

Health Care for the Homeless (HCHN) Governance Council
April 15, 2019, 4:15pm-6:15pm, King County Chinook Building (401 5th Avenue, Room 121)
Agenda

| Topic | Person | Time | Purpose | Materials |
|---|--|-------------|--------------------------|---|
| CALL TO ORDER 1. Welcome & Introductions 2. Minutes <i>Action: review and approve</i> | Eleta Wright | 4:15 | Inform, Approve | <ul style="list-style-type: none"> - HCHN GC Minutes 022519_final - HCHN GC Strategic Planning Retreat Day 1 Minutes 031119_final - HCHN GC Minutes 031819_final - HCHN GC Strategic Planning Retreat Day 2 Minutes 040119_final |
| PUBLIC COMMENT | Eleta Wright | 4:20 | | |
| REGULAR AGENDA AND BOARD PROCESS 1. HCHN Program Manager Annual Review <i>Action: review and approve</i> 2. Policy Overviews <ul style="list-style-type: none"> a. Sliding Fee Discount Program <i>Action: review and approve</i> b. Billing & Collections <i>Action: review and endorse</i> c. QI/QA Policy <i>Action: review and approve</i> 3. Contractor Site Visit Monitoring Process 4. GC Membership/Vacancies <i>Action: update GC membership roster</i> 5. 2019 Strategic Planning Retreats Debrief & Next Steps <i>Action: review and approve HCHN sites, hours of operation, and services</i> 6. HCHN Committee Updates and Actions <ul style="list-style-type: none"> a. Community Advisory Group b. Program Evaluation Committee c. Executive Committee | TJ Cosgrove, Kerren Buchanan, Cristin Burris, Chante Stubbs, Jody Rauch, Katherine Switz, Eleta Wright, Kristina Sawyckyj, Janice Tufte | 4:25 | Inform, Discuss, Approve | <ul style="list-style-type: none"> - Fee collection policy 2019.04.09 - Final General Fee Collection and Billing Guidelines 2019.04.09 - FINAL Sliding Fee Discount Program and Billing and Collections 2019-04-11 - HCHNs Quality Management Plan_FINAL - GC Membership Roster - Sep 2018 |
| OTHER ITEMS 1. HCHN Admin Updates | John Gilvar | 6:00 | Inform, Discuss | |
| ADJOURN | Eleta Wright | 6:15 | | |

NEXT MEETING: Monday, May 13 2019, 4:15pm-6:15pm at the King County Chinook Building (401 5th Ave., Seattle, WA 98104), Room 121

HCHN Governance Council Members

- Anita Souza, PhD, MA, UW School of Nursing
- Cynthia Brown, MSN, The Sophia Way
- Eleta Wright, MSW, Nexus Youth and Families
- Greg Francis, Consumer Representative
- Janice Tufte, Consumer Representative
- Jeff Sakuma, City of Seattle Human Services Department
- Jodi Denney, North King County Community Medicine Team
- Katherine Switz, MBA, The Stability Network
- Kristina Sawyckyj, Consumer Representative
- Leslie Enzian, MD, HMC Medical Respite Program
- Marilyn Mills, Consumer Representative
- Melinda Giovengo, PhD, MA, YouthCare
- Michael Erikson, MSW, Neighborcare Health
- Michael Quinn, Plymouth Housing Group
- Rick Reynolds, Operation Nightwatch
- Samantha Esposito, Consumer Representative
- Tara Moss, LEAD
- Zachary DeWolf, All Home

MINUTES

Monday, April 15 2019

King County Chinook Building (401 5th Ave., Seattle, WA 98104), Room 121

Council Members Present: Cynthia Brown, Eleta Wright, Janice Tufte, Jeff Sakuma, Jodi Denney, Katherine Switz, Kristina Sawyckyj, Leslie Enzian, Melinda Giovengo, Michael Erikson, Michael Quinn, Rick Reynolds, Zachary DeWolf

Council Members Absent: Anita Souza, Greg Francis, Marilyn Mills, Samantha Esposito, Tara Moss

Public Health Staff Present: John Gilvar (ex-officio member), TJ Cosgrove, Kerren Buchanan, Cristin Burris, Chante Stubbs, Jody Rauch, Denise Hawthorne, Rekha Ravindran

CALL TO ORDER

1. Welcome & Introductions

Eleta Wright welcomed members to the meeting of the HCHN Governance Council (GC). Full quorum present.

2. Minutes

GC members reviewed minutes from the following meetings:

- February 25, 2019: Michael Erikson made motion to approve the minutes, Katherine Switz seconded; vote was unanimous in favor of the motion.
- March 11, 2019: Melinda Giovengo made motion to approve the minutes, Michael Quinn seconded, Michael Erikson abstained; vote was unanimous in favor of the motion.

- March 18, 2019: Michael Quinn made motion to approve the minutes, Katherine seconded, Melinda and Eleta abstained; vote was unanimous in favor of the motion.
- April 1, 2019: Cynthia Brown made motion to approve the minutes, Jodi Denney seconded, Melinda abstained; vote was unanimous in favor of the motion.

PUBLIC COMMENT

There was no public comment.

REGULAR AGENDA

1. HCHN Program Manager Annual Review

Katherine welcomed TJ Cosgrove, Division Director of Community Health Services (CHS), Public Health – Seattle & King County (PHSKC), and John Gilvar’s direct supervisor. She and Eleta previously met with TJ about John’s performance evaluation and TJ was invited back to share with the full GC. John left the room.

TJ said that PHSKC uses an Employee Performance & Appraisal System (EPAS) to set goals and evaluate performance. He mentioned the review period as September – August, where prospective goals are set in the fall with regular check-ins to review progress or reassess goals. He stated that the annual review describes progress on goals and additional comments on job performance/skill sets. He mentioned he typically sets 5-6 goals based on a strategic framework and consistently includes at least one related to equity and social justice. He suggested in the future, the GC may review prospective goals or create new ones; he is happy to support whatever process makes the most sense so that moving forward the GC determines its performance goals for the Project Director and uses these goals in annually evaluating overall performance. He wholeheartedly recommended that the GC approve John’s performance.

Rick Reynolds made motion to approve HCHN Program Manager John Gilvar’s performance evaluation, Jeff Sakuma seconded; vote was unanimous in favor of the motion.

2. Policy Overviews

a. Sliding Fee Discount Program

b. Billing and Collections

Katherine welcomed Cristin Burris, Senior Revenue Cycle Analyst & Manager of Central Business Office, and Kerren Buchanan, Business Practices Manager, to present on Sliding Fee Discount Program (SFDP) and Billing & Collections policies. The policies and PowerPoint attached. Highlights of the presentation include:

- Services will not be denied to any client due to inability to pay; outstanding balances are written off after 18 months as part of on-going commitment to assure access to health care
- No fees will be charged to homeless clients who are at or below 100% Federal Poverty Level (FPL) – about 97% of homeless patients fall under this category
- Discounts are based on the FPL as determined by the client’s self-reported household size and income

- Historically PHSKC clinics and services have been among the most affordable in the region, and PHSKC staff have confirmed this affordability through comparisons of typical charges; results from patient satisfaction surveys indicate low costs as one of the top reasons to seek care at public health clinics

Melinda made motion to adopt health center policy related to Sliding Fee Discount Program, Janice Tufte seconded; vote was unanimous in favor of the motion.

Jodi made motion to endorse the Billing and Collection procedures based on assessment that they minimize barriers to care, Kristina Sawycky seconded; vote was unanimous in favor of the motion.

Katherine thanked Cristin and Kerren for the presentation.

c. QI/QA Policy

Katherine said the GC was briefed on the QI/QA policy on 3/18 and those present made motion to recommend for approval at the 4/15 meeting, pending any input from members not present. No questions or concerns were raised. Janice made motion to adopt health center policy related to Quality Improvement/Assurance Program, Melinda seconded; vote was unanimous in favor of the motion.

3. Contractor Site Visit Monitoring Process

Katherine welcomed Jody Rauch, HCHN Clinical Quality Lead, and Chante Stubbs, HCHN Contract Monitor, to present on QI/QA for contractors. The PowerPoint is attached and highlights of the presentation include:

- Site visit monitoring process assures that all contractors maintain appropriate QI/QA policies and practices
- Each contract incorporates two learning objectives related to: 1) patient satisfaction and 2) equity and social justice
- HCHN sub-awardees and contractors are held to the federal standards, regardless of funding source; all contracts reflect federal requirements
- Trends that emerge through monitoring processes used to inform different audiences, including funders, network providers, and other key leadership, on successes and opportunities

Katherine thanked Jody and Chante for the presentation.

4. GC Membership/Vacancies

Katherine announced that Greg Francis tendered resignation on 3/28 and it was received on 4/1. She said as of April 1, Greg has been formally removed based on the Chair and Vice Chair's acceptance of his resignation. She mentioned inviting Greg to a meeting after the upcoming operational site visit (OSV) to commemorate his many years of service.

Katherine said in accordance with the GC bylaws, two individuals who have not attended any meetings were sent a letter on 3/14 encouraging them to re-engage and reach out by 3/29 to maintain membership. She did not hear from either of them in the specified time allotted and a vote is required to formally remove them.

Kristina made motion to formally remove Samantha Esposito as member of the HCHN Governance Council, Jodi seconded; vote was unanimous in favor of the motion.

Kristina made motion to formally remove Marilyn Mills as member of the HCHN Governance Council, Eleta seconded; vote was unanimous in favor of the motion.

Katherine mentioned the GC can now look into recruiting new members to join, which is particularly important in ensuring consumer voice. She suggested reaching out to Rekha for promotional materials if any member knows someone who is interested. She said that Rekha formally announced the opportunity on the HCHN website on 4/3, in accordance with the GC bylaws to ensure that 30 days public notice is provided regarding current vacancies.

Michael Erikson asked how many slots are open. John said that there are three openings, and per the GC bylaws, the ideal number of consumer members is 1/3 with floor of three. He said there are currently only two active consumer members on the GC. He suggested the GC can determine what type of expertise is needed to fill the remaining slots. Katherine said that the EC will discuss the formal membership process and will share ideas at the 5/13 meeting.

5. *2019 Strategic Planning Retreats Debrief & Next Steps*

Katherine said John presented 4/1 on the driving factors used to determine site selection, services, and hours of operation, using examples of newly added sites. John said the GC will do a more in-depth review of the sites, hours of operation, and services as part of approving the next Service Area Competition (SAC) application, where HCHN will re-compete money out for contracting. He said the SAC is due in 2020. In the interim, Katherine asked the GC to formally approve.

Rick made motion to approve HCHN's sites, hours of operation, and services, including decisions to subaward or contract for a substantial portion of HCHN's services, Kristina seconded; vote was unanimous in favor of the motion.

6. *HCHN Committee Updates*

a. *Community Advisory Group (CAG)*

Kristina reported that the recent CAG meeting focused on discussion of the presumed homeless death report, a collaboration of HCHN and the Medical Examiner's Office. She said there were a high number of youth suicides and the CAG discussed strategies to promote prevention and support for youth mental health.

b. *Program Evaluation Committee (PEC)*

Janice said that the PEC most recently discussed the UDS clinical measures and opportunities to define and track new measures. She said the 4/17 PEC meeting will focus on patient satisfaction.

c. *Executive Committee (EC)*

Eleta mentioned that the focus is currently on the OSV but afterwards, the EC will take a closer look at developing strategic planning priorities and the GC's role in supporting efforts around equity and social justice. Katherine reminded the GC that due to Greg's resignation, a member-at-large slot on the EC is open and to consider if interested in joining.

OTHER ITEMS

1. *HCHN Admin Updates*

John shared a few updates from the HCHN admin team:

- Work related to updating the Community Needs Assessment (CNA) will commence in the fall and consider the GC's role
- Application in progress for a grant to fund behavioral health expansion (\$140,00 per year in perpetuity); will focus on needs in new shelters
- Housing Health Outreach Team (HHOT) expansion – Harborview Medical Center and Neighborcare Health submitted successful proposals; contract negotiations underway
- The Sobering Center is on track to move to Georgetown from its current site in the Cascade neighborhood at the north end of downtown on July 1; the HCHN clinic that is co-located with the shelter and other services will also move into this new site and will occupy the second floor once the building renovation is complete
- Kristina will be representing the GC at the [National Health Care for the Homeless Council Conference and Policy Symposium](#) 5/22-5/25; members of the HCHN admin team will also be participating
- Network-wide equity and social justice caucusing facilitated by Bernardo Ruiz and his consulting team has completed and discussion of next steps for the network will take place at the 4/25 HCHN Quarterly Provider Meeting – the HCHN admin team is participating in separate caucusing with Bernardo and his team
- Phillip Kwon, HCHN Business and Finance Officer, will be leaving the admin team; applications for his position close 4/18

ADJOURN

The meeting adjourned at 6:09pm.

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