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

Alameda County Health Care for the Homeless Program  
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Meeting FRIDAY JANUARY 11, 2019, 12:00 Noon – 2:00PM  
1404 Franklin Street #209 Highlander Meeting Room  
DRAFT MINUTES

| Meeting Location | HCH PROGRAM Offices  
1404 Franklin Street 2nd Floor Highlander Meeting Room, Oakland  
Tel: 510-220-3225 (david cell) |
| Attendees | CCAB Board Members: (*Executive Committee)  
Bennie Whitfield  
Mark Smith*  
Samuel Weeks*  
April Anthony*  
Denise Norman  
Sabrina Fuentes  
Jeannette Johnigan  
Kimberlee Burks  
Brenda Whitfield  
Guitar Whitfield  
David Modersbach (HCH Staff) |
| Agenda | 1. **Welcome and introductions** (5 min)  
2. **Choose Meeting Roles** (facilitator: Jeannette; Timekeeper: Brenda; Vibes-watcher: April; Note-taker: David)  
3. **Next Meeting Roles**: Facilitator: April, Vibes: Mark, Timekeeper: Kimberlee  
4. **Review/Approval of Minutes HCH CCAB meeting 12/21/18**. (10 min)  
5. **Patient Experience Update and Planning** (Jennifer Bright Research Group)  
   Jennifer presented an update of the Patient Experience survey which was created by BRG in consultation with the Patient Experience Working Group. Phase II is rolling the survey out to clinics, for a six month pilot procedure. Outreach providers will use a half-page version. At the end of July there will be a review and training - how to use the feedback. Likely a CCAB member will be deployed to help with this process.  
6. **Announcements/Updates** (15 min)  
   a. Health Care Policy Updates: Local, State, Federal:  
      David provided update on federal shutdown/lockout and its impacts. Review of key components of Governor Newsome’s homeless/health agenda.  
   b. Encampments: Oakland, Hayward, Berkeley  
      Jeannette reported that some 40 folks are living at the Hayward Bryman College site, there was a murder there 12/3. Winter warming centers have been full, turning away folks. A micro-housing project is proposed 126 units, in Hayward. 240 Square Feet per unit. Tiny! 

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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/
“Affordable” housing rates must be redefined, not based in Hayward on Oakland Average Gross Incomes.

c. Everyone Home Point In Time Count

7. HCH Commission/CCAB Executive Committee Report (Sam) 10 min
   Review of the Joint HCH CCAB/Commission meeting. Good reviews of the meeting, HCH Commission is recruiting new members, have put the ask out to the HCH CCAB as well.

8. HCH Program Strategic Planning – Role of HCH CCAB (David) 20min
   Deferred to 2/8/18 meeting

9. Alameda Point Medical Respite Program Discussion
   Discussion of the medical respite program being developed for Alameda Island. Will be operated by Alameda Point Collaborative. 90 units homeless senior housing and a 50-bed medical respite program and clinic. HCH CCAB members invited to participate in focus group 1/22. More information [www.caringalameda.org](http://www.caringalameda.org). Questions were raised about need for respite in Hayward.

   After a lengthy discussion with participation of all, it was the consensus of the CCAB to nominate Jeannette Johnigan and Sabrina Fuentes to represent the CCAB at the conference. Some of the guiding points were: New representation at the conference (not two years in a row...), be prepared to be articulate and involved at the conference, and bring material back to share with the CCAB, and be presenting in a workshop. Jeannette will represent CCAB in the Patient Satisfaction workshop. Salutes to the HCH CCAB members who wanted to go, but we don’t have enough budget to send everyone!

11. CCAB Activities & Actions
    a. HCH Program Draft Patient Grievance Procedure for CCAB Review
    b. Review Goals/Accomplishments 2018-2019
    c. Deferred to next meeting/s

Next meetings:
Friday February 8, 12-2pm 1404 Franklin Street – HCH CCAB Meeting
Friday March 8 12-2pm 1404 Franklin St –HCH CCAB