCH Director roles (communications, policy, representation at Countywide tables) and Jeffrey Seal MD and his management team at HCH program are doing a fine job covering basic roles in an interim role. HCH and HCSA staff have awaited results of Urban Institute report on Countywide homeless services and coordination, as recommendations may impact role of HCH Director. Dr. Clanon shared initial results of consultation, available at: https://www.achch.org/uploads/7/2/5/4/72547769/urban_presentation_to_board_of_supervisors--_11.21.17.pdf</p> <p>Based on recommendations of Urban Institute, it is possible that the Board of Supervisors (BOS) could recommend a countywide "Homeless Czar" position which may affect HCH Program Director role. Dr. Clanon estimates between end of January and February 2018 the BOS could have discussion and recommendations.</p> <p>Discussion of HCH Commission and CCAB around Director role, changing landscape (Coordinated Entry, housing, AC3, HCH Strategic Planning etc), and "who's in charge" at the County level.</p> <p>Outcomes: HCSA and Dr. Clanon have confidence in current competent and stable HCH program leadership. Requires more time for inclusive multi-stakeholder process, and suggests that February/March will be time of recruitment and job description, after County-level discussions and decisions. Will keep Commission informed.</p> <p>Mark Smith from the CCAB presented about Quality of Care in HCH health center:</p> <p>1. CCAB plays and must expand oversight/advisory role in quality of HCH services:</p> <p>a. Patient Experience:</p>	
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- i. Where and how is Patient Experience data being collected?
- ii. CCAB wants to provide input in developing Patient Experience methods & surveys.
- iii. CCAB wants to review and provide feedback on patient experience – to whom?
- iv. Currently two CCAB members on HCH Quality Committee
- v. Coordination of Care in HCH Program
 - a) CCAB wants to provide feedback and overview of patient flow through HCH services, and the development of HCH System of Care, and where patients need more support & changes to system (Sabrina Fuentes expanded on this thought)

b. Coordination and Communication between CCAB, Commission and Program

- i. How do we coordinate and communicate better?
- ii. Where/when can work/meet together (not just Sam reporting back and forth)
- iii. When and how can we know what the Commission wants to learn from the CCAB?

Jeannette Johnigan presented on the Role/Questions of HCH CCAB in Countywide Homeless Services Environment:

- a. **Alameda County Connect AC3** (Whole Person Care): A system of data sharing and services for homeless and high utilizers throughout the County is being developed;
 - i. This system of care and services needs to be clearly described and made accessible to patients.
 - ii. What is the role of consumer/patients' voices and what is the role of CCAB and Commission & HCH Program in AC3 systems and systems transformation?
- b. **Coordinated Entry System:** This is a huge change for how homeless people access services.
 - iii. What is the role of the HCH Program, and with it the CCAB and Commission in troubleshooting and improving CES system?
 - iv. Jeannette provided examples of CES and housing-related issues and observations from Hayward homeless perspective.

Denise Norman presented on HCH CCAB Advocacy Efforts and Goals:

- a. Doing activism around advocacy projects and issues around homelessness and inequality is very important for HCH CCAB members:
 - i. Campaign work (taught by boona & janny), around Encampments and the crisis of unsheltered homelessness.
 - ii. Many other advocacy issues CCAB has participated in: Public speaking, housing, aging issues, emergencies, homeless memorial days, policy and law advocacy.

<p>B. Presentation by HCH Commissioners</p>	<ul style="list-style-type: none"> iii. CCAB members are involved in many other non-HCH CCAB efforts as well. Denise shared her example of involvement in many advocacy efforts. b. CCAB members bring experience, observations, participation back to HCH Program to help assess needs and improve program. Examples: <ul style="list-style-type: none"> i. Encampment Bullet Points ii. All In Listening Sessions iii. Participation on judging Grant Requests iv. Outreach materials (Hepatitis A flyer) v. Upcoming HCH Needs Assessment c. How can CCAB and Commission and Program work together to do Advocacy work? The CCAB can be more independent and make political stands where necessary. <p>David presented on behalf of CCAB President Sam Weeks the efforts and goals of the HCH CCAB to expand skills of CCAB members, where they've gotten help (boona in CCAB retreat, thinking about making retreat annual) and goals of moving beyond being consumers into paid work.</p> <p>boona presented on behalf of HCH Commission: The HCH Commission mandate is clear & limited, focused on the governance of the HCH health center, but there is a "delicious" tension between health center program oversight and role in advocacy and involvement in larger Countywide homeless system of care. Key upcoming processes include:</p> <ol style="list-style-type: none"> 1. HCH Strategic Planning Process will help clarify roles and processes and processes 2. Project Director position and role 3. August 2018 HRSA Operational Site Visit <p>These issues will greatly inform the HCH Commission role and understanding of their work in the upcoming year.</p> <p>Other key issues described by boona include Housing/health care connectivity, and ability of formerly homeless folks to maintain housing and develop resiliency & community – what is HCH program role?</p>	
<p>C. Presentation by HCH Director</p>	<p>Jeffrey Seal MD discussed HCH Program Roles: HCH Commission, CCAB and Program are all involved in multiple efforts; can lead to stress & confusion. We're all in a normal "formative" group process which we hope will result in a well-tuned machine. We are organizing around former Director Mark Shotwell's "low hanging fruit" (compliance and functioning of health center) and we are influencing the larger system & partners, but still in a formative mode. Housing=Health is true, but we need to show the links, get more organized and tell our story.</p> <p>Developing resources for HCH health center, CCAB and Commission:</p> <ol style="list-style-type: none"> 1. Strategic Planning Process: Intensive process supported by HCSA led by Daniel Cohen, HCH consultant. Role of Commission, HCH staff, CCAB, stakeholders. What is HCH's countywide role and where can we get resources? 2. Outside support: 	

<p>D. Discussion and Plans</p>	<p>a. HCH Commission: Will use consultant Luella Penserga to work with program and Commission to strengthen HCH Commission in new year. Opportunities with HCH Commission vacancies.</p> <p>b. HCH CCAB: Bright Consulting Group has been made available to consult with HCH Program and HCH CCAB to support/strengthen CCAB.</p> <p>Spirited discussion with most all involved. Outcomes included agreement upon:</p> <ol style="list-style-type: none"> 1. Synchronize HCH CCAB and Commission through twice-annual joint meetings. 2. Invite HCH CCAB and Commissioners to jointly staff working groups / task force / committees on specific issues. Specifically: create a working group to evaluate and follow discussions around Countywide Homeless services and Urban Institute recommendations. 3. Each entity playing a role in HCH Strategic Planning 4. Awareness of HCH oversight and changes in critical contract and relationships such at Lifelong TRUST Clinic, HCH Contracts and AHS subrecipient relationship. 5. Need for constant review and input as Coordinated Entry System is being rolled out. 6. Role of different actors in homeless services/system (April Anthony discussed communities, groups, faith community, individuals getting involved), Jeannette asked how individuals can be brought into CES as assessors. 	
<p>G. OTHER ITEMS</p> <ol style="list-style-type: none"> 1. New Commission Member 2. Items for upcoming 	<p>Commissioners will review, and continue to recruit and discuss at next meeting.</p> <p>Next meeting agenda items:</p> <ul style="list-style-type: none"> • Plan for Joint HCH CCAB/Commission meeting in 2018 • Recruitment of South/East County Commission members <p>Deep Dive topics brainstorming:</p> <ul style="list-style-type: none"> • HMIS/EHR HCH data systems • TRUST Clinic • Shelter Health Initiatives • Quality Committee • HCH Program staff morale and direction • True partnership between HCH Commission and HCH program • Role of community groups and individuals in CES 	
<p>H. ADJOURNMENT</p>	<p>HCH Commission/HCH CCAB Special Joint meeting adjourned at 12:00 Noon.</p> <p>Happy Birthday to HCH Interim Director Jeffrey Seal MD!</p> <p>Next HCH Commission Meeting: Friday January 19th 9:00am-11am 1000 San Leandro Blvd San Leandro CA</p> <p>Next HCH CCAB Meeting: Friday January 12th 12:00noon-2pm 1404 Franklin street, Oakland CA</p>	

