

San Francisco Health Care for the Homeless Co-Applicant Board

Monday June 12th, 2023, 5:30-7:00pm at 25 Van Ness, room 330a
with a Microsoft Teams call-in option for the public

Minutes

- Meeting called to order 5:43
- Ramaytush Ohlone Land Acknowledgement was read
- Member roll call was taken, quorum was not established. Member attendance details available in table on last page of minutes.
- City Staff introduced themselves, and no members of the public were present
 - DPH: Bill Blum & Nina Davis
- Agenda items 5-10 were skipped due to lack of quorum
- There was no public comment
- There were two announcements:
 - HCH CAB Member Recruitment still active and open to new applications
 - Next HCH CAB Meeting - July 10th, 5:30-7:00pm at 25 Van Ness – Rm 610
- The HCH CAB determined not to take up the HCH CAB Subcommittee Formation option due to lack of quorum to vote and current preference to manage topics at the full monthly HCH CAB meetings.
- The HCH CAB discussed Behavioral Health Services Integration into Primary Care. A summary is included below:
 - Considering being several years into the COVID pandemic and significant shifts at some sites to offering Zoom therapy, it may be time to introduce some assessment into how successful and comparable that approach is
 - In addition, for paraprofessional services backed up by a psychiatrist there is a concern that that can delay access to medication

- Similar concerns about social and peer support modalities if there is not a clinician backup. These concerns were not all specific to SFDPH Health Care for the Homeless in scope sites, though might apply in some cases.
- Based on experiences with mental health system when recovering from substance use concerns, Jail Health assessment and referrals were key to recovery. Also, positive experiences were noted with Tom Waddell clinicians, as well as referrals from Tom Waddell to AHP services locally.
- Drop-in center and medication issues were noted
- Interest in learning more at the HCH CAB about conservatorship trends in San Francisco for those facing the most acute mental health situations, sometimes in conjunction with experiencing homelessness
- Experience described in serving as a volunteer at the 7B and 7C psychiatric buildings at Zuckerberg San Francisco General
- Navigation to appropriate program is important to the effectiveness, and potential to customize, mental health treatment
- Central intake ability to assess and awareness of options is also key
- Care navigation and case management are critical mental health supports
- Funding to train peers to assist people who have more community trust among the unhoused who can better build further trust over time can help rebuild trust after negative experiences with other providers – important that these people be extremely well-trained
- The draft SFCCC [San Francisco Community Clinic Consortium, local grantee/administrator for the Health Care for the Homeless grant] Health Care for the Homeless Survey was shared as it related to patient feedback and grievance processes. Feedback from the HCH CAB is summarized below, and has already been communicated back to SFCCC in Word Track Changes.

- Can the title be changed or removed? Its reference to “Healthcare for the Homeless” may be confusing for some clients who are not aware of the grant program name as these services are largely delivered in primary care and urgent care settings and are delivered alongside non-grant-funded services available to people in a broader set of housing conditions?
- Consider adjusting the first and fifth questions’ language from “your doctor or primary care provider” to “doctor or medical provider” since not everyone is familiar with what primary care references.
- Consider adding a neutral response option for all questions rather than force a choice since some people really may feel neutral on a particular question
- Consider adjusting question 8 language away from “case manager” towards “behavioral health services” since different sites have different options for provider types
- On question 9, consider adjusting wording from “How likely are you to recommend [clinic] to a friend?” to “to someone who needs help”
- On question 10, consider omitting “This is not my primary care site” for the same reason that people may not know that language
- On question 11, most people felt that the term “Street” was recognizable to people experiencing homelessness
- On question 11, recommendation to separate out “SRO” and “Supportive Housing” as separate response options
- On question 11, consider spelling out SRO as well
- Consider adding a more open-ended question such as “what kept you from coming in?” for those who replied this is their first visit, though preferable find a way to keep the language neutral
- Members prioritized topics for July HCH CAB Meeting

- Invite another Health Center to Present – decided on Tom Waddell
- Patient Grievance Policy and Annual Report - ran low on time today and only covered patient feedback survey due to comment opportunity, and prioritized additional patient grievance content for July meeting agenda
- Meeting adjourned at 7:10

Roll Call and Vote Record for June 12th, 2023:

	Present at 6/12/2023 Meeting
Anakh Sul Rama	N
Bernadette Okereke	On phone
Dan Jordan	Y
Freddie Kendrick	N
Gregory McDowell	N
Kenneth Pearce	Y
Manel Silva, MD	N
Michael Discepola	N
Richard Sullivan	Y
Vacant Patient Role	n/a
Vacant Community Role	n/a
Beth Neary (non-voting)	Y

Note: Minutes are in DRAFT form until reviewed and approved by Co-Applicant Board attendees.

Minutes are available at: <https://sf.gov/public-body/health-care-homeless-board>