



Interim Director: Rebecca Gebhart

Interim Director: Damon Francis MD

**Alameda County Health Care for the Homeless Program  
 Consumer/Community Advisory Board (CCAB)**

**Meeting 5/20/2016 12:00 Noon**

**MINUTES**

<b>Meeting Location</b>	HCH PROGRAM/TRUST Clinic office 384-14 <sup>th</sup> Street, Oakland	
<b>Attendees</b>	<u>CCAB Board Members:</u> (*Executive Committee) Samuel Weeks* Bennie Whitfield Brenda Whitfield April Anthony* Guitar Whitfield Mark Smith* Kimberlee Burks David Modersbach, HCH Program (Ex Officio)	<u>Regrets:</u> Ami Moe
<b>Agenda</b>	<ol style="list-style-type: none"> <li>1. Welcome and introductions</li> <li>2. Review/Approve Last Meeting Minutes</li> <li>3. Discussion/Announcements/Updates</li> <li>4. Homeless Encampments Statement</li> <li>5. Homeless Health Center Patient Satisfaction / Patient Experience Surveys</li> <li>6. 1:00pm NHCHC National Consumer Advisory Board / Portland Meeting. Skype call with Arthur Rios, NHCHC NCAB Regional Representative</li> <li>7. HCH Program Social Services Update/Discussion</li> <li>8. Board Consensus Training/Conflict Resolution</li> <li>9. Discussion of Next Steps</li> </ol>	
<b>Minutes</b>	<ol style="list-style-type: none"> <li>1. <b>Check Ins</b></li> <li>2. <b>Review of minutes</b> from 4/15/16. Sam moved to accept minutes, seconded, and approved. Discussion of preparing Binders for CCAB members. April suggested getting them at the Depot, but David will prepare some for our 6/17 meeting.</li> <li>3. <b>Announcements:</b> <ol style="list-style-type: none"> <li>a. April is a member of the new Trust Clinic Consumer Board. They met for the first time last week, designed to provide consumer input into Trust Clinic operations.</li> <li>b. Guitar shared information about the proposed Brooklyn Basin development which had been promised as containing low-rent housing but now appears to not.</li> <li>c. Kimberlee reported on Wilma Chan's All In initiative, Everyone Home general assembly meeting 5/26/16 9:30-12:30. Announced that the HCH Health Van will be serving some new Hayward sites, but without HCH social worker support, and CAN staff is trying to patch support services into that.</li> <li>d. Mark announced a WBFH health fair on Saturday 5/21.</li> <li>e. David shared info about the Alameda County Housing Bond and the AC HCH Commission.</li> </ol> </li> <li>4. <b>Patient Satisfaction</b> <ol style="list-style-type: none"> <li>a. David shared a publication of NHCHC <u>Patient Satisfaction Quick Guide</u> . Group discussed role that CCAB should play in 1)developing Patient Satisfaction surveys; 2)reviewing PSS's. Discussion about differences between Patient Satisfaction and Patient Experience.</li> </ol> </li> </ol>	



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Discussion about role of PS in overall program QI process, likely that CCAB members will play a role in QI committee and be involved with/review PS. CCAB had consensus that this is an important issue that the CCAB wants to be involved in and discuss on a regular basis in CCAB meetings.

**5. Skype Meeting: Art Rios, NCAB**

- a. Art Rios is the NCAB representative for Regions IX and X (Pacific Coast) of National Consumer Advisory Board (NCAB) of the National Health Care for the Homeless Council (NHCHC), Central City Concern, Portland OR, NCAB Region IX, X Representative.
- b. He is new to this position, Willie Mackey was previous. He introduced himself, and urged all CCAB members to become members of the NCAB if they haven't.
- c. There are different NHCHC committees that NCAB consumers play a role in: Finance, Policy, Education, Planning, and the CPO.
- d. NCAB helps coordinate and support HCH CAB's across the country. Projects include voter registration, technical assistance and the CPO surveys. NCAB has a steering committee
- e. NCOs are NCAB-based surveys that are about subjects important to consumers, including housing, security, safety, criminalization of homelessness, the most recent is in development about safety at HCH sites.
- f. Accomplishments of NCAB? HCH CABs have grown a lot, NCAB connects together local activities and provides support and communication between CABs like ours and others. NCAB provides valuable input to NHCHC policies and to HRSA policies.
- g. Discussed local Portland issues: Right to Dream 2, a homeless encampment which is very well organized and is currently moving from one place to another in PDX.
- h. Art will see April and Sam when they are in Portland for the NHCHC Conference.

**6. Encampments**

- a. April reported about continued raids on encampments without warning and reason. David shared about NHCHC nationwide policy organizing about encampments. April moved that the CCAB develop a statement about encampments, explaining the beneficial role of encampments, and health impacts of encampment raids. Mark supported that idea of a statement. Sam suggested that it should go beyond a statement but should be a set of tools that localities can refer to in understanding the best approaches to encampments. Goal of CCAB is to draft a statement and review it at 6/17 meeting.

**7. CCAB Consensus and Conflict Resolution Training**

- a. David has lined up a trainer for our first group training on Consensus decision making and conflict resolution. He envisions a set of perhaps 3 or 4 trainings over the next year on decision making, conflict resolution and communication. The organization that has been engaged is called SEEDS a Berkeley conflict resolution organization. Group discussed best times to have training and agreed upon Monday June 13 12noon-3pm. Lunch will be provided. David confirmed this date with SEEDS.

**8. HCH TRUST Case Management Program**

- a. David relayed that HCH Interim Director Damon Francis had announced his departure from the HCH Program at the 5/18 HCH staff meeting. Damon also had announced his recommendation to not hire new Social Workers to replace current SW vacancies in the HCH TRUST Case Management services program, and with Nebi Hagos' departure, there would be no further HCH TRUST Case Management services. Future case management services would be provided by contractors Lifelong and others.
- b. Long discussion about the implications of this.
- c. Mark: Can we get someone in here to talk to us about this? Why weren't we



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	<p>consulted. We were told in our 3/18 meeting by Damon Francis that 3 social workers would be hired and the program would be continued? What happened? Case Management was the real selling point and reason for TRUST. We all testified at the Planning Commission.</p> <p>d. Sam: There wasn't even enough coverage/support for the needs of Trust patients before... Now what? Why aren't we getting timely and legitimate/truthful information from HCH leadership? Seriously considering not continuing in CCAB if we aren't going to be taken seriously. We got taken in. Angry that CCAB didn't go to Kathleen Clanon with our issues in March. We testified at Plannign Commission</p> <p>e. April: Are we just a Dog and Pony show? We were assured a legitimate role and we are being let down? Should we continue as a board?</p> <p>f. Kimberlee: How can an interim director announce they are leaving and bring down a key part of the program? Is that allowed? How does this affect the deliverables that this program has to provide under its grant?</p> <p>g. Guitar: Why are we doing this CCAB thing if we aren't being listened to or respected? We cannot be effective if we are lied to and misled.</p> <p>h. Bennie: Are there ulterior motives, deeper reasons for this that aren't being shared? Couldn't these changes wait until someone else is in the Director position?</p> <p>i. Reasons for not hiring SW? David discussed how AC Human Resources department gave the SW positions a "Project" designation and how that is making it very difficult to hire competent staff. MS: Is there any thing we can do on that level? DM: Yes, advocacy to remove the "Project".</p> <p>j. Due to time constraints discussion ended at 3:45pm. CCAB decided to write a letter to HCH leadership. CCAB executive committee members will follow up to draft letter, and David will send draft to members for editing and approval.</p>
<p><b>Next Meeting</b></p>	<p>Friday June 17, 2016 12:00 noon – 2pm.          384-14<sup>th</sup> Street Oakland</p>
<p><b>Consensus Training</b></p>	<p>Monday June 13<sup>th</sup> 12:00noon- 3pm          Lunch Provided          1404 Franklin St (entry on other side of Franklin Street), 2<sup>nd</sup> Floor</p>