Alameda County Health Care for the Homeless Consumer Community Advisory Board
Annual Fall Working Retreat
1404 Franklin Street #200, Oakland CA
Friday November 9, 2018 9am-4pm

Minutes

Present:
Mark Smith
Denise Norman
Jeannette Johnigan
Kimberlee Burks
Bennie Whitfield
Sam Weeks
April Anthony

Absent:
Guitar Whitfield
Brenda Whitfield

Other participants
Janny Castillo (St. Mary’s Center)
Jerry Smith (TRUST Partners)
Davida Small (TRUST Partners)
Stephanie Kompsie (TRUST Partners)
William Terry (TRUST Partners)
Jeryka Johnson (TRUST Partners)
David Modersbach (HCH Program)
Jeffrey Seal (HCH Program)
Lucy Kasdin (HCH Program)

9:00-10:00am
Arrive, have breakfast, socialize. Coffee, tea, bagels, fruit, pastries.

10:00am
Review Agenda

10:00-10:45am
Who are we, why are we here, what do we do?

Everyone checked in and spoke about what it is that brings them to this work, and their questions and interests for the future year. Some of the themes included:
• How to be more productive next year
• How to measure our work and our growth?
• Set goals, benchmarks for accomplishments
• Supporting the BRG/Patient Experience work
• New ideas and partnerships
• Overwhelm at increasing size and scope of homelessness problems
• Systems for responding to homelessness are so complicated (Coordinated Entry), multi-jurisdictions, etc.
• People experiencing homelessness are aging, and also getting more disenchanted with the help that is available, they’re tuning out.
• CCAB members are busy! Two are working FT now.
• How to influence the HCH Program and continue our advocacy
• “Smile More”!
• Need to be more pro-active around Seniors and aging homeless
• Frustration with system responses AND activism, everything is scattered and uncoordinated.
• More people becoming homeless that you wouldn’t have expected before.
• Homelessness is becoming institutionalized, not a housing crisis but affordable housing crisis – here to stay.
• Have to shift attention to helping people to live outside.

10:45am – 11:15am
**Health Care for the Homeless Overview**
Short presentation around the current state of the HCH Program and presentation on HCH Strategic Plan 2018

David Modersbach

David shared info about the HCH Strategic Planning process, and shared the six main focus areas for the program in 2019 and onwards.

11:30 – 12:30pm
**HCH/Lifelong TRUST Clinic Deep Dive**
Join with members of the TRUST Partners and HCH Medical Director Jeffrey Seal MD to learn more about the TRUST Clinic in depth,

TRUST Clinic Partners and Dr. Jeffrey Seal

Jeffrey gave a history of the TRUST Clinic, and update on current operations. Services are continuing to increase, and patients can drop in for visits, and do not need a referral (which was something that the HCH CCAB was pushing strongly for). Most new patients are actually referred by other patients, which is good. Services include primary care, mental health, suboxone and substance use services, enabling services (case management, housing and other services) and legal assistance for folks doing SSI applications. Things are going strong.

TRUST Partners is the consumer advisory group of the TRUST Clinic, and consists of around 10 members. TRUST Partners Davida, Stephanie, Jeryka, William and Jerry attended. They spoke about the group and the efforts that they are putting into making the TRUST Clinic a safe and welcome environment. They spoke also of their roles in supporting activities to support patients such as haircut club, food pantry and other social activities. They are deeply committed to TRUST, and shared their hopes and observations. The group discussed how TRUST Partners and HCH CCAB can work together to share updates and on-the-ground observations and
projects together. We discussed how to formalize this communication, such as having a HCH CCAB member attend TRUST Partner meetings, or have a TRUST Partner attend HCH CCAB meetings. Everyone involved definitely wants to do joint actions, such as the Solstice event. Also discussed is the idea that patient feedback and experience is brought to the TRUST Stakeholders meeting which happens bimonthly. No concrete decisions were made, but everyone was really pleased with this first joint discussion, and very impressed with the TRUST Partners who attended.

<table>
<thead>
<tr>
<th>Time</th>
<th>Event Description</th>
<th>Presenter</th>
</tr>
</thead>
<tbody>
<tr>
<td>12:30pm – 1:30pm</td>
<td>LUNCH</td>
<td></td>
</tr>
</tbody>
</table>
| 1:30-3:00pm | **Talk To Me: Communication in the Highest Regard**  
Janny Castillo from St. Mary’s Center will lead exercises around learning how to communicate effectively and respectfully with all types of personalities from all walks of life. | Janny Castillo    |
| 3:00-4:00  | **Closing: Our vision for the future? Planning the next year’s action and growth.**  
* A *closing discussion /activity that brings together the things we’ve learned and helps us chart a pathway forward.* | Group discussion  |
| 4:00-4:30  | Clean up                                                                            |                   |
**Odd’s N Ends:**

- Blue Tape thick (david)
- Stuffed Animals (!?!
- Pillows (boona, april)
- Art Supplies
  - Large roll of Butcher Paper for the wall
  - Agreements to write on the wall
  - Parking lot for ideas on the wall
- Pens and colorful markers (david)
- Big Post It Notes (david)
- Name Tags
- No fragrances, perfumes or scents.
- Ice, bucket and sodas
- **Snacks for the AM:** Bagels, flavored cream cheese spread, donuts, pastries, COFFEE
- Speaker and microphone for singing?