

**Minutes of the Monthly Meeting of the  
Health Care for the Homeless (HCH) Co-Applicant Board  
February 12, 2019 | 3:00 pm**

**Location of Meeting:**

Juvenile Welfare Board  
14155 58<sup>th</sup> Street North  
Clearwater, FL 33760

**Present at Meeting:** Valerie Leonard, Sandra Grosvenor, Jennifer Post (phone), Theresa White (phone), Lt. Zach Haisch, Helen Rhymes, and Sandnes Boulanger<sup>2</sup>. Staff and community members present: Karen Yatchum, Elisa DeGregorio, Jennifer Black, Rhonda O'Brien (phone), and Meghan Lomas. (<sup>1</sup>Consumer, <sup>2</sup>Alternate)

The regular meeting of the HCH Co-Applicant Board was called to order at **3:09 pm**.

**I. Chairman's Report**

- i. **Conflicts of Interest:** Board members were requested to review the agenda for any items that may contain potential conflicts of interest. **No conflicts declared.**
- ii. **Approval of Minutes:** A motion to approve the January meeting minutes was made by Helen Rhymes and seconded by Sandra Grosvenor. The Board **unanimously approved** the minutes.
- iii. **Co-Applicant Board – New Members/Recruitment:** The new recruitment flyer with Karen's information is included in the packet. Consumer participation is key to have their voice included. Safe Harbor discusses the Board and opportunity for participation in groups and interactions residents have with social workers. Sandra may have some idea for individuals to participate from Pinellas Hope.

Valerie inquired about what would happen without consumers represented. Elisa discussed the importance of having consumers participate in the Board, even though the Health Center has a waiver from HRSA regarding the consumer participation the voice of the consumer is key. Karen discussed upcoming focus groups, which are to occur by May at the latest. They will touch on van sites, i.e., North County. Karen shared her concern on not having consumer representation on the Board.

Jennifer inquired about family members of consumers and participation on the Board. Elisa indicated family advocates are more than welcome to come and participate, but would not count towards the consumer representation.

- iv. **Medical Executive Committee Minutes:** The Medical Executive Committee reviewed the documentation provided for 3 DOH staff (2 reappointments and 1 new member) and the Directions for Living attestations. All recommendations were approved by the Committee. Lt. Zach Haisch made a motion to accept the Medical Executive Committee's recommendations/approvals which was seconded by Helen Rhymes. The Board voted **unanimously to approve** the motion.
- v. **Unfinished Business/Follow-Up:**

- **Safe Harbor PCSO BAA Follow Up:** The Sheriff has declined to sign the BAA at this time. Bayside will not be sharing appointment data with Safe Harbor. This item will be removed from future follow up.

## II. Governance/Operations

- i. **UDS Reporting due 2/15:** The UDS report final draft was included in the packet. The Health Center will report 2,839 unduplicated patients in 2018, which is within 5% of the goal. Elisa discussed the UDS report, required by HRSA – the funder. Items reported on include: locations of patients, demographics, insurance coverage, staffing break downs (which are very particular in how they are reported. These items may not completely reflect all staff working with HCH patients as contractual agreements on a fee for service basis do not count towards staff), diagnoses and quality of care measures (also included on the Dashboard), and program costs. This reporting is required by HRSA. Elisa pointed out pharmacy, which is the largest cost category for the program. This report is due annually by February 15<sup>th</sup>.
- ii. **Staffing/Vacancies Update:** Jennifer Black, the new program manager, shared that she is setting up interviews this week to fill the eligibility position. She indicated that DOH does on-boarding once a month and the next opportunity she will have for this position is March 22<sup>nd</sup>. She is currently looking to fill positions for eligibility, medical assistant and an LPN at Bayside. She inquired about a clerk position that she lacks space for. This to be discussed offline with Karen. Karen did note that PCHS has been providing an eligibility specialist that is currently there Wednesday, Thursday and Friday to support DOH staff.
- iii. **Policy Manual Updates:** Included in the packet are specific Policy sections with track changes to identify areas that are proposed for the Board's approval. Many of the proposed updates align with changes that are identified as staff work on the PCMH renewal process. Policies are being updates to align with current standards and to reflect operational changes/updates identified through the process.

The packet appears to not be in page order from the manual. Note, updated on the top of the pages include references to the new PCMH standards. Updates include: Appointment Access updated from five days to two weeks; Mental Health/Substance Abuse Referrals updated regarding the operational process; After Hours has been updated to include call backs for messages received during business hours; Legislative Mandates were updated from the yellow highlights to what is in the green; Medical Home Responsibilities was updated to reflect the correct phone number; Continuity of Care was updated to reflect instances when a client does not choose a PCP; the Sliding Fee Discount program was updated to reflect 2019 Federal Poverty guidelines; Specialty Care and Tracking was updated to align with operations; Workforce Development was updated to reflect PCMH language.

Karen and Elisa told the Board to anticipate more policy updates as the Health Center continues reviewing PCMH standards for re-recognition in the coming months.

Lt. Zach Haisch made a motion to accept the policy updates presented to the Board, which was seconded by Helen Rhymes. The Board **unanimously approved** the motion.

- iv. **MMU/Bayside Clinic Calendar:** Jennifer reviewed the February calendar. The changes include adjustments to accommodate Provider training. The trainings are necessary for the PCMH recognition process. Staff are working to coordinate these with minimal impact to services.

- v. **Patient Satisfaction Survey Results/Benchmarks:** Rhonda walked the Board through the survey results included in the packet. There were 25 responses for established patients and 12 responses for first time clients.

### III. Fiscal

#### i. Notice of Awards:

##### a. Elisa shared four separate NOAs:

- i. 01-02 dated 01/16/19 applied conditions to the grant based on the proposed changes
- ii. 01-03 dated 02/08/19 lifts the first conditions from the Capital grant from prior to proposed trainings
- iii. 16-13 dated 01/18/19 ends the previous 3 year project period and de-obligates the unobligated balance of ~\$36k
- iv. 18-00 dated 01/23/19 approves the health center's new three year funding period based upon the SAC application. Awards HCH \$1.456M starting March 1, 2019

Helen Rhymes made a motion to accept all four notices of awards, which was seconded by Lt. Zach Haisch. The Board voted **unanimously to approve** the motion.

#### ii. New Funding Opportunities:

- a. New Access Point (NAP) – Elisa shared this is an application for brand new sites. The NOFO was reviewed by staff and partners and at this point in time feasibility of implementing a new site in the HRSA required 120 days is in question. Staff propose to pass on this specific funding opportunity. Staff will take this opportunity to incorporate ideas into the development of our strategic plan to provide preparations and planning prior to new opportunities in the future. A NAP would increase our target. Helen noted she likes to do what we do well. Lt. Zach Haisch made a motion to pass on this funding opportunity, which was seconded by Helen Rhymes. The Board **unanimously approved** the motion.

### IV. Clinical

#### i. Discussion: Addressing Diabetes in the HCH Population:

Lt. Haisch stated he spoke to the chef at Metropolitan Ministries (Safe Harbor's majority food purveyor) and they indicated they do what they can, keeping in mind dietary restrictions – heart healthy, etc. Nothing specific to diabetes is available at Safe Harbor.

Karen told the Board we spoke to the HRSA Project Officer regarding the initiatives we have begun implementing. She also indicated through the PCMH process we are looking at diabetes. Staff are working on an Action Plan template for submission to HRSA. The draft will be brought to the QI Team and shared with the Board, when complete. We are looking to develop Care Plans for diabetic patients.

#### ii. HCH Client Trend Reports: Rhonda presented the trend reports.

**Medical:** Rhonda noted there was a holiday in January, which resulted in lower numbers for HEP.

**No-Show Rates:** The no-show rates are rather consistent.

**Dental:** 190 HCH clients received dental service visits in January.

**V. Other Updates**

- i. **HCH Monthly Email Update/Newsletter:** The newsletter was sent out, and is included in the packet. There are upcoming webinars included in the communication addressing women experiencing homelessness, please feel free to share these. Vision Screening events are scheduled and flyers were attached to the communication.
- ii. **New Business:**  
None at this time.

The meeting was adjourned at **4:22 pm**.

The next meeting will be held at **3:00 pm on Tuesday, March 12, 2019, at JWB.**