

## Health Care for the Homeless (HCHN) Governance Council

**March 18, 2019, 4:15pm-6:15pm, King County Chinook Building (401 5th Avenue, Room 126)**

### Agenda

Topic	Person	Time	Purpose	Materials
<b>CALL TO ORDER</b> 1. Welcome & Introductions 2. Minutes <i>Action: review and approve</i>	Katherine Switz	4:15	Inform, Approve	- HCHN GC Minutes 022519_final
<b>PUBLIC COMMENT</b>	Katherine Switz	4:20		
<b>REGULAR AGENDA AND BOARD PROCESS</b> 1. HCHN Committee Updates and Actions <ol style="list-style-type: none"> <li>a. Community Advisory Group</li> <li>b. Program Evaluation Committee</li> <li>c. Executive Committee</li> </ol> 2. HCHN Program Finance and Audit Briefing 3. HCHN QI/QA Policy <i>Action: review and approve</i> 4. GC Membership/Vacancies	Kristina Sawyckyj, Janice Tufte, Denise Hawthorne, Dr. Mia Shim, Katherine Switz	4:25	Inform, Discuss, Approve	- GC Finance & Audit briefing - QI-QA Policy_031819
<b>OTHER ITEMS</b> 1. 2019 Strategic Planning Retreat, Day 2 <ol style="list-style-type: none"> <li>a. Questions in preparation for Day 2?</li> </ol> 2. HCHN Admin Updates	Katherine Switz, John Gilvar	5:30	Inform, Discuss	
<b>ADJOURN</b>	Katherine Switz	6:15		

**NEXT MEETING:** Monday, April 1 2019, 8:00am-12:00pm, Seattle Municipal Tower (700 5<sup>th</sup> Ave, Seattle, WA), Room 1600  
 [Strategic Planning Retreat Day 2]

#### 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

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## MINUTES

Monday, March 18 2019

King County Chinook Building (401 5th Ave., Seattle, WA 98104), Room 126

**Council Members Present:** Greg Francis, Janice Tufte, Jeff Sakuma, Katherine Switz, Kristina Sawyckyj, Michael Erikson, Michael Quinn, Rick Reynolds, Tara Moss

**Council Members Absent:** Anita Souza, Cynthia Brown, Eleta Wright, Jodi Denney, Leslie Enzian, Marilyn Mills, Melinda Giovengo, Samantha Esposito, Zachary DeWolf

**Public Health Staff Present:** John Gilvar (ex-officio member), Denise Hawthorne, Mia Shim, Kim Nguyen

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## CALL TO ORDER

1. *Welcome & Introductions*

Katherine Switz welcomed members to the meeting of the HCHN Governance Council (GC). Full quorum not present.

Katherine said the Seattle City Council recognized YouthCare and Friends of Youth for providing youth services in the community, since this week commemorates Youth Services Week. She thanked Melinda for her work.

2. *Minutes*

GC members reviewed the minutes from the 2/25 meeting. Minutes were not approved since no quorum.

## PUBLIC COMMENT

There was no public comment.

## REGULAR AGENDA

1. *HCHN Program Manager Annual Review*

TJ Cosgrove was unable to attend the meeting; Katherine said this agenda item will be moved to the 4/15 GC meeting.

2. *HCHN Committee Updates*

a. *Community Advisory Group (CAG)*

Kristina Sawycky reported that the CAG met on 3/6. The CAG was briefed by the City of Seattle Fire Department and Mayor's office staff about the City's analysis of low acuity 911 calls and the high number of calls that originate from addresses where homeless services, shelter, and housing are provided. CAG members provided feedback on the briefing and input into some of the potential pilot programs that the City is considering to address the issue. The CAG also provided HCHN Admin Team staff with input on the Department of Community and Human Services' (DCHS) proposed changes to the Coordinated Entry for All (CEA) assessment process and the HCHN Admin Team's recommendations to DCHS regarding methods for increasing the weight given to medical acuity and complexity in assessing people to rank them in terms of the need for permanent supportive housing. She said the CAG is also looking into the presumed homeless deaths for the past year to identify trends and reaching out to the Medical Examiner's Office (MEO) for information.

*b. Program Evaluation Committee (PEC)*

Janice Tufte said the PEC will review QI/QA processes and data in more depth at its 3/20 meeting. At the 2/20 meeting, the committee reviewed the clinical performance measures required by HRSA's Uniform Data System (UDS) reporting. These measures were also discussed at the 3/11 GC strategic planning retreat session.

*c. Executive Committee (EC)*

Katherine said the EC reviewed the HCHN Admin Team's "GC Shelter Health Need Analysis Response 2 21 19" memo in detail and decided to wait until after the strategic planning retreats to make recommendations on next steps. She expressed appreciation to the admin team for preparing and sharing the memo and also for organizing the recent program site visits. She said members of the GC met with Kira Zylstra, Acting Director of All Home, to discuss the [report](#) authored by Future Laboratories on homeless system redesign for all of King County. She said she is following up with Kira to schedule a meeting with the consulting group, National Innovation Service (NIS), who is serving as project managers for this work.

*3. HCHN Program Finance and Audit Briefing*

Denise Hawthorne reviewed the "GC Finance & Audit briefing" memo and referenced the GC's role in monitoring the financial status of HCHN, including reviewing the results of the annual audit. The memo is attached and highlights include:

- There are robust protocols in place governing procurement, since HCHN is a program under Public Health – Seattle & King County (PHSKC).
- Federal funding has the highest level of accountability, so HCHN strives for all financial processes to meet that level, even though many programs are funded by a mix of revenue streams and some do not receive any federal grant funding.
- GC bylaws/co-applicant agreement state that the board does not oversee King County financial management procedures and policies, but the GC does have a role in reviewing and approving the HCHN Scope of Project budget. It is important that the GC is assured that HCHN is solvent, sustainable, and not in any financial trouble.
- In 2018, HCHN was selected by the State of Washington to be part of the State's Single Federal Audit of Public Health Department programs for the 2017 year; this audit resulted in no findings for the HCHN Program or department.

#### 4. *HCHN QI/QA Policy*

Dr. Mia Shim presented on the Community Health Services (CHS) Division's Quality Improvement/Quality Assurance (QI/QA) draft revised policy that will require GC approval. The draft policy and PowerPoint attached. Highlights of the presentation include:

- QI/QA work has been ongoing, even though the policy document being considered is new.
- The QI/QA system addresses the following: quality, access, and utilization of health center services; patient satisfaction and patient grievance processes; and patient safety, including adverse events.
- The GC PEC is tasked with more in-depth review of quality and utilization data.
- PHSKC CHS Division has an internal QI Committee and Mia, as CHS Medical Officer, is also part of the Department of Public Health (DPH) QI Committee and its Compliance Committee. The PHSKC Compliance Office is responsible for overall management of the department's Unusual Occurrence policy and processes, which include identifying, addressing, and resolving patient safety events as appropriate, together with CHS Medical Officer and CHS Program Quality Manager.
- Maintaining confidentiality of QI process and protected health information contained in the Unusual Occurrence reports is important to preserve the integrity of QI process and regulatory standards; therefore, data shared will focus on general overview of QI trends.

Katherine made a motion to recommend the GC approve the draft QI/QA policy at the 4/15 meeting, pending any input from members not present. Michael Quinn seconded vote was unanimous, in favor of the motion.

#### 5. *GC Membership/Vacancies*

Katherine said she is working with Rekha to send letters out to members who have been unengaged in GC work. She said the EC will report on next steps and elicit feedback at the 4/15 GC meeting.

### **OTHER ITEMS**

#### 1. *2019 Strategic Planning Retreat, Day 2*

##### a. *Questions in preparation for Day 2?*

John Gilvar said the retreat sessions represent an important opportunity for the GC to determine community-wide priorities, in addition to assuring that it meets specific HRSA governance requirements. He said the work moving forward can center on a racial equity lens, as suggested by GC leadership. Greg asked about resources to help support decision making around priorities based on past discussions. John said the "Planning Council Final Strategic Guidance for Public Health and GC\_082118" memo and other resources will be sent in advance of the second retreat session.

#### 2. *HCHN Admin Updates*

John gave an update on the planning around a possible application for a HRSA New Access Point grant. He said the challenges of locating an appropriate site and provider partners ultimately proved too difficult. He said the HCHN admin team will aim to be proactive in planning for the next anticipated NAP opportunity, likely in the next 3-4 years.

John said HCHN Housing Health Outreach Team (HHOT) Program's Request for Applications (RFA) closed Friday, 3/15. He said the admin team received two responses, from Neighborcare Health and Harborview Medical Center; an objective panel will evaluate the applications and then final funding recommendations will be made.

**ADJOURN**

The meeting adjourned at 5:45pm.

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**NEXT MEETING:** Monday, April 1 2019, 8:00am-12:00pm, The 2100 Building (2100 24th Ave S, Seattle, WA), Room B  
[Strategic Planning Retreat Day 2]