# Minutes of the Monthly Meeting of the Health Care for the Homeless (HCH) Co-Applicant Board May 11, 2021 | 3:00 pm

#### **Location of Meeting:**

The May meeting of the HCH Co-Applicant Board was held by Microsoft Teams/telephone due to the Coronavirus Pandemic affecting the State and Nation. As a result, all votes were conducted by roll call to ensure a clear understanding of the vote.

#### **Present at Meeting:**

Name	Attendee Type	On Call
Dianne Clarke	Board Member	
Lauren Grimsland	Board Member	$\boxtimes$
Sandra Grosvenor	Board Member	$\boxtimes$
Lt. Zachary Haisch	Board Member	$\boxtimes$
Danielle Husband	Board Member	$\square$
Sheila Lopez	Board Member	$\boxtimes$
Jennifer Post	Board Member	
Helen Rhymes	Board Member	$\boxtimes$
Maxine Booker	Board Member	
Michael Roscoe	Board Member	$\boxtimes$
Susan Finlaw-Dusseault	Board Member	$\square$
Jeannie Bohn	Board Member	$\boxtimes$
Kathy Neumann	Board Member - Alternate	
Sandnes Boulanger	Board Member - Alternate	
Theresa Jones	Board Member - Alternate	$\boxtimes$
Melissa VanBruggen	Staff/Community Member	$\square$
Rhonda O'Brien	Staff/Community Member	$\square$
Dr. Chitra Ravindra	Staff/Community Member	
Gerni Oster	Staff/Community Member	$\square$
Ruby Bernard	Staff/Community Member	$\square$
Karen Yatchum	Staff/Community Member	$\boxtimes$
Elisa DeGregorio	Staff/Community Member	$\square$
Meghan Westbrook	Staff/Community Member	
Lisa Carrillo	Staff/Community Member	$\boxtimes$
Jodi Groth	Staff/Community Member	$\square$
Clark Scott	Staff/Community Member	$\square$
Tim Burns	Staff/Community Member	$\square$
Krista McIlhaney-Issacs	Staff/Community Member	$\square$

The regular meeting of the HCH Co-Applicant Board was called to order at **3:06 pm**.

## 1. Chairman's Report

I. <u>Declaration of Conflicts of Interest:</u> No conflict of interests to declare.

## II. Approval of Minutes:

Motion/Vote to accept the Co-Applicant Board Minutes from the meeting on April 13, 2021:

Member/Alternate	Motion	Second	Yay Vote	Nay Vote	Abstain
Lauren Grimsland			$\boxtimes$		
Sandra Grosvenor			$\boxtimes$		
Lt. Zachary Haisch					
Danielle Husband					
Sheila Lopez			$\boxtimes$		
Helen Rhymes	$\boxtimes$				
Michael Roscoe			$\boxtimes$		
Susan Finlaw-Dusseault		$\boxtimes$			
Jeannie Bohn			$\boxtimes$		
Kathy Neumann			$\boxtimes$		

The motion was **unanimously** approved.

#### III. Medical Executive Committee Meeting Minutes

Rhonda O'Brien shared that five (5) DOH employees were recommended and approved for credentialling. Three (3) were new appointments and two (2) were re-appointments.

## Motion/Vote to accept the Medical Executive Committee Meeting Minutes:

Member/Alternate	Motion	Second	Yay Vote	Nay Vote	Abstain
Lauren Grimsland			$\boxtimes$		
Sandra Grosvenor			$\boxtimes$		
Lt. Zachary Haisch					
Danielle Husband					
Sheila Lopez			$\boxtimes$		
Helen Rhymes		$\boxtimes$			
Michael Roscoe			$\boxtimes$		
Susan Finlaw-Dusseault	$\boxtimes$				
Jeannie Bohn			$\boxtimes$		
Kathy Neumann			$\boxtimes$		

The motion was **unanimously** approved.

#### IV. <u>Co-Applicant Board – New Members/Recruitment/Resignations:</u>

Elisa DeGregorio initiated a brief discussion regarding the upcoming term expirations for the following members: Dianne Clarke (3 terms); Maxine Booker; Lauren Grimsland; Sheila Lopez; Lt. Haisch (3 terms); Danielle Husband; and Helen Rhymes. Seats are not necessarily designated for certain organizations, but the hope is to still have representation from Operation PAR and PCSO because of their involvement in the HCH program and homeless community. If there are any recommendations for a successor for those organizations, please let us know. Voting will take place at the annual meeting next month.

## V. Project Director Evaluation

A copy of the Project Director Performance Assessment was provided in the Board meeting packet. Voting Board members were asked to complete this evaluation of the Project Director, Karen Yatchum, and return to Lauren Grimsland and Elisa DeGregorio by May 31, 2021. A subcommittee will be formed to review the evaluations and discuss the results with Karen. Lauren will reach out to Board members to gauge interest in serving on this subcommittee.

## VI. Unfinished Business/Follow Up

<u>Hypertension Grant:</u> Karen Yatchum provided an email update to the Board on April 26, 2021 and further discussed the decision to maintain this grant. Initially, we were under the impression that we had to "engage" a majority of our hypertensive patients in using the self-monitoring blood pressure (SMBP) devices. After reviewing and discussing it further with HRSA, the requirement is to "make the devices available" to the hypertensive population. This means that a patient who comes in for care with a qualifying diagnosis, can be asked to participate and decline and still count towards the majority. HRSA also confirmed that there are no written penalties or consequences for not meeting grant requirements. While HRSA always reserves the right to impose conditions on a grant, they most likely would not if the health center is striving to meet the requirements. As long as we document our efforts and communicate with HRSA in our progress reports, and participate in the required technical assistance offerings, we should not have any issues.

Elisa DeGregorio added that Jim Macrae, Associate Administrator for the Bureau of Primary Health Care, spoke during a webinar today and reiterated with how difficult it is to engage the homeless population with monitoring their own blood pressure. He is hopeful that this Hypertension initiative will help clients see how important it is for them to take control of their health.

## 2. Governance/Operations

## I. HCH Quarter 1 Dashboard

Jodi Groth presented the dashboard for Q1 of 2021:

- Active Clients: 2,712 active HCH clients in March 2021; 3,252 YTD.
- New Clients: 285 in the month of March; 754 YTD.
- Medical Encounters: 363 in March; 1,117 YTD. Down 29% from this time last year.
- Clients with Medical Encounters: 238 in March; 716 YTD. Down 33% from this time last year. The Strategic Plan goal is to increase by 5% each year. There were 1.6 encounters per client, YTD through March
- **Dental Encounters:** 399 in March; YTD 972. Down 4% from last year.
- Clients with a Dental Encounter: 233 in March; 334 YTD. Down 15% from last year. There were 2.9 encounters per client, which was slightly higher than last year.
- Specialty Care: 362 referrals for March; 1,205 YTD. Down 12% from last year. 240 unduplicated clients in March; 545 YTD. 156 clients with a follow up visit in March; 383 YTD. Down 20% from last year. Average referrals per client is 2.2. 70% have had at least one Specialty Care encounter or follow up, which is down from 80% last year.
- **Clinical Quality Measures**: We are currently on target for goals related to weight screening/follow-up, IVD & antithrombotic med, and depression screening/follow-up. All

others are currently off-target. Rhonda added that April data has recently come in, so we will be closer to meeting target goals in some areas. Reaching these goals is dependent upon how many encounters clients have. They should be seen 4x per year to properly managing their conditions.

- Appointments: Overall no-show rate was 22%, which is the same as last year.
- **Patient satisfaction surveys:** Received 17 responses for new clients; 100% yes for satisfaction. 95.71% overall satisfaction for established patients.
- **Zip Codes:** The dashboard includes the map and list of zip codes where clients list as their home zip code as well as the zip codes that fall within our scope for the Needs Assessment. This is reported annually with the Service Area Review. Currently, 85% of HCH patients reside in the In-Scope Zip Code Area.

Karen Yatchum added that there has been a rapid decline in clients and encounters since the onset of COVID. We are trying to reach out to clients to bring them back to their primary medical home and are open to suggestions and strategies to engage/re-engage them. The County will be re-opening all public offices on June 1<sup>st</sup>, 2021 so there may be additional ways to reach them as more offices open up. PSTA bus rides have been free; however, they will start charging fares again on June 6, 2021. Clients may start coming back to the clinic/MMU more to obtain bus passes.

The question arose if there has been an increase/decline in the ED - perhaps clients are going there instead? Karen continues to meet with hospitals to ensure that new staff are trained, know about the Blue Card e-app, etc. Jeannie Bohn added that quite a few of her clients have chosen to increase self-medication of drugs and alcohol instead of seeking medical care. Karen reiterated that a benefit of the HCH program is access to mental health and substance use treatment when they are ready.

Susan Finlaw-Dusseault stated their unduplicated count decreased last year as well, so it sounds like it may be across all systems of care. Helen Rhymes added that people in general are just not keeping up with regular medical visits during the pandemic. Unless they are extremely sick, they may not even go to hospitals for fear of COVID exposure. Shelter numbers are down as well. HLA street outreach has been encountering new people, but overall engagement has decreased since COVID. Perhaps street outreach could mention the importance of following up with primary care as part of their standard conversation with everyone they encounter. Karen will bring it up at the street outreach meeting next week.

There are materials available to help educate non-medical staff with vaccine information to help guide discussions and build trust.

## II. FACHC MOU for Emergency Preparedness

HRSA has asked the Florida Association of Community Health Centers (FACHC) and other Primary Care Associations to take the lead in gathering critical health center information and reporting impact data back to HRSA on the operational status of delivery sites during an emergency response.

The Pinellas County Board of County Commissioners, through the Healthcare for the Homeless Program, is entering into an MOU to provide reports and/or critical information to FACHC during an emergency. Elisa DeGregorio is listed as the primary contact, with Tim Burns as the second and

Karen Yatchum as the third. The MOU will be signed by the Director of Administrative Services with the County.

Member/Alternate	Motion	Second	Yay Vote	Nay Vote	Abstain
Lauren Grimsland			$\boxtimes$		
Sandra Grosvenor			$\boxtimes$		
Lt. Zachary Haisch		$\boxtimes$			
Danielle Husband			$\boxtimes$		
Sheila Lopez			$\boxtimes$		
Helen Rhymes	$\boxtimes$				
Michael Roscoe			$\boxtimes$		
Susan Finlaw-Dusseault			$\boxtimes$		
Jeannie Bohn			$\boxtimes$		
Kathy Neumann			$\boxtimes$		

**Motion/Vote** to enter into an MOU with FACHC to provide status reports and/or critical information during an emergency:

The motion was **unanimously** approved.

#### III. Tarpon Springs Shepherd Center

Karen Yatchum provided an update on the Tarpon Springs Shepherd Center pilot. We have had four (4) Mondays scheduled at this location – two (2) days with the van and two (2) days of utilizing office space when the van was inoperable. We have seen 10 clients to date, but do not have any data to show if they have had any follow up appointments. There has been a lot of education and enrollment assistance provided at the location as well as overall energy to make this successful. So far eight (8) clients have signed up for a blue card there. As a pilot, it is going well. We are still experiencing bumps with telehealth implementation, but we will get there. The pilot will be fully realized once telehealth can be utilized for follow up care.

Jeannie Bohn added that several people no showed once stimulus checks were received. She is working on some incentives to help get people to schedule and keep appointments. They really appreciate being able to have these services there.

#### IV. Service Area Review

Elisa DeGregorio presented the annual Service Area Review, which examines patient zip codes served in 2020 compared to zip codes included in the health center's scope of service w/HRSA. In 2020, we served 85% of patients within the health center's scope. Bayside is located within one of the leading zip codes, which is likely due to street homeless clients utilizing the clinic's address as their zip code along with Safe Harbor being located next door. A copy of the data was provided in the Board packet.

Member/Alternate Motion Second Yay Vote Nay Vote Abstain Lauren Grimsland  $\times$ Sandra Grosvenor  $\boxtimes$ 

Motion/Vote to accept and approve the Service Area Review:

Lt. Zachary Haisch	$\boxtimes$			
Danielle Husband			$\boxtimes$	
Sheila Lopez			$\boxtimes$	
Helen Rhymes			$\boxtimes$	
Michael Roscoe			$\boxtimes$	
Susan Finlaw-Dusseault				
Jeannie Bohn		$\boxtimes$		
Kathy Neumann			$\boxtimes$	

The motion was **unanimously** approved.

#### V. Bayside Expansion

Elisa DeGregorio provided an update on the expansion project. The architect provided the 90% drawings with final review and comments due by the end of this week. Next steps are the 100% final drawings, preparing an RFP and obtaining permits. The RFP contract should be awarded in the Fall. So far, we are on time and on schedule.

#### VI. <u>Telehealth Updates</u>

Ruby Bernard reported that telehealth testing is on-going. They did a run though with Lynn who is having difficulties with her laptop at home. Once those issues are resolved, they will schedule Will get with Jeannie for another test once Lynn's issues are resolved. Karen Yatchum added that Lynn's laptop is out of warranty, so she will be getting a new one soon.

For OTECH kiosk check in, all tablets have been updated with the appropriate forms. Multiple tests were conducted today and they all worked properly! A portion of the check-in asks for pharmacist information, which has not been uploaded into the system yet.

#### VII. Staffing/Vacancies Update

Ruby Bernard shared that there are four (4) vacancies. One (1) nurse is scheduled to interview next week. One of the senior clerks for COVID moved into to a previous vacancy to fill it.

#### VIII. MMU/Bayside Clinic Calendar

Ruby Bernard reported that there have not been any changes to the MMU schedule. They will begin administering J&J vaccines via the MMU at Pinellas HOPE tomorrow. Vaccines will be done inside the shelter to have additional space for nursing staff to monitor the clients for 15 minutes before they leave. Vaccines are available to blue card members and non-blue card members.

Lauren Grimsland added that HEP has two (2) LPNs that are willing to assist. Ruby will reach out if their assistance is needed.

Karen Yatchum asked for a monthly tally of vaccine distribution for future meetings.

#### 3. Fiscal

## I. Financial Report

Clark Scott presented the monthly financial report through April 30<sup>th</sup>, 2021, which was also provided in the Board packet. He explained the income statement is published on a cash basis, so

the expenditures are updated frequently as funding goes in/out. Pulling COVID supplemental funding numbers from the general ledger has been a challenge because they are recorded as emergency operations instead of human services.

#### II. Notice of Awards:

No new notice of awards to report.

Elisa DeGregorio presented the draft budget for the American Rescue Plan funding NOA for \$1,567, 250.00 discussed at last month's meeting. A copy was also included in the Board meeting packet. Initiatives will include:

- Street Medicine pilot
- Multi-purpose medical/dental van (in addition to the current planned MMU replacement van), personnel,
- Alteration/Renovation at Bayside Clinic to repurpose current exam rooms into office/workspace once the expansion project is complete totaling approximately \$262,000.00
- Technology Consultant and EHR upgrade

**Motion/Vote** to move forward with these initiatives and finalize the budget for submission to HRSA by the May 31, 2021 deadline:

Member/Alternate	Motion	Second	Yay Vote	Nay Vote	Abstain
Lauren Grimsland			$\boxtimes$		
Sandra Grosvenor			$\boxtimes$		
Lt. Zachary Haisch	$\boxtimes$				
Danielle Husband			$\boxtimes$		
Sheila Lopez			$\boxtimes$		
Helen Rhymes		$\boxtimes$			
Michael Roscoe			$\boxtimes$		
Susan Finlaw-Dusseault					
Jeannie Bohn					
Kathy Neumann			$\boxtimes$		

The motion was **unanimously** approved.

#### III. New Funding Opportunities:

Elisa DeGregorio presented the FY 2021 American Rescue Plan - Health Center Construction and Capital Improvements funding opportunity for to support construction, expansion, alteration, renovation, and other capital improvements to modify, enhance, and expand health care infrastructure. This is a formula grant with a \$500,000 base + \$11 per patient in 2019 (\$32,000), for a total of \$532,000.00 over a three-year project period (9/1/2021 – 8/31/2024). The application is due to HRSA by 6/24/2021.

A master expansion plan is being drafted to see if what additional space may be available at Bayside to further expand the footprint without compromising the roadway. There have been preliminary discussions about expanding the dental space if we have the ability to do so. We welcome any thoughts and ideas that anyone may have for this funding. The application due date is after the next Board meeting. A final proposal will be presented for approval at that time. No voting necessary today.

## 4. Clinical

## I. Quality Improvement Update

Gerni Oster – Provided an overview of the HIV prevention grant received for testing and PrEP. From January 1 – April 30, 2021, 61 patients received HIV testing. Five (5) are in the process of getting PrEP now.

Workflows have been created for the new program since HIV testing was not offered at the clinic prior to receiving this grant. Testing is offered to new patients and during well-woman exams. Rapid testing is now being offered proactively in the lab. On April 19<sup>th</sup>, a pharmaceutical company provided PrEP training to clinical staff. Since then, the testing and PrEP patients have been increasing.

Challenges faced: The project started late due to COVID and client numbers are down in general. This program requires patients to be proactive in their health, with is challenge with this population. Clients also have to come back every 3 months to obtain meds. PrEP meds should not be stored in extreme temperatures, so that may limit who can have them in the summer months.

Rhonda O'Brien added that she has recently seen lots of ads on TV talking about new cases in Pinellas. This messaging could be a way of raising awareness since Pinellas has a high number of new HIV cases. Ruby Bernard advised that 300 brochures for the program have been ordered and should be coming in shortly.

## II. COVID-19 & Homeless

Melissa VanBruggen reported that DOH is focusing on vaccination efforts for the homeless population, which is open to all age groups now. There was a little bit of a pause since they were using the J&J vaccine but started back up when the CDC authorized use again. They are making the vaccine a part of everyday services provided through the MMU at the shelters. She did not have vaccination rates for homeless population, but 50% of age 18 & up and 70% of age 60 & up have been vaccinated in overall Pinellas County.

## III. HCH Client Trend Reports

Gerni presented the Client Trend Reports for April:

## • Medical:

- o Unduplicated Patients 31 monthly increase all sites except Bayside; 127 at Bayside
- Encounters 110 monthly increase for all sites except Bayside; 437 at Bayside
- o 874 unduplicated; 80% at Bayside; 10 clients at Shepherd Center
- Encounters total of 233 new; 1,431 established. 78% at Bayside

## • Dental:

- Unduplicated Patients 154 were at Bayside; 180 at all other clinics
- Encounters 236 at Bayside; 281 all other clinics. Increase from last year due to COVID pause in procedures in 2020.

## 5. Other Updates

I. HCH Monthly Email Newsletter

Elisa DeGregorio sent the newsletter out via email in early May. A copy was provided in the Board meeting packet along with vision screening flyers. Please post the flyers in your facilities or pass them along to clients.

## 6. New Business:

No new business to discuss.

The meeting was adjourned at **4:41 pm**.

The next meeting will be held at **3:00 pm on <u>Tuesday</u>**, June 8<sup>th</sup>, **2021** via Microsoft Teams.