

**Alameda County Health Care for the Homeless Commission**

**Friday, April 21, 2017 9:00am-11:00am**

**Health Care Services Agency 1000 San Leandro Blvd #300, San Leandro CA 94577**

**APPROVED MINUTES**

**HCH Commissioners Present**

Adria Walker  
 Gay McDaniel  
 boona Cheema  
 Lynette Lee  
 Fr. Rigo Caloca-Rivas  
 Mark Shotwell (*Ex Officio*)

**Absent:**

Jean Richardson-Prasher

**County Staff/Partners Present:**

David Modersbach, HCH Grant Manager  
 Lucy Kasdin, HCH Direct Services Mgr  
 Heather MacDonald-Fine AHS Homeless Coordination Office  
 Jeffrey Seal, MD, HCH Medical Director  
 Harit Agroia, HCH Contracts Manager

Item	Discussion/Recommendation	Action
A. CALL TO ORDER	Mark Shotwell, ACHCH Director called the meeting to order at 9:15am. Introductions <b>Action Item: Approve Agenda</b>	<b>Motion:</b> Caloca-Rivas, second McDaniel; Yea: unanimous
B. CLOSED SESSION	No closed session this meeting	
C. PUBLIC COMMENT	Public comments were invited; none were made	
D. CONSENT AGENDA	Review and Approve Minutes of 3/17/17 Meeting	<b>Motion:</b> Caloca-Rivas; second: Lee; Yea: unanimous <a href="#">TAB 1</a>
E. BOARD ORIENTATION	<b>HCH Program Quality Structure.</b> HCH Committee staffer Harit Agroia and HCH Medical Director/QI Committee Chair Jeffrey Seal MD presented an overview of the structure activities and goals and timeline of the HCH Quality Committee and Quality Program. PPT Presentation ( <i>attached</i> ); Harit and Jeffrey covered goals of QC and HCH Quality program, Quality Committee involving staff, contractors and soon HCH CCAB members; alignment of QI performance measures where possible with AHS PRIME measures. Emphasis on patient experience, and goal of bringing contractors data together in a QI dashboard on ACHCH website. Program will put out RFP for \$50K QI consultant this summer. QI focus on systems rather than individuals, reliable data, planning/assurance/control/improvement. <b>Walker:</b> Question about safety for staff & patients. Dr. Seal outlined expansive safety work, ranging from credentialing to confidentiality, personal safety of staff, safety of clients. <b>Caloca-Rivas:</b> Long-term vision helpful. What drove goals? Dr. Seal: Contracts are more than numbers, RBO, Data Integrity, Patient Experience are key. <b>Shotwell:</b> Need to show true impact on people’s lives. Website will be helpful in this.	<a href="#">TAB2</a>

<p>F. REGULAR AGENDA</p> <p>1.</p>	<p><b>Board Ad Hoc Committee reports</b> - no reports this meeting</p> <p><b>Consumer/Community Input – Report from HCH Consumer/Community Advisory Board (HCH CCAB) Sam Weeks, DDS, CCAB Board Chair</b></p> <p>Dr. Weeks is liaison of HCH Consumer/Community Advisory Board (CCAB) The HCH CCAB has been in place for years, but was restructured almost two years ago, and has been operating for last year and a half. Goal is to build effectiveness of the CCAB, but struggle is to get from A to B. Overall, deficit in skill set of the HCH CCAB membership, how to bring talk to action, and build HCH CCAB brain trust. HCH CCAB has relied on staffer David Modersbach to carry out key support activities (agendas, facilitating, minutes, etc) and it is time to get CCAB members into that role, CCAB began doing that with last 2 meetings. But still need considerable skills building, organizing and training of members. There is a diversity of skills and motivation among CCAB members, and a desire expressed by Sam that the CCAB carry goals and work out of the monthly meetings and turn more talk into action. Sam mentioned activities that he has done like present at conferences and involvement in program design; difficult for all CCAB members to carry out these kinds of tasks. Example of the BOSS Community Organizing Team (COT).</p> <p><b>cheema:</b> I would like to provide some technical assistance to HCH CCAB. Can provide support in developing design/structure for CCAB.</p> <p><b>Lee:</b> There are small steps that can be done like postcards, etc.</p> <p><b>Caloca-Rivas:</b> What is the connection between the CCAB and the HCH Commission? Dr. Weeks said CCAB is advisory, consumer feedback and advocacy, and articulates with HCH Commission through his participation on both boards.</p> <p><b>Shotwell:</b> A self-driven CCAB is a goal, but a mighty task; staffing is dedicated to making that happen. There have been accomplishments. Dr. Weeks expressed frustration with accomplishments and said they could be more real.</p> <p><b>Walker:</b> Is there a HCH peer/consumer liaison staff position? No. A peer position like this can create scaffolding to help build effectiveness and skills of a CCAB. Dr. Weeks said this is David’s effort..</p> <p><b>Caloca-Rivas:</b> Where and how should the Commission provide input and ideas to the HCH CCAB? <b>Shotwell:</b> This is a work in progress. David is pulling back from central role and sharing leadership in CCAB w/o overstepping roles.</p> <p><b>Modersbach:</b> HCH CCAB is planning retreat work for this summer, opportunities for training and skills building – this is an issue the CCAB is actively working on. A lot of skills and strengths and accomplishments within the CCAB.</p> <p><b>HCH Program report : HCH Director’s Report</b></p> <p>Following Mark Shotwell’s HCH Director’s Report (attached) there was a discussion of recruitment for 9<sup>th</sup> HCH Commission Seat (AHS/Hospital expertise) and the seat vacated by Betty DeForest’s passing.</p> <p><b>Caloca-Rivas:</b> Clarification about “AHS Seat” which will be appointed by the Board of Supervisors.</p> <p><b>McDaniel:</b> Are we confident we’ll have a 9<sup>th</sup> seat appointed by July. Mark: Not 100% confident, but we’re raising it up, and doing a lot of outreach.</p> <p><b>McDaniel:</b> Another homeless services provider? Is geography a concern?</p> <p><b>Shotwell:</b> Not for the 9<sup>th</sup> seat, but yes for Betty DeForest’s seat.</p>	<p><a href="#">TAB 6</a></p> <p><a href="#">TAB 3</a></p>
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	<p><b>MacDonald-Fine:</b> Is there a formal process for recruitment/selection?  <b>David:</b> There is an outline in our bylaws, but needs structure of Commissioners to make the process work. I will send a packet out to HCH Commissioners with details, and documents to assist with outreaching, and will discuss at 5/19 meeting.  <b>Walker:</b> Let’s work on a selection process moving forward and see how it goes.</p> <p><b>Encampments &amp; unsheltered homeless in Alameda County – continued discussion</b>  <b>Lucy Kasdin and Mark Shotwell</b> provided updates on countywide actions and discussions around homelessness. Although main focus is currently on encampments, the conversations are broadening beyond encampments. Meeting 4/24 of Alameda County Health/Social Services Committee (Chan, Miley, Valle, Carson) with a lot on the agenda, presentation of various county entities (HCSA, SSA, HCD) and cities. 4/24 Presentation &amp; Q&amp;A’s attached. HCHP involved in meeting with County/Hayward city staff following up on vacant building evictions in Hayward &amp; current City Tower bldg.  <b>Lee:</b> Many occupied bldgs. In Oakland? What sort of prioritization for certain groups (fire victims, occupants, etc)?  <b>Lucy:</b> Home Stretch is prioritization for most vulnerable in Permanent Supportive Housing (PSH). City of Oakland provided relocation funds for San Pablo Ave fire victims.  <b>Lee:</b> Need strategies and convocation of nonprofit housing developers and Housing Authorities.  <b>Lucy:</b> Homestretch is doing that, also bringing on SAHA, RCD, etc around PSH.  <b>boona:</b> City of Berkeley is moving fast: Pathways plan under Jesse Areguin and Sophia Hahn plans to reach 1000 homeless folks. Will send out copy of plan (attached) key elements are: 1) gentler enforcement; 2)HOT Team; 3)Navigation Center 4) Input of people experiencing homelessness and CBOs; 5) Berkeley’s Hub pressures of demand and need.  <b>David:</b> State of Emergency update example of San Jose, and possible scenario in Oakland. Community Input important.  <b>Mark:</b> Goal is to add new funds to this effort, not to divert funds from existing services.  <b>Lucy:</b> Discussed HCH North County Homeless Outreach Providers monthly meeting, to break down silos, exchange skills and information, communication. Example last month Overdose Prevention training.  <b>Mark:</b> Multidepartment interventions to augment existing outreach efforts, to link street teams, outreach , mobile health, housing. Key of outreach efforts needs to be to improve housing situations. Trying to create systematic change vs. one-off encampment visits. HCH program currently evaluating HCH assets like mobile van and staff, to do encampment work and also broaden services.</p>	<p><a href="#">TAB 4</a></p> <p><a href="#">TAB 5</a></p>
<p>G. OTHER ITEMS</p>	<p>Items for upcoming agendas:</p> <ul style="list-style-type: none"> <li>• HCH CCAB and roles between HCH Commission &amp; HCH CCAB</li> <li>• Recruitment for HCH Commission seats</li> <li>• HCH Commission Selection of Chair, Vice Chair and Executive Committ</li> <li>• Next HCH Commission Meeting:</li> </ul> <p style="text-align: center;"><b>Friday May 19<sup>th</sup> 9-11Am</b></p>	

	1000 San Leandro Blvd #325	
	Adjourned 11:00am	<b>Motion:</b> Caloca-Rivas; seconded Lee; Yea: Unanimous

**MINUTES APPROVED BY UNANIMOUS VOTE OF HCH COMMISSION 5/19/2017**

\* Meetings are accessible to people with disabilities. Individuals who need special assistance or a disability-related modification or accommodation (including auxiliary aids or services) to participate in this meeting, or who have a disability and wish to request an alternate format for the agenda, meeting notice, or other documents that may be distributed at the meeting, should contact the HCH Grant Manager at least five working days before the meeting at (510) 667-4487 in order to make reasonable arrangements to ensure accessibility to this meeting and the materials related to it. The HCH Commission regular meeting documents are posted at least 72 hours prior to the meeting and are accessible online at: <http://www.achch.org/>.

\*\* Any person may address the HCH Commission during its Public Comments period. Presentations must not exceed three (3) minutes in length. HCH Commission members may not take actions or respond immediately to any Public Comments presented, but may choose to follow up at a later time, either individually, or on a subsequent Commission Agenda.

**Tab 1:**  
**Minutes 3/17/2017 HCH**  
**Commission Meeting**

**Alameda County Health Care for the Homeless Commission**  
**Final Meeting Minutes**  
**Friday, March 17, 9:00am-11:00am**  
**1000 San Leandro Blvd #325, San Leandro CA 94577**

**HCH Commissioners Present**

Adria Walker  
Jean Prasher  
Gay McDaniel  
boona Cheema  
Lynette Lee  
Fr. Rigo Caloca-Rivas  
Mark Shotwell (*Ex Officio*)

**Absent:**

Samuel Weeks (due to technical difficulties with Skype, apologies!)

**County Staff/Partners Present:**

David Modersbach, HCH Grant Manager  
Qyuen Tran, HCH Finance Manager  
Lucy Kasdin, HCH Direct Services Mgr  
Heather MacDonald-Fine AHS Homeless Coordination Office

<b>Item</b>	<b>Discussion/Recommendation</b>	<b>Action</b>
<b>CALL TO ORDER</b>	<ul style="list-style-type: none"> <li>• HCH Director Mark Shotwell called the meeting to order at 9:20am.</li> <li>• Introductions</li> <li>• Honoring Betty DeForest</li> <li>• <b>Action Item: Approve Agenda</b></li> </ul>	<p><b>Motion:</b> Lee, second McDaniel;  Yea: unanimous</p>
<b>CLOSED SESSION</b>	There was no closed session this meeting.	
<b>PUBLIC COMMENT</b>	Public comments were invited; none were made.	
<b>CONSENT AGENDA</b>	<b>Action Item: Approve Minutes of 1/20/17 HCH Commission Meeting</b>	<p><b>Motion:</b> Lee, second McDaniel;  Yea: unanimous</p>
<b>BOARD ORIENTATION</b>	<b>National HCH Structures/Resources:</b> National Health Care for the Homeless Council, federal update, HCH org chart review.	
<b>REGULAR AGENDA</b>	<ol style="list-style-type: none"> <li>1. <u>Consumer Input</u> - no item this meeting.</li> <li>2. <u>Board Ad Hoc Committee reports</u> - no reports this meeting.</li> <li>3. <u>HCH Director Report</u> – Please refer to HCH Director Mark Shotwell’s written Director’s Report</li> <li>4. <u>HCH Budget Report</u> – HCH Finance Manager Qyuen Tran presented the County Maintenance of Effort (MOE) budget, which is the process by which the overall County budget is developed. This budget includes HCH’s HRSA grant funds, County funds and state MHSAs funds administered by the County, but doesn’t include AHS and contractor in-kind costs or revenue reported on the health center annual UDS report. After the County budget is finalized, the HCH Commission will have a chance to review, input and then approve the final HCH health center budget in June-July 2017.</li> <li>5. <u>HCH Scope of Services – Add Specialty Services:</u> The HCH Commission voted to approve the submission of Changes In Scope to HRSA for Ophthalmology, Optometry, Complementary/Alternative Medicine, Orthopedics and Podiatry</li> </ol>	<p><b>Motion:</b> Walker, second Prasher; Yea: unanimous</p> <p><b>Motion:</b> Prasher; second, Lee;</p>

	<p>6. <u>HCH Scope of Services</u> – Add New Service Site: The HCH Commission voted to approve submission of a Change In Scope to HRSA to add new contractor site East Bay Community Recovery Project.</p> <p>7. <u>HCH Grant Condition R.7.3 Governance</u> – The HCH Commission approved the HRSA-submitted Time-Phased Plan for recruitment of 9<sup>th</sup> HCH Commissioner.</p>	<p>Yea: unanimous</p> <p><b>Motion:</b> Walker, second Prasher; Yea: unanimous</p>
<p><b>OTHER ITEMS</b></p>	<p>1. <u>Homeless Encampment Discussion:</u>  HCH Direct Services Manager <b>Lucy Kasdin</b> gave a brief overview of HCH resources including Street Medicine contracts, Mobile health services and North County Outreach Provider coordination. She shared the basic goal of HomeStretch and HCH was to identify the most vulnerable persons in encampments for housing referrals and services, but that an overall goal of outreach and street health services is to help get all persons encountered into track to get housed Discussion of HCH Mobile Health Services, and discussion of City of Hayward and Mervyn’s displacement.  <b>McDaniel:</b> Why don’t cities want the mobile clinic visits? Visibility of homelessness.  <b>Prasher:</b> We need to change the narrative about homelessness away from knee-jerk reactions.  <b>Lee:</b> This is an area of opportunity for the HCH Commission.  <b>cheema:</b> Need to have a Berkeley-specific encampment discussion, this is a hot topic in Berkeley. Gilman is dispersed, but many on streets, 711 Harrison could be a resource, perhaps for mobile clinics. Her sense of the City is that they are trying to move quickly. Could there be health care coordination with WBFP?  <b>Fr. Caloca-Rivas, Walker and cheema</b> would like to serve as Berkeley point people for this Berkeley discussion in the HCH Commission.  <b>Walker:</b> Is HCH van at capacity? Is there rising demand? What is the process for new sites, rotating, etc.?  <b>Heather MacDonald-Fine:</b> The HCH van is not a primary care medical home, it’s acute/urgent care, goal is to connect patients with a primary care provider. In previous years, there were few medi-cal patients who could be connected to medical homes, and less coordination with sites. New AHS-operated mobile clinic, still feeling out ways to add new sites (mix of demand, politics, revenue at sites).  <b>Kasdin:</b> Only one clinic with medical svcs, the other is with social services only. Possible to set up/coordinate for more medical svcs on Van #2? Yes.  <b>McDaniel:</b> from her experience running Abode’s HOPE van, asked about the overlap between HOPE and HCH, questioned some of the effectiveness of mobile medical services in getting folks off the streets, while at the same time mobile clinics are expensive and need to be fully utilized effectively, as well as consider hours, weekends, nights and a more logical division of labor to get full “mileage” of mobile units.</p>	

	<p><b>Walker:</b> How do we evaluate utilization of mobile units?</p> <p><b>MacDonald-Fine:</b> #'s of visitors, #'s return visitors/duplicates, referrals, and coordination between mobile and primary care staff</p> <p><b>Lee:</b> How are we coordinating with housing services such as OPRI?</p> <p><b>Kasdin:</b> we're using OPRI, HomeStretch, planning on housing hugs, coordinated entry. But these all focus on the most vulnerable, chronically homeless that we see.</p> <p><b>Walker:</b> Is the Van &gt; Clinic &gt; Housing model a workable model? Is that working?</p> <p><b>Kasdin:</b> Links between HCH program, outreach providers, other housing and health services providers, City, County, coordinated entry, etc.. in near future.</p> <p><b>Modersbach:</b> Discussed role of local grassroots efforts as also important (YIMBY groups, tiny houses, encampments, etc.)</p> <p><b>cheema:</b> Berkeley Hub gets 7000 calls, 1000 intakes – and has housed 52 people (only a handful in Berkeley) . This a very rational system to house the “most needy” but this leaves a tremendous # of people out – until they become super sick and chronically homeless.</p> <p><b>Kasdin:</b> This is a real issue. Units are not coming on line as fast as the need grows.</p> <p><b>Shotwell:</b> HCH, HCSA, HCH Commission needing to work on the policy/government level more and more.</p> <p><b>Prasher:</b> HUD is trying to do things different, taking big steps, tweaking programs, adjusting HUD policy to reflect the reality and best practices.</p> <p><b>Shotwell:</b> A lot going on – HCH and County HCSA getting more drawn into making policy statements and processes around encampments and homelessness. BOS is looking towards HCSA for leadership. Some danger of overfocusing on encampments and losing view of building lots of affordable housing!</p> <p><b>Lee:</b> Need more time for a more in-depth discussion</p> <p><b>cheema</b> – look at more angles</p> <p><b>Caloca-Rivas:</b> Would like more structured discussion, for example eval of Point in Time Count, political aspects of our work, dialogue with elected officials, how to take a lead, etc. Also looking forward to more reports of our work.</p> <p><b>cheema:</b> has there been any assessment of needs of unsheltered persons?</p> <p><b>Modersbach:</b> What kind of structure does HCH Commission want?</p> <p>After a spirited discussion, it was decided that HCH Commissioners would vow to arrive to regular meetings on time, start mtgs when reach quorum, and keep open to other ideas of how to improve efficiency at meetings.</p> <p>2. <u>Officer elections</u> – Officer discussion deferred. HCH staff is working towards recruitment of 9<sup>th</sup> (AHS specific) commissioner.</p>	
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	<p>HCH Commission will appoint a Commissioner to fill Betty DeForest's seat. Discussion about geographical and expertise requirements.</p> <p>3. <u>National Health Care for the Homeless Council Conference and Symposium, Washington DC June 21-24 2017.</u>  The HCH program has funds available for two HCH Commissioners to attend. Gay McDaniel and Sam Weeks DDS have expressed interest in attending. Also Fr. Rigo Caloca-Rivas and Adria Walker are considering if they can attend. The HCH Commissioners decided that the interested parties would look at their schedules and decide who would attend, and communicate with David around details.</p> <p>4. <b><u>Next HCH Commission meeting - Friday, April 21, 2017 - 9:00am-11:00am, 1000 San Leandro Blvd #325, San Leandro CA 94577.</u></b></p>	
ADJOURNMENT	Time: 11:00 a.m.	<b>Motion:</b> Lee; second, Caloca-Rivas; <b>Yea:</b> unanimous

**Tab 2:**

# **HCH Quality Program Report**

**Harit Agroia HCH Contract Manager**

**Jeffrey Seal MD HCH Medical Director**

**Tab 3:**  
**HCH Program Director's**  
**Report**

**Tab 4:**  
**Encampments and**  
**Unsheltered Homeless in**  
**Alameda County**

**Tab 5:**  
**Berkeley Pathways Project**

**Tab 6:**  
**HCH Commission**  
**Recruitment**