

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

**Meeting FRIDAY 3/10/2017 12:00 Noon – 2:00PM  
 1404 Franklin Street #209 Highlander Meeting Room**

**MINUTES**

<b>Meeting Location</b>	HCH PROGRAM/TRUST Clinic offices 1404 Franklin Street 2 <sup>nd</sup> Floor Highlander Meeting Room																		
<b>Attendees</b>	<p><u>CCAB Board Members:</u></p> <table border="0"> <tr> <td>Bennie Whitfield</td> <td>Brenda Whitfield</td> </tr> <tr> <td>Kimberlee Burks</td> <td>Mark Smith*</td> </tr> <tr> <td>Samuel Weeks*</td> <td>Guitar Whitfield</td> </tr> <tr> <td>April Anthony*</td> <td>Ami Moe</td> </tr> <tr> <td></td> <td>(*Executive Committee Member)</td> </tr> </table> <hr/> <table border="0"> <tr> <td>Sabrina Fuentes+</td> <td>David Modersbach, HCH Program (Ex Officio)</td> </tr> <tr> <td>Denise Norman+</td> <td></td> </tr> <tr> <td>Jeanette Johnigan+</td> <td>+Community members/potential CCAB</td> </tr> <tr> <td>Christopher Papazoglow+</td> <td>members</td> </tr> </table>	Bennie Whitfield	Brenda Whitfield	Kimberlee Burks	Mark Smith*	Samuel Weeks*	Guitar Whitfield	April Anthony*	Ami Moe		(*Executive Committee Member)	Sabrina Fuentes+	David Modersbach, HCH Program (Ex Officio)	Denise Norman+		Jeanette Johnigan+	+Community members/potential CCAB	Christopher Papazoglow+	members
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<b>Agenda</b>	<ol style="list-style-type: none"> <li>1. <b>Welcome and introductions</b>        Introducing Christopher from Hayward, in his introductory CCAB meeting, and Sabrina, Denise and Jeanette returning for their second CCAB meeting. These have been difficult times emotionally and physically for a lot of folks, and hopes that this CCAB meeting can be a place of healing and support for all. And hopefully we can keep on time. Brenda volunteered to be timekeeper.</li> <li>2. <b>Review/Approval of Last Meeting Minutes.</b>        Approval of 2/10/17 CCAB minutes moved by Mark, and agreed by members.</li> <li>3. <b>Discussion/Announcements/Updates (20 min)</b> <ol style="list-style-type: none"> <li>a. <b>Health Care Legislation/Policy Updates:</b> CCAB letter to Senators/Governor (April/Brenda)            April and Brenda drafted separate letters (attached) which will be circulated among CCAB members for any edits or concerns, and then sent to Gov. Brown and the NCAB.</li> <li>b. <b>Housing California Conference:</b> Guitar Whitfield reported that he had just returned from the the Housing CA conference. Will report on it in the April CCAB meeting.</li> <li>c. <b>AB74 letter of support</b>            After a brief discussion about AB74, Mark moved to send a letter of support for the bill (attached) to the California state Senate.</li> </ol> </li> </ol>																		

d. **Encampments** – Mervyns Hayward Update from Kimberlee and David. (Timeline attached) HCH CCAB moved to send a letter to Hayward City manager, and Kimberlee and David will work on it and share with CCAB for any edits or changes (attached).

4. **TRUST Clinic Steering Committee Report** (Mark Smith) 5 min

Receptionist position has been filled, new Medical Director is in, but on a temporary basis, will it work out? Lifelong thinking about incentivizing staff to stay on and reduce turnover. Discussions about County MHSA funding. Introducing advocates to help patients move towards employment. Decrease in referrals to TRUST is troubling. Housing & HomeStretch discussions around housing and vulnerability.

CCAB discussion around some frustrations with TRUST (no svcs for people on SSI, worries about lack of continuity btwn service providers and clinic)

Jeannette recommended putting HCH TRUST report in writing.

5. **HCH Commission Report out** (Sam Weeks) 5 min

Sam will represent HCH CCAB in HCH Commission meeting next week

6. **HCH Program Patient Experience/Patient Satisfaction** (20 min)

CCAB reviewed patient experience materials we have already created.

Discussion of how to best link CCAB, patients, contractors and program.

Reviewed and discussed patient surveys, and ways we can get patient input, complaints, etc. Sam is interested in connecting April (TRUST CAB) and Mark (TRUST Steering Committee) to bring TRUST voices out. Ami suggested team work with CCAB members volunteering at sites and interview patients.

Jeanette shared an example of an 8page follow up form she gets after app'ts. There was a discussion about creating a CCAB Working Group on Patient Experience/Satisfaction. It would be a big undertaking, the group would have to figure out their process and outcomes. Who would be interested in working on this Working Group? More discussion in next meeting.

7. **Future CCAB advocacy efforts** (20 min)

a. **Evaluation of CCAB meetings and mission**, meeting process, advocacy efforts, new member recruitment, future skills building for CCAB members

The Executive Committee met on 3/7 to discuss new CCAB members and discussed mainly about evaluation of the CCAB and how things are going, and decided to bring this question to this CCAB meetings. We had three questions, CCAB Evaluation; Your Own Strengths, and What You Want To Develop? and did a go around: How effective are we?

**Evaluation:** CCAB members agreed that we are not very effective yet, and are mainly not Efficient. For example, David M is doing too many roles, should back off of roles that CCAB should be doing (minutes, agenda, timekeeper, facilitator, vibes-watcher, etc.). HCH Director Mark Shotwell doesn't need to be at every meeting, but when he is requested. Need "soft" skills (how we work), and then develop "hard" skills (what we do). Get clarity of what CCAB is focusing on (internal HCH program improvement VS. external Policy changes). Some questioned "how well do we use our lived experiences, and when do we need to go past that." What do we bring – in terms of answers AND questions. We raise solutions and questions.

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	<p><b>CCAB members discussed their strengths:</b> Communicating, listening, encouraging, nurturing, multitasking, advocacy, networking, music, customer care, spark/light bulb, experience, education/teaching, organizing, troubleshooting.</p> <p><b>Goals for the CCAB:</b> develop ideas and then CARRY THEM OUT. Suggestion of a CCAB retreat to develop focus and direction. Try to develop skills of putting things in writing, developing strategies to utilize skills of all participants. So far the CCAB hasn't been outwardly effective, but has a lot of skills and knowledge that can be utilized and put to better use.</p> <p><b>New CCAB members:</b> New members must attend at least two meetings to be considered for membership by the CCAB executive committee. We will be discussing new members in the next meeting 4/14.</p> <p><b>8. National Health Care for the Homeless Conference June 21-24 Washington DC</b></p> <p>After discussion and go-around, Sam moved and CCAB agreed that Kimberlee Burks be nominated for a NHCH scholarship as representative of HCH CCAB, reflecting her hard and determined work on behalf of homeless folks in Hayward.</p> <p>The HCH Program is trying to make funds available for a 2<sup>nd</sup> CCAB member to attend the DC conference. April is interested in attending the NHCHC conference for a 2<sup>nd</sup> time, and group agreed to send her if possible. Sam is interested in attending as a HCH Commissioner.</p> <p><b>9. CCAB Board Member Meeting Stipends</b></p> <p>Checks were late, were mailed Thursday 3/23.</p> <p><b>Next Meeting: Friday, April 14<sup>th</sup> , 12:00Noon</b></p>
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**HCH CCAB MEETINGS ARE  
SECOND FRIDAY OF EACH MONTH at NOON.**

**Friday April 14<sup>th</sup>**

**Friday May 12<sup>th</sup>**

**Friday June 9<sup>th</sup>**

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