

Health Care for the Homeless (HCHN) Governance Council

October 21, 2019, 4:15pm-6:15pm, King County Chinook Building (401 5th Avenue, **Room 115**)

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 081919_final - HCHN GC Minutes 091619_final
PUBLIC COMMENT	Eleta Wright	4:20		
EQUITY AND SOCIAL JUSTICE WORK 1. Board Training	Eleta Wright	4:25	Inform, Discuss	
REGULAR AGENDA AND BOARD PROCESS 1. 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 approve</i> 2. HCHN Committee Updates and Actions <ul style="list-style-type: none"> a. Community Advisory Group b. Program Evaluation Committee c. Executive Committee 3. GC Membership/Vacancies <i>Action: review and approve</i> 4. Nominations for HCHN Officers/Process 5. PIT Survey Feedback	Cristin Burris, Grace Antonio, Kristina Sawyckyj, Janice Tufte, Eleta Wright, Katherine Switz	5:30	Inform, Discuss, Approve	<ul style="list-style-type: none"> - Billing and Collections updates post site visit 101819 - Sliding Fee Discount Program_Final Fee Policy 2019.08.21 - Billing & Collections_General Fee Collection and Billing Guidelines 2019.08.20 - Cover Note_Membership_Oct_2019 - Council Membership Application_Harold Odom - Council Membership Application_Kira Zylstra - Council Membership Application_Mark Goetcheus - Council Membership Application_Patricia Dehart - 2019 King YOUTH V2 - 2019 KING ADULT
OTHER ITEMS 1. HCHN Admin Updates <ul style="list-style-type: none"> a. Operational Site Visit 	Anne Meegan	6:00	Inform, Discuss	<ul style="list-style-type: none"> - 2019 OSV Compliance Status_102119

ADJOURN	Katherine Switz	6:15		
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NEXT MEETING: Monday, November 18 2019, 4:15pm-6:15pm at the King County Chinook Building (401 5th Ave., Seattle, WA 98104), **Room 126 – NOTE ROOM CHANGE**

HCHN Governance Council Members

- Anita Souza, PhD, MA, UW School of Nursing
- Cynthia Brown, MSN, Mercy Housing
- Eleta Wright, MSW, Nexus Youth and Families
- Janice Tufte, Consumer Representative
- Jeff Sakuma, City of Seattle Human Services Department
- Jesse Rawlins, Public Defender Association
- 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
- Melinda Giovengo, PhD, MA, YouthCare
- Michael Erikson, MSW, Neighborcare Health
- Michael Quinn, Plymouth Housing Group
- Rick Reynolds, Operation Nightwatch
- Victoria Silver, Friends of Youth
- Zsa Zsa Floyd, Community Advocate

MINUTES

Monday, October 21 2019
King County Chinook Building (401 5th Ave., Seattle, WA 98104), Room 115

Council Members Present: Anita Souza, Cynthia Brown, Eleta Wright, Janice Tufte, Jeff Sakuma, Jesse Rawlins, Katherine Switz, Kristina Sawyckyj, Leslie Enzian, Melinda Giovengo, Michael Erikson, Michael Quinn, Rick Reynolds, Zsa Zsa Floyd

Council Members Absent: Jodi Denney, Victoria Silver

Public Health Staff Present: Anne Meegan, Denise Hawthorne, Mia Shim, Rekha Ravindran

CALL TO ORDER

1. *Welcome & Introductions*

Katherine Switz welcomed members to the meeting of the HCHN Governance Council (GC). She also welcomed guests Kira Zylstra, Mark Goetcheus, and Patricia Dehart, who have all submitted applications to join the GC and were there to observe meeting proceedings. Full quorum present.

2. *Minutes*

GC members reviewed minutes from the following meetings:

- August 19, 2019: Eleta Wright made motion to approve the minutes, Michael Quinn seconded; vote was unanimous in favor of the motion.
- September 16, 2019: Cynthia Brown made motion to approve the minutes, Rick Reynolds seconded; vote was unanimous in favor of the motion.

PUBLIC COMMENT

There was no public comment.

EQUITY AND SOCIAL JUSTICE WORK

1. Board Training

Eleta led an interactive training with meeting attendees discussing privilege and institutionalization of power. Members thanked her for her time and leadership. Katherine shared the intention for racial equity and social justice to be part of the GC's ongoing work; the EC is currently considering how to best continue moving forward.

REGULAR AGENDA AND BOARD PROCESS

1. Policy Overviews

a. Sliding Fee Discount Program

b. Billing & Collections

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

- Policies were updated in response to the HRSA operational site visit, to specifically include language on calculating federal poverty level and eligibility for waiving fees – HRSA has approved the updated policies.
- The “other” category noted for patients to waive fees allows for flexibility in determining hardship.
- EPIC processes are being updated to allow for this data to be captured electronically.

Kristina Sawyckyj made motion to adopt health center policy related to Sliding Fee Discount Program, Anita Souza seconded; vote was unanimous in favor of the motion.

Rick made motion to adopt health center policy related to Billing & Collections, Melinda Giovengo seconded; vote was unanimous in favor of the motion.

2. HCHN Committee Updates and Actions

a. Community Advisory Group (CAG)

Kristina shared that the CAG discussed the main takeaways/next steps from the 9/13 NCAB training and will strategize with the EC on how to best work in alignment with the GC.

b. Program Evaluation Committee (PEC)

Katherine shared updates from the 10/18 PEC meeting. She said the PEC reviewed UDS performance data and that admin staff project HCHN's unduplicated patient target will remain above 95%. The PEC also reviewed patient data by visit category; similar to last year, HCHN notes a slight decrease in medical visits but there are opportunities to improve in mental health, SUD & dental visits. She said that overall, all categories are projected to be at or above 75% met. She said the PEC looked at clinical measures, specifically hypertension and diabetes. HCHN is meeting hypertension targets but is below the diabetes targets; however, staff project a 2% improvement in diabetes management and have additional quality improvement activities planned. The PEC also reviewed contractor patient satisfaction data and noted that partners have flexibility in determining patient engagement strategies. Katherine said that 681 patients have participated in at least one contractor engagement activity, compared to 406 in 2018. She said the PEC will be briefed on public health patient satisfaction data early next year. She shared that the full GC will also be briefed on these topics as part of strategic planning.

c. Executive Committee (EC)

No additional updates were shared.

3. GC Membership/Vacancies

Eleta asked Kira, Mark, and Patricia, as applicants to the GC, to step out of the room. She shared that the EC reviewed all four applications and made the following recommendations for the two open slots:

- Kira Zylstra (Acting Director, All Home)
- Mark Goetcheus (Program Manager, Wound, Ostomy, Limb Preservation, & Amputee Services, Harborview Medical Center)

She said the EC made these recommendations given demonstrated passion in serving people experiencing homelessness. She asked GC members for any feedback. There were no questions so the following motion was made:

The EC moves that Kira Zylstra and Mark Goetcheus be accepted as new members of the GC; Jesse Rawlins seconded; vote was unanimous in favor of the motion.

4. Nominations for HCHN Officers/Process

Katherine shared that formal nominations will take place at the November GC meeting. She welcomes members to reach out to her to discuss the opportunity in more detail.

5. *PIT Survey Feedback*

Rekha invited GC members to share feedback on the proposed surveys that will be administered as part of the January 2020 one night count of people experiencing homelessness that is mandated by the federal government. She presented two surveys: one tailored to youth/young adults, age 24 and under, and the other for adults, age 18+. Kira acknowledged that the surveys in general are long so it is important to be thoughtful about adding anything new. She said some questions are required and others are politically valuable because they help provide data to address common misperceptions around homelessness, but the main intent is to make the surveys as inclusive and person-centered as possible. She also highlighted a need to be consistent, so it is possible to assess trends over multiple years, but noted that these surveys were not the only way of tracking some of this information.

Michael Erikson asked how the surveys are administered. Kira said All Home uses a peer-to-peer model and trains people with lived experience to conduct the surveys. Anita suggested that “intellectual disability or memory impairment” be treated as separate questions since they are distinct diagnoses that require different types of facilities and services; Kristina agreed. Kristina also recommended changes to the veteran status section; specifically, that non-veterans may be eligible to receive benefits from the VA and that there needs to be additional considerations around assessing discharge status.

Kira thanked members for the feedback and will pass on to Danielle Winslow with All Home. Rekha said that any additional feedback must be shared by the end of the week – All Home needs to finalize the surveys by the end of October so it is ready to administer in January 2020.

OTHER ITEMS

1. *HCHN Admin Updates*

a. *Operational Site Visit (OSV)*

Anne shared that the GC finished up the final piece for the OSV response by approving the Sliding Fee Discount Program and Billing & Collections policies. She expressed deep appreciation to the GC and its leadership in assuring a successful OSV.

b. *Grant Opportunity - HIV Primary Care/Prevention*

Anne said that the HCHN admin team was notified of a new HRSA non-competitive supplemental funding announcement for health centers to support HIV primary care/prevention services. She said HCHN is eligible because PHSKC is also a Ryan White grantee and King County is designated as a HIV hot-spot. She shared that the application is due 12/16 and would provide \$261,000 per year for HIV outreach, testing, PrEP, and linkages to care. She said that the HCHN admin team is looking at how to align the application with the GC’s strategic priorities and will update at the 11/18 GC meeting.

c. *HCHN Annual Gathering 10/23*

Anne encouraged members to attend the 10/23 HCHN Annual Gathering. She said the goal this year is to focus on Resiliency, Trauma-Informed Care (TIC) Systems, Secondary Trauma and Self-Care to help sustain us in our racial equity work. Katherine shared she went last year and found it very helpful. Rekha mentioned that members do not need to attend all-day but are welcome to join for particular sessions of interest.

d. *Sobering Center*

Anne shared that the HCHN admin team is working with the current partners to determine how to use funds for services originally anchored in the Sobering Center to continue supporting health services and Sobering Center clients through 2020. She hopes to have an update on the final plan to share at the 11/6 EC meeting.

ADJOURN

The meeting adjourned at 6:06pm.

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