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

Meeting FRIDAY NOVEMBER 8, 2019, 12:00 Noon – 2:00PM  
1404 Franklin Street #209 Highlander Meeting Room  

AGENDA  

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)  
Mark Smith*  
Denise Norman  
Sabrina Fuentes  
Jeannette Johnigan  
Guitar Whitfield  
Samuel Weeks  

Non-CCAB:  
David Modersbach (HCH Staff)  
Ana Bagtas, HCH Commissioner  
Invited: Cathy Amyot  
Not Present:  
Brenda Whitfield  
Bennie Whitfield  
April Anthony*  

Agenda  

1. **Welcome and introductions** (5 min)  
2. **Meeting Roles** (facilitator: Jeannette; Timekeeper: Denise; Vibes-watcher: Mark; Note-taker: David)  
3. **Next Meeting Roles:** Facilitator: Denise, Vibes: Jeannette, Timekeeper: Sam  
   Lengthy review of HCH CCAB retreat: The public speaking exercise was great, everyone enjoyed the speeches, and the tips and learning for improvement. Also reviewed discussions that we had re: words for people experiencing homelessness:  

<table>
<thead>
<tr>
<th>Words for “The Homeless”</th>
<th>Program Participants</th>
<th>Name for the program?</th>
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<tbody>
<tr>
<td>People Experiencing</td>
<td>Consumer</td>
<td>Alameda County Health Care for Homeless Persons</td>
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<tr>
<td>Homelessness</td>
<td>Client</td>
<td>Alameda County Homeless Persons</td>
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<td>House-less</td>
<td>Participant</td>
<td>Health Care</td>
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<td>The Poor</td>
<td>Patient</td>
<td>Alameda County Homeless Persons</td>
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<td>Needy</td>
<td>Recipient</td>
<td>Health Care</td>
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<td>People In Need</td>
<td>Utilizer</td>
<td>Humanity for the Homeless</td>
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<tr>
<td>Unhoused</td>
<td>Human</td>
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<td>Displaced</td>
<td>Guest</td>
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<tr>
<td>Housing Displaced</td>
<td>People</td>
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<tr>
<td>Unsheltered</td>
<td>Lived Experience</td>
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| Displaced People Refugees Unfortunate Underserved Forgotten Dislodged Humans/Humanity Curbside Community members | Neighbors Veterans of the Streets Community Member Neighbors | Alameda County HCH program Community Advisory Board |

After an interesting discussion around these three areas, HCH Commissioner Ana Bagtas shared that she had just attended a League of Cities/Counties meeting in Sacramento where there was a moving protest of consumers saying “you’re talking about us without us.” She affirmed the importance of using the correct language, kind of language and terms are very important in making partnerships and making decisions.

5. Patient Experience: Moving Forward

Theresa Ramirez from HCH program affirmed the ACHCH commitment to continue the Patient Experience (PxEx) work started by Bright Research Group and supported by the HCH CCAB. We will continue this work in gathering patient experience, and work to “close the loop” between what we hear from surveys and how the program operates, focusing on quality improvement where we can. Next steps are to make Version II of the PxEx survey, to include more critical feedback, as well as document the process of collecting surveys, analyzing them and “closing the loop.” A working group comprised of CCAB members Denise Norman, Jeannette Johnigan, Sam weeks and Sabrina Fuentes will work with ACHCH staff on this PxEx work beginning early Dec.

6. Announcements/Updates (20 min)

   a. HCH Program updates (respite, emergency planning, StreetHealth/Street Med)

   **Personnel:** HCH Medical Director Dr. Jeffrey Seal will be leaving Dec 15th, to go and work at San Quentin. He will be greatly missed, and CCAB members are invited to provide comments and memories into a video that staff is making to gift him. Program will seek a Medical Director. HCH Program has hired the following new staff: Seth Gomez, PharmD BCPP who will be program Pharmacist; Luella Penserga who will be Deputy Director; and Kari Jennings-Parriott who will manage Shelter Health programs. Discussion of how HCH can keep our good staff with us, and how to attract the good ones.
Discussion of race and HCH/Homelessness leadership: CCAB members noted the growing racial disparity between persons in HCH leadership/clinical roles and the population of people experiencing homelessness. HCH CCAB members would like to elevate this issue, and bring it to attention of the HCH Commission, the HCH Program, HCSA leadership and county HR.

Respite Care: HCH is contracting the new Adeline Street Medical Respite program, with referrals coming in from AHS and Street Health Teams, right now 7 beds and soon will have 25 beds fixed up. Still working in longer term for West Oakland Health Center building next to EOCP; still working on development of Alameda Point Collaborative medical respite.

b. Local Updates
- Sharp rise in Encampment evictions/clean and clears; Berkeley and Oakland especially. Many local camps are being cleared, where are people to go?
- Sabrina shared updates from BACS, HRMSC shared housing opportunities, new programs
- Hayward: New Navigation center 45 beds opening December; being operated by BACS. Was going to be counting on referrals from police and Coordinated Entry, now looks like city has a list of 45 folks they want BACS to get into the nav center.

c. State/Federal Updates:
No state federal updates.

7. Homeless Persons Memorial Day Events 2019
   a. St. Mary’s Center 12/5
   b. Hayward Memorial DST 12/11
   c. Fremont/Santa Clara County Abode Weds 12/18

HCH CCAB members consented (with two abstentions) to support/sponsor the St. Mary’s Center event on 12/5.

8. HCH Commission/CCAB Executive Committee Report (Sam)
HCH Commission is working on Board Development, evaluation of Lucy, HCH Program Director, approved changes in HCH StreetHealth contracts, looking forward to HCH CCAB/HCH Commission Joint meeting 12/13/2019.

9. AHS Co-Applicant Board Report (Mark)
AHS Co-Applicant Board has been meeting since July, will be evaluating candidates for AHS Homeless Health Center Project Director; Board still getting oriented, but will direct AHS’ HCH health center operations.

10. HCH Document Review: Patient Transportation Flyer
CCAB members did a quick review of a draft Patient Transportation Flyer, and gave David ample feedback on the flyer to bring back to staff to incorporate into changes to make it more useful for HCH program participants.

**11. New Members:** HCH CCAB is currently working to identify potential new members representing: 1) housed community allies; 2) current consumers of HCH services. David has been in contact with a couple other folks who are interested, and Ken who attended last month has work conflicts at the time, and Cathy has been attending and is interested.

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<th>NOTE: Next meeting:</th>
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<td><strong>Friday December 13,</strong></td>
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<td><strong>10-12noon</strong></td>
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<tr>
<td>Joint HCH Commission/HCH CCAB meeting followed by ACHCH Winter Gathering 12noon-2pm</td>
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<td>1404 Franklin Street #200 Oakland</td>
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**YOU'RE INVITED!**

Winter Gathering

Friday, December 13th

12:00pm-2:00pm
1404 Franklin Street, Suite 210, Oakland

**NOMINATE YOUR COLLEAGUE!!**

Do you know someone that has exemplified the mission of Health Care for the Homeless in 2019? Send us their full name and a brief reason why to kathryn.barron@acgov.org by November 15th.

*MUSIC* *FOOD* *RAFFLES* *FUN*