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Alameda County Health Care for the Homeless Program
Consumer/Community Advisory Board
Meeting 3/18/2016 12:00 Noon
MINUTES

Meeting Location	HCH PROGRAM/TRUST Clinic office 384-14th Street, Oakland	
Attendees	CCAB Board Members: Mark Smith Samuel Weeks Bennie Whitfield Brenda Whitfield April Anthony Guitar Whitfield David Modersbach, HCH Program Non-Members Invited: Glenn Bachelder (TRUST Clinic Kimberlee Burks (Hayward CAN) Damon Francis, ACHCHP Interim Director	Regrets: Ami Moe
Agenda	1. Welcome and introductions 2. Review/Approve Last Meeting Minutes 3. Discussion/Announcements/Updates 4. HCH Interim Director Damon Francis Report/Discussion 5. Review of Homeless Health Center ACHCHP: CY2015 Utilization Review 6. By Laws of HCH CCAB 7. New Board Members 8. Discussion of Next Steps	
Meeting Minutes From 2/19/16	1. **Welcome and introductions**: Introducing Kimberlee Burk from Hayward CAN. Damon Francis MD, and Glenn Bachelder TRUST Client. 2. **Updates and Information:** BPD/CHP/CalTrans raid on homeless encampment at Gilman underpass 3/17. NACHC/NCAB webinar 4/6/16 noon. David offers to host a viewing. Damon Francis presented updates about the program, including the initiation of mobile health services in collaboration with AHS (Mobile health services began 3/14/16 3. **Review Recent HCH CCAB Activities**: April attended Public Health's Place Matters Housing Work Group, HUD Smoking regulations, Oakland SRO task force, Sam Weeks working on Dental Poster for NHCHC Conference. Ami will attend Sec 8 Roundtable with Housing Authority & Community partners on 4/15. St. Mary's, Sam, etc will attend 3/28 hearings in Sacramento. 4. **Housing Discussion:** Updates and discussion on current housing crisis in East Bay. Discussion of Housing Bond and the upcoming Stakeholder Meetings. 5. **SB876 the Right To Rest Act** The HCH CCAB has submitted a letter of support of SB876,	

	and David is working to get the County of Alameda to support the bill. Going to committee on 3/28/16. 6. **HCH Interim Director Update/TRUST Clinic Client Staffing Concerns**: Out of discussion and presentation in the 2/19/16 CCAB meeting, CCAB members sent a letter of concern to HCH leadership Damon Francis, to initiate a dialogue. Issues discussed include: a. Loss of services to clients – who will provide case management? b. Recertification of housing, etc., who will do this? c. Lack of communication & transparency between HCH program and clients d. Reduction in client support – drop-in hours cancelled? HCHP Interim Director Damon Francis gave updates on the Co-Applicant Board development, and discussed the TRUST Clinic and the issues raised by CCAB: Summarized CCAB discussion: 1. Feeling that current HCH TRUST staff is overwhelmed 2. Overwhelm + burnout risk could mean bad services which could lead to a bad reputation among clients and potential clients. Damon said TRUST Lifelong currently has 200 clients receiving services, and HCH-TRUST has a caseload of approximately 20. On the HCH/TRUST side, there is currently one Social Worker, one Community Health Worker, and a .6FTE Case Management manager, with two therapists who can back up . There are currently 20 clients in the TRUST program. Benchmark is 15 clients per social worker. Current staffing is at acceptable range for quality services. As a program TRUST/HCH is not overwhelmed, but the move and integration of new program has demanded time. The program will only grow at a rate that is in accordance with new staffing—we were taking in one new patient per week, right now it's one per month. Clunky County procedure for hiring new Social Workers, plan to hire two. Hoping that will happen within 3-4 months realistically. CCAB members asked questions around communication and requested that communication and input be improved between TRUST and clients. Damonsaid that the HCH leads are Danny and Jeffrey , and the Lifelong leads are Matt and Isabelle. Damon reported the following information from this meeting to key Lifelong/HCH staff: • Good job! Services really feel different here—they especially highlighted that people really listen to them. • It is very important to protect the good reputation we have. • They want to stay in the know about formal and informal mechanisms that patients have to get information, provide feedback, and be incorporated in changes in the clinic. Some might be interested in roles themselves. They see this as an area we can improve on, and were interested in learning more about LifeLong Patient Voice group. • They think it might be helpful to let new patients in on the fact that the clinic is trying to do something new, and thank people for joining with us to be part of that and explicitly welcome their thoughts on how to improve. 7. **Co-Applicant Board**: Damon provided updates: 3/2/16 Board of Supervisors and AHS Board of Trustees met to plan out Co-Applicant Board. HCH is submitting a corrective action plan to HRSA to create joint co-applicant board. CCAB members agreed that CCAB should hold a permanent seat on CoAB, Mark Smith and Sam Weeks both expressed interest in that role. 8. **National HCH Conference:** Will be held 5/31-6/2 in Portland. CCAB nominated Sam Weeks and April Anthony to attend. 9. **By-Laws of CCAB:** Due to long discussions we didn't get to the By-Laws. Postponed to 4/15/16 meeting.
Next	Friday April 15, 2016 12:00pm

Meeting	384-14th Street Oakland