

**County of Sacramento DHHS
Health Center Co-Applicant Board (CAB)**

Meeting Minutes

December 16, 2016 / 9:30 AM – 10:30 AM

Meeting Location

Sacramento County Health Center
Primary Care Center
Community Room, 2nd Floor
4600 Broadway
Sacramento, CA 95820

Sacramento County, DHHS, Division of Primary Health Services, Health Center website link:

<http://www.dhhs.saccounty.net/PRI/Pages/HCH%20Co-App/Health-Care-for-the-Homeless.aspx>

x = Present

| CO-APPLICANT BOARD MEMBERS | | | |
|----------------------------|---|---|---|
| | Mike Blain (<i>excused</i>) | | |
| X | Bob Erlenbusch | | |
| X | Katie Freeney | | |
| X | Vince Gallo | | COUNTY DHHS STAFF |
| | Rebecca Hahn (<i>excused</i>) | X | Marcia Jo – Project Director |
| | Paula Lomazzi – Chair (<i>excused</i>) | X | Nancy Gilberti |
| X | Sally Ooms | | |
| X | Maria Respall | | GUESTS |
| X | AAaron Washington - Co-Chair | X | Christina Walker, Health Center Patient |
| | | X | Don Zorechak, Health Center Patient |

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| <p>Welcome, Introductions and Announcements – <i>Nancy Gilberti</i></p> | <p><u>Announcements:</u></p> <ul style="list-style-type: none"> • Bob Erlenbusch reminded the group of the third annual Interfaith Homeless Memorial Service on December 19, 2016, at Trinity Episcopal Cathedral, 2620 Capitol Avenue, 7 – 8 pm, and provided copies of the notice. • Bob also reviewed information related to the upcoming press release about the 2016 Homeless Deaths report. There were 78 deaths in 2015. The full report will be available on the Sacramento Regional Coalition to End Homelessness website. Some concerning results are : Mortality Rate, 4 times greater than the general population; Homicide Rate, 31 times greater, and Suicide Rate, 16 times greater. Also, average age of death for homeless men is 49.9 years, and for homeless women, 47.4 years, both significantly earlier than the general population. Also, one half of deaths occur on the weekend when programs are closed; one of the goals is the establishment of a County-sponsored weekend drop-in center. • Katie Freeney announced that Guest House moved to its new facility at 600 Bercut Drive on November 30, 2016. Orientations to services are held on Wednesdays at 10am and Thursdays at 1pm. It is a safer location, and also located on the bus line (Bus 33). The Connections Café and drop-in center will be open in January, and will service anyone who is homeless. A new flyer will be developed and distributed soon. <p><u>Welcome and Introductions:</u></p> <ul style="list-style-type: none"> • Nancy Gilberti welcomed and introduced the two guest attendees, both of whom are Health Center patients and have expressed interest in joining the board. Board members also introduced themselves to the guests. |

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| <p>Members Recruitment/Patient Input – <i>Nancy Gilberti & Aaron Washington</i></p> | <p><u>Updates:</u></p> <ul style="list-style-type: none"> • Nancy Gilberti reported back to the Board on the outcome of the facilitated discussion with Health Center staff; at the last all staff meeting on December 6, 2016. The primary question asked was: What does staff need to serve health center patients better? • Staff responses: <ul style="list-style-type: none"> - Additional social services support for homeless individuals - Availability of navigators - Transportation assistance - After hours and weekend appointments - Additional support services to assist with locating patients and obtaining patient contact information <p><u>Discussion:</u></p> <ul style="list-style-type: none"> • Board members expressed that staff feedback was valuable and constructive, and concurred with the recommendations. • Next, the board reconsidered the plan to interview Health Center patients in the lobby, to obtain their feedback regarding Health Center services. • Nancy Gilberti reviewed and reread the Health Center patient questions developed at the last meeting: <ol style="list-style-type: none"> 1) What do you think is lacking in your health care? 2) Do you think you are treated with respect? 3) Are your health care needs resolved? 4) What are your barriers in obtaining health care? 5) Do you have any fears regarding your health care services? • Guest Health Center patient attendees expressed concern about patient privacy, that patients would not be inclined to discuss personal aspects of their care “out in the open” in the lobby, and suggested that a written tool, such as a card, might work better. For example, the patient could be given the card by the receptionist at the time of registration. The patient could then complete the card and give it to their MA. • Marcia Jo suggested focusing on patients with unstable living conditions (homeless), and providing the survey to a finite number of patients during a two-week period. This methodology supports the HRSA grant requirements for the board to obtain information about what the Health Center patient community looks like, and what are the needs of the Health Center target populations. • Maria Respoll and Christina Walker discussed their successes with advising patients to bring a list of their questions to their doctor’s appointments so that all of their concerns are addressed. |

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| Members Recruitment/Patient Input – <i>Nancy Gilberti & Aaron Washington</i> | <ul style="list-style-type: none"> • On the topic of social worker availability, Christina Walker stated that she thought patients would respond positively. Sometimes patients just want to be heard, and one resource can convey caring. • Board member opinions varied about the benefits of availability of a legal team on site at the Health Center and who that might be, but agreed that the topic should be covered in the patient questions. • Aaron Washington shared that the onsite legal team model was presented as beneficial at the 2016 homeless conference, and that there are enough patient concerns, such as landlord-tenant, domestic violence, and immigration. • Marcia Jo suggested that one of the questions could be: If we had a person on staff at the Health Center to assist with housing, legal services, employment, would you use the service? • Vince Gill suggested that the questions should also contain prompts about patient barriers to access such as language, appointment times, and transportation. <p><u>Next Steps:</u></p> <ul style="list-style-type: none"> • Marcia Jo and Nancy Gilberti will draft a card with specific patient questions about improving Health Center services, for Board member review and discussion at the next meeting. |
| UDS Reminder – <i>Marcia Jo</i> | <p>Marcia Jo presented a copy of the 2015 UDS report for board member review and reminded the board about its content, such as number of Health Center patients, ethnicity, number of physicians, and outcomes. The 2016 report will be available at the next meeting. The 2015 report will also be provided again at that time to allow for comparison.</p> <p>There was no Board action on this item today.</p> |
| Chair and Co-Chair Annual Nomination – <i>Nancy Gilberti</i> | <p>By consent of the board members, the vote was postponed until the January 2017 meeting. Board members requested that the vote be conducted in written format at that time.</p> <p>There was no Board action on this time today.</p> |
| Public Comment – <i>Aaron Washington</i> | <p>Guest attendees, Christina Walker and Don Zorechak, expressed their appreciation for being included in the forum and discussions, and their interest in continuing to attend and participate.</p> |
| Closing Remarks – <i>Aaron Washington</i> | <p>Aaron Washington expressed appreciation for the guest participation and input. The meeting was adjourned at 10:35 am. The Board will reconvene on Friday, January 20, 2017, 9:30 – 10:30am, 4600 Broadway, Community Room # 2020, Sacramento, CA.</p> <p>Please see website, http://www.dhhs.saccounty.net/PRI/Pages/HCH%20Co-App/Health-Care-for-the-Homeless.aspx</p> |