

Alameda County Health Care for the Homeless Program
 Consumer/Community Advisory Board (CCAB)
 384-14th Street
 Oakland, CA 94612

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**Alameda County Health Care for the Homeless Program
 Consumer/Community Advisory Board (CCAB)
 Meeting FRIDAY MAY 11, 12:00 Noon – 2:00PM
 1404 Franklin Street #209 Highlander Meeting Room
 DRAFT MINUTES**

Meeting Location	HCH PROGRAM Offices 1404 Franklin Street 2 nd Floor Highlander Meeting Room, Oakland Tel: 510-220-3225 (david cell)														
Attendees	<p align="center">CCAB Board Members: (*Executive Committee)</p> <table border="0"> <tr> <td>Bennie Whitfield</td> <td>Brenda Whitfield</td> </tr> <tr> <td>Mark Smith*</td> <td>Guitar Whitfield</td> </tr> <tr> <td>Samuel Weeks*</td> <td>David Modersbach (HCH Staff)</td> </tr> <tr> <td>April Anthony*</td> <td><u>Absent:</u></td> </tr> <tr> <td>Denise Norman</td> <td>Ami Moe</td> </tr> <tr> <td>Sabrina Fuentes</td> <td>Kimberlee Burks</td> </tr> <tr> <td>Jeannette Johnigan</td> <td></td> </tr> </table>	Bennie Whitfield	Brenda Whitfield	Mark Smith*	Guitar Whitfield	Samuel Weeks*	David Modersbach (HCH Staff)	April Anthony*	<u>Absent:</u>	Denise Norman	Ami Moe	Sabrina Fuentes	Kimberlee Burks	Jeannette Johnigan	
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Agenda	<ol style="list-style-type: none"> 1. Welcome and introductions (5 min) 2. Meeting Roles (facilitator: Denise; Timekeeper: Sam; Vibes-watcher: Brenda; Note-taker: David) 3. Review/Approval of Minutes HCH CCAB meeting 4/13/18. Minutes Approved by consensus of those present. 4. Announcements/Updates (15 min) <ol style="list-style-type: none"> a. Health Care Policy Updates: Federal: CARA 2 federal funding bills for increased funds and programs addressing opiate addiction. Statewide: SB 1152 Bill to prevent “dumping” of homeless patients. Local: Jeannette discussed HUD raising rent rates 11%. b. Encampments: Discussion of Oakland Tuff Sheds – Outdoor Navigation Centers – discussion of community issues with Operation Dignity. Suggestions to send a letter of concern from HCH CCAB, decided that other advocacy groups are directly addressing these concerns. c. June Elections overview Discussion of issues and items on ballot 6/5. Sam suggested we start looking forward to November elections and carry out voter education activities like in 2017. 5. HCH Commission/CCAB Executive Committee Report Sam Weeks shared work of Commission – strategic planning, three new members, Commission retreat and upcoming joint HCH CCAB/HCH Commission meeting. 6. Upcoming CCAB Activities & Actions (10 min) <ol style="list-style-type: none"> a. Goals & Plans: Joint HCH CCAB/HCH Commission Meeting 6/15 														

Discussion of purpose: MS: Share ideas, perspectives County vs. CCAB approaches. GW: What advocacy/policy efforts are of interest? What is Commission doing around policy? SF: Issues of homeless with mental health issues need focus. JJ: Need some CCAB/Commission walkalongs at HCH sites, HCH Director update; AA: How we can shape ground-level policies (ie encampments); SF: Continuum of Services – how is HCH program working on that level? GW: Present what CCAB has done. MS: What is mandate of HCH Commission, hear their ideas, ways, roles. ALL: Base discussion on the presentation/issues from Dec meeting. Continue the discussion

- b. National HCH Solstice Event, Thursday June 21:** The event will be co-sponsored with HCH CCAB and Lifelong TRUST. Discussion of the event, which will honor and celebrate the strengths and success of people experiencing homelessness, at the TRUST Clinic, with lunch, awards, raffle. Sabrina, Jeannette, Sam, Brenda, Denise interested in helping organize.
- c. National HCH Conference** May 15-18 Minneapolis MN : Denise/Guitar will present along with HCH staff at the June 15th Joint Meeting.
- d. HCH Commission/CCAB Encampment Letter to County Supervisors** letter was approved by HCH CCAB in April meeting, and the HCH Commission is thinking about how to proceed with this letter and the advocacy around it.

7. HCH Program Strategic Planning/Needs Assessment (10 min): David did not reach out to the interested HCH CCAB members around the survey due to a lack of time to provide necessary training on survey taking, this is a skill that the CCAB wants to develop, perhaps in partnership with Bright Research.

8. HCH Program Patient Materials Evaluation Jennifer Pearce BRG (10 min)

- a. Review of HCH StreetHealth Suboxone flyer. Review was carried out of HCH StreetHealth flyer, and basic skills around Health Literacy taught. Is it easy to understand? Is it easy to act upon? Copy of flyer revisions attached.

9. Patient Experience/Patient Satisfaction Survey Jennifer Pearce BRG (60 min)
Jennifer from Bright Research Group (BRG) will lead work on measuring and evaluating Patient Experience through HCH health center. These meetings will be carried out between June and August, and the members of the Working Group will learn skills, carry out interviews and develop patient-centered metrics for measuring patient experience and patient satisfaction. Sabrina, Denise, Guitar and Jeannette are interested in participating. Discussions around interviewing, hard skills, soft skills, communication, outreach, and evaluation.

10. Next Meeting Roles: Facilitator, Vibes, Timekeeper: Joint Meeting

Next meetings:

Friday June 15, 9am-11am 1404 Franklin Street -- Joint CCAB/Commission Meeting

*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/

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