Alameda County Health Care for the Homeless Program
Consumer/Community Advisory Board (CCAB)
Meeting 8/19/2016 12:00 Noon
1404 Franklin Street #200 Highlander Meeting Room

MINUTES

<table>
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<tr>
<th>Meeting Location</th>
<th>HCH PROGRAM/TRUST Clinic offices 1404 Franklin Street 2nd Floor Highlander Meeting Room</th>
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<tbody>
<tr>
<td>Attendees</td>
<td>CCAB Board Members: (<em>Executive Committee) Bennie Whitfield Brenda Whitfield Kimberlee Burks Mark Smith</em> Samuel Weeks* David Modersbach, HCH Program (Ex Officio)</td>
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<td>Regrets: April Anthony* Ami Moe Guitar Whitfield</td>
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| Minutes          | 1. Welcome and introductions (5 min) 2. Review/Approval of Last Meeting Minutes. a. 7/2016 Minutes approved 3. Discussion/Announcements/Updates (10 min) a. Kimberlee: AC Housing Bond. Kimberlee is an Ambassador and will be doing outreach about the housing bond. b. Discussion about CCAB role in registering voters, and in the possibility of CCAB/HCH putting on a voter awareness presentation in October in Oakland and/or Berkeley; David will research resources for this. c. Downtown Streets Team. Is up and running in Hayward, Kimberlee participating. 100+ persons housed in San Jose, developing relationships with businesses, paying persons experiencing homelessness with vouchers to do street clean up etc. d. Mark Smith: Discussion about Berkeley Shelter+Care converting over to regular Section 8. 4. Homeless Encampments a. Updates & Advocacy Discussion, review of Statement. HCH program and CCAB members participating in discussion, but still not a lot of movement on the idea of setting up sanctioned campsites. b. CCAB members agreed on the idea of sanctioning homeless encampments wherever they are, as a way of decriminalizing them and |
providing ongoing health care and public health services to residents, but are not supportive of the idea of only one or two specific “sanctioned” campsites.

5. HCH CCAB Discussion (20 min)

a. Goals & Roles of CCAB

i. Kathleen Clanon had asked “what do you want to do” in our meeting last month. This discussion was directed around that question.

MS: Ensure that patients served by HCH have a voice, advocate on their behalf, directly and indirectly

Influence best practices provided by HCH providers

Be a sounding board for what is right and what is wrong with HCH

Pulse-taker – monitor program & operations

Important: Quarterly (?) meetings, reports with HCH leadership.

ii. In the meeting with Kathleen and CCAB last month:

1. HCSA/HCH does take CCAB seriously
2. Kathleen has an open door policy
3. CCAB has a legitimate oversight right
4. CCAB invited to join TRUST Steering Committee
   a. Mark Smith has volunteered to join in this role.

b. CCAB Oversight of HCH Patient Satisfaction

i. Mark: Can we advocate as a CCAB to make satisfaction surveys mean something to HCH patients?

ii. Patient Satisfaction = outcomes, not numbers

iii. Review of ways in which CCAB can increase program oversight:

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<th>Manner</th>
<th>Example</th>
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<tr>
<td>Direct experience</td>
<td>CCAB members as active client of program.</td>
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<td>Direct Conversations</td>
<td>Active clients of program approaching or speaking to CCAB members.</td>
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<tr>
<td>Planned/Structured Conversations</td>
<td>CCAB making appointments to talk to active clients of program.</td>
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<td>Focus Groups</td>
<td>Scheduled group discussions with active program clients</td>
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<td>Patient Satisfaction Surveys</td>
<td>CCAB reviews results of surveys; reviews/inputs in creation of surveys themselves</td>
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<td>Directly by CCAB/HCH program</td>
<td>HCH or CCAB members administer surveys</td>
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<td>Carried out by Contractors</td>
<td>Contractor administers surveys, reports to HCH</td>
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<td>Patient Grievance Process</td>
<td>CCAB plays role in reviewing patient grievances</td>
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<tr>
<td>Conversations/input of HCH</td>
<td>HCH Staff attends CCAB mtgs, formal reports or informally, regular or ad hoc.</td>
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Written Reports from HCH Staff
Designated HCH staff provides written reports on contracts and deliverables to CCAB

Involvement in Steering Committees/CABs
CCAB member/s become a part of Trust Steering Committee

Other ideas?

iv. Mark: We can provide input into survey design: Ask the right questions, in the right way, and make it easier to respond and provide insight.

v. Sam Weeks: We should build in a specific meeting every 3 months or so just to concentrate efforts on patient satisfaction – review and design.

vi. Let’s review different types of surveys, it’s important to do these right, and is challenging. Also could incentivize surveying.

6. HCH Program/Direct Services Update/Discussion (20 min)
a. Review of last month’s meeting with Kathleen Clanon MD
b. Dental Program
   i. After SAC, we are going to pursue incorporating HGH dental clinic into our scope of services, expand capacity to refer directly to HGH Clinic from HCH mobile clinics.
c. Whole Person Care Pilot
   i. HCSA applying for State of California Whole Person Care pilot. HCH CCAB voted to sign on a letter of support.
d. HCH Services Area Competition – Program Overview
   i. David presented slide show of ACHCH health center overview.

7. CCAB Board Member Meeting Stipend (5 min)
a. Slow movement on stipends, due to HCSA / HCH financial transition. Still have not submitted requests for stipends yet.

8. Next meeting Friday September 16, 12-2pm, 1404 Franklin St 2nd Floor

Have you enrolled as a member of the National Consumer Advocacy Board (NCAB) yet?
it’s free and you can do it at:
www.nhchc.org/resources/consumer/