Minutes of the Monthly Meeting of the Health Care for the Homeless (HCH) Co-Applicant Board August 9, 2022, 3:00 p.m.

Location of Meeting:

The August 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
Helen Rhymes	Board Member – Chair	\boxtimes
Edi Erb	Board Member – Vice Chair	\boxtimes
Christa Bruning	Board Member – Secretary	\boxtimes
Sandra Grosvenor	Board Member	\boxtimes
Danielle Husband	Board Member	\boxtimes
Jen Post	Board Member	
Lauren Grimsland	Board Member	
Maxine Booker	Board Member	
Susan Finlaw-Dusseault	Board Member	\boxtimes
Carolyn Keough	Board Member	\boxtimes
Lissette Roscoe	Board Member	\boxtimes
Joe Pondolfino	Board Member	\boxtimes
Sgt. Eddie Hillmon	Board Member	
Kathy Neumann	Board Member – Alternate for Maxine B.	\boxtimes
Sandnes Boulanger, RN, Ph.D.	Board Member – Alternate for Carolyn K.	
Theresa Jones	Board Member – Alternate for Helen R.	
Lt. Zachary Haisch	Board Member – Alternate for Sgt. Hillmon	\boxtimes
Victoria Kelly	Board Member – Alternate for Susan F.	
Theresa White	Board Member – Alternate for Lauren G.	\boxtimes
Dominique Randall	Staff/Community Member	\boxtimes
Melissa VanBruggen	Staff/Community Member	\boxtimes
Rhonda O'Brien	Staff/Community Member	\boxtimes
Dr. Chitra Ravindra	Staff/Community Member	\boxtimes
Gerni Oster	Staff/Community Member	\boxtimes
Saad Louaked	Staff/Community Member	\boxtimes
Karen Yatchum	Staff/Community Member	
Elisa DeGregorio	Staff/Community Member	\boxtimes
Meghan Westbrook	Staff/Community Member	\boxtimes
Joshua Barnett	Staff/Community Member	\boxtimes
Jodi Groth	Staff/Community Member	\boxtimes
Clark Scott	Staff/Community Member	
Krista McIlhaney-Issacs	Staff/Community Member	
Matthew DiFiore	Staff/Community Member	\boxtimes
Joshua Barnett, Ph.D.	Staff/Community Member	
Grey Dyer	Staff/Community Member	

Corrennia Jackson-Price	Guest	
Caitlyn Synovec	Guest	
Theresa White	Guest	\boxtimes
Diana Chavez Lopez	Guest	\boxtimes
Arrow Woodard	Guest	\boxtimes

The regular meeting of the HCH Co-Applicant Board was called to order at 3:02 p.m.

1. Guest Panel

Safe Harbor Report/Working Group Recommendations:

- 2021 convened a group to evaluate Safe Harbor and come up with recommendations to mitigate impact to emergency services.
- Huge gap was Case Manager to resident ratio way above other shelters
- 187% increase in calls for service in the EMS grids around Safe Harbor from 2010-2020
 - Decreased calls in 2020 may be due to COVID restrictions and limitations
 - Averaging 50 calls per month or 1.7 calls per day in the first 6 months of 2022 consistent with last 5 years
- Full report presented to the group, Florida COCs, and a funders group to help support some of these recommendations.
- Primary Goals for Safe Harbor
 - o Increase Case Management staffing get down from 1:85 current caseloads
 - Dedicated Rapid Rehousing staff
 - Improving connections to wrap around services, including workforce training (possibly onsite)
 - Pilot ARNP on-site at Safe Harbor during high call volume times outside of Bayside Clinic hours
- Dr Ravindra spoke to the study back in appr 2015/16 timeframe to determine the extended hours inquired if they are discussing the times should shift Arrow Woodard shared it peaks around 7-8 pm, noticed it picks up after 4 pm and peaks around 8 pm. Dr. Ravindra noted that Safe Harbor residents were previously worried about missing dinner (6 pm) Lt. Haisch noted they will reiterate to everyone that their health is a priority and a meal will be held for them if they are at the clinic. Per Saad, clients can request/receive a sticker/note to indicate they missed the meal due to a clinic visit.
- Group is always interested in having conversations with community groups that are willing to work with Safe Harbor.

2. Chairman's Report – Helen Rhymes

a. Declaration of Conflicts of Interest

No conflicts of interest to declared.

b. <u>Co-Applicant Board – New Members/Renewals/Resignations</u>

One resignation - Lauren Grimsland resignation letter. Has resigned from HEP, will be teaching. Theresa White will step in and fulfill Lauren's term

Member/Alternate	Motion	Second	Yay Vote	Nay Vote	Abstain
Helen Rhymes			\boxtimes		
Edi Erb			\boxtimes		
Christa Bruning			\boxtimes		

Sandra Grosvenor			\boxtimes		
Danielle Husband			\boxtimes		
Jen Post	\Box	\Box	\Box	\Box	\Box
Lauren Grimsland					
Theresa White					
Maxine Booker			\bowtie		
Kathy Neumann					
Susan Finlaw-Dusseault	\boxtimes				
Carolyn Keough			\boxtimes		
Lissette Roscoe	\Box	\Box	\Box	\Box	\Box
Joe Pondolfino			\boxtimes		
Sgt. Eddie Hillmon		\boxtimes			

The motion was **unanimously** approved.

Consumer Recruitment Follow-up:

Saad identified two clients that were interested. He should be meeting with them Thursday and should have a response.

Joshua noted this is not a scary Board and reminded the group if they have clients that would be interested in providing service in a meaningful way. Susan inquired about length of time requirements – Elisa noted two years.

Helen noted trying to figure out a way how to compensate volunteers – hope we can find some way to show appreciation and possibly compensation – it is these individual's time and expertise. What resonated with her was that most of the Board are compensated to be here.

Joshua noted this continues – conversations are now how to provide this, not if we should. Elisa shared she is seeking a full month bus pass (via flamingo card) as an opportunity for some level of compensation. Susan shared at the collaborative labs she noted many of the clients participating were not able to participate in the polls, as they did not have the technology to do so. Wants to ensure clients for the Board have access.

c. <u>Unfinished Business/Follow-Up</u>

None

3. Consent Agenda

a. Co-Applicant Board Meeting Minutes

b. Medical Executive Committee Meeting Minutes

In an effort to streamline the meeting, both sets of minutes were grouped into a consent agenda for vote under one motion and will continue in this manner for future meetings.

<u>Motion/Vote</u> to accept the Co-Applicant Board Meeting Minutes from July 12, 2022 and Medical Executive Committee from July 26, 2022:

Member/Alternate	Motion	Second	Yay Vote	Nay Vote	Abstain
Helen Rhymes			\boxtimes		
Edi Erb		\boxtimes			
Christa Bruning			\boxtimes		
Sandra Grosvenor			\boxtimes		

Danielle Husband			\boxtimes		
Jen Post	\Box	\Box	\Box	\Box	\Box
Lauren Grimsland			\boxtimes		
Theresa White					
Maxine Booker			\boxtimes		
Kathy Neumann					
Susan Finlaw-Dusseault	\boxtimes				
Carolyn Keough			\boxtimes		
Lissette Roscoe	\Box	\Box	\Box	\Box	
Joe Pondolfino			\boxtimes		
Sgt. Eddie Hillmon			\boxtimes		

The motion was **unanimously** approved.

4. Governance/Operations

a. MMU Sites/Enhance Productivity

Joshua shared discussion around the MMU and productivity – are we "parking in the right spaces" – and want to leverage technology for areas where utilization may be lower, and telehealth can help connect those sites. Just bringing this to the Board as planning is ongoing.

Saad noted the Street Medicine Team is going countywide, going to different shelters, soup

Saad noted the Street Medicine Team is going countywide, going to different shelters, soup kitchens, and they are exploring a few and will bringing

Danielle noted she has some space at MADDIE (spelling) North County – they are seeing more and more unsheltered folks coming into the neighborhood centers – Oldsmar area, even if it's a once-amonth site. They have space – as long as it is not the day they run food pantry. Resources tend to be limited North County and hey would be happy to help.

Any feedback would be welcomed for a presentation next meeting.

- Helen inquired about Tarpon Springs started as a pilot and was curious how many people are being served in Tarpon, not that we shouldn't go, but what is the utilization?
- Jodi has some zip code map from patients for 2020 and 2021. Jodi shared her screen UDS vs Scope zip codes. Inquired if they should run the zip code map on those that are active clients without a medical encounter? Susan thinks this would be interesting
- Jodi to run a report that overlays MMU utilization in those areas to help inform the decision. Next step would be a proposed schedule to the Board (Oct).
- Jodi noted they have some projects they are working on: pulling a list of clients that do not have medical encounters and share that with DOH also pulling clients who have no medical encounter, but are utilizing behavioral health or dental services DOH reaches out to these clients there is a letter going to clients (8-months) who have not been seen to notify them of the importance of seeing their medical provider Susan noted HMIS data to review who may have moved out of County Joshua shared this is in progress (Dominique and Angie) DOH to reach out to where clients are staying looking more for client engagement
- Edi noted could we look at who would be eligible but aren't accessing services USF Public Health School has helped map some of these things Dr. Peterson would be welcome to helping us.

b. Bayside Expansion/MMU Procurement Updates

Elisa shared – procurement went out to bid in mid-July (expansion project) had a site visit with contractors and had great attendance – today was the deadline to qualify, there were at least three submissions. Two part submission.

Hoping 2nd September or 1st October Board of County Commissioners meeting for Contractor approval – anticipated a year for construction. Anticipate groundbreaking January 2023 and completion at the end of 2023 – awaiting better timeline from contractor.

MMU Big and mini- looking to have mini MMU by the end of this year to support the Street Medicine Team – larger unit anticipated mid-late 2023

c. Staffing/Vacancies Update

Saad Louaked still looking for an evening/Saturday nurse. For the MMU looking for Supervisor/Driver and an RN Street Medicine – Dr. Mungara came back Nurse, Ruth Abbott started two weeks – looking for a coordinator. Great news – averaging 12-15 people per day being engaged. Going to parks and other places all over the County – North and South.

Helen inquired how is the Street Medicine Team is dispatched – Partnered with Kathy at DFL who is VERY familiar with where the encampments are and where people congregate. Initially wanted Street Medicine to be in the vicinity of the MMU so if something is more serious, they can be directed to the unit. Monday Clearwater, Oldsmar, and Tarpon area. Thursday, Seminole, Madeira Beach and Indian Rocks. Helen inquired if there is a way to put a schedule out so people can know the vicinity – Joshua noted this is in draft, but this is a goal, and we will bring something back next meeting regarding what it currently looks at. Helen noted City of St Pete is looking to hire a Street Outreach Coordinator – inquired how to connect the outreach teams with the Street Medicine – want to ensure they have access and can send people close by instead of the hospital, if possible. Jodi inquired if there is tracking that could be leveraged for the zip code map – Saad – there is an engagement form – entered in the system, collect whatever they can on the Excel sheet.

d. MMU/Bayside Clinic Calendar

Saad nothing of note at this moment. The MMU is operational even though there were 3 service incidents last month due to the AC.

5. **Fiscal**

a. Financial Report

Clark could not join. Elisa shared June and July reports are included in the packets. There are no specific notes to share, these are based on the County's FY. If there are any questions, we will get answers back to you.

b. Notice of Awards

UDS+ grant opportunity from May. Funds were \$65,500 for acceptance and approval \$5500 more than our request. Grant application included in packet. Funds would continue vaccine efforts from the VAP along with EHR needs that may assist with reporting requirements. HRSA collects very detailed/comprehensive data and this is an opportunity to support technology needs

Member/Alternate	Motion	Second	Yay Vote	Nay Vote	Abstain
Helen Rhymes			\boxtimes		
Edi Erb			\boxtimes		

Christa Bruning					
Sandra Grosvenor			\boxtimes		
Danielle Husband	\boxtimes				
Jen Post	\Box	\Box	\Box	\Box	\Box
Lauren Grimsland			\boxtimes		
Theresa White					
Maxine Booker		\square			
Kathy Neumann					
Susan Finlaw-Dusseault			\boxtimes		
Carolyn Keough			\boxtimes		
Lissette Roscoe	 				
Joe Pondolfino			\boxtimes		
Sgt. Eddie Hillmon			\boxtimes		

c. **New Funding Opportunities**

Service Area Competition (SAC). Next 3 year project period Mar 1, 2023, through Feb 2026. Part 1 completed – basic outline in grants.gov transferred to HRSA grants' system – working on pulling together all the detailed submission requirements. \$1.7M for the first year of the grant. No vote today, the completed application will be presented at a later meeting for Board approval.

Edi inquired about when the submission will occur. If this is due the day after we approve is, are we waiting for submission. Elisa noted she wants to share the comprehensive part for the Board – Edi wanted to make sure we had sufficient time to submit.

Helen inquired should we take the action today to ensure a quorum. Joshua liked that. Noted it is not a substantive change to what we have been doing. Susan noted the Board has approved things previously. The only figure that might change is the general funds dedicated to the program. The federal funds are

Edi made a motion to authorize the submission of the grant application with the detailed information forthcoming. The motion was seconded by Susan.

Member/Alternate	Motion	Second	Yay Vote	Nay Vote	Abstain
Helen Rhymes			\boxtimes		
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Kathy Neumann					
Susan Finlaw-Dusseault		\boxtimes			
Carolyn Keough			\boxtimes		
Lissette Roscoe	\Box	\Box	\Box	\Box	\Box

Joe Pondolfino		\boxtimes	
Sgt. Eddie Hillmon		\boxtimes	

6. **Clinical**

a. **Quality Improvement Update**

• Vaccine Ambassador Program – Diana Chavez, RN.

Diana shared our model is an innovative model using data and understanding how the homeless behave in Pinellas. Noted most of Pinellas' homeless are majority white males and tend to cycle through the shelters and resources throughout Pinellas. Looking at the statistics, most people at some point, are sheltered.

Pinpointed the spaces where most of the homeless are located – paired with the Hep C outreach team and Diana worked to establish relationships with the homeless shelters to discuss what the goals are – increasing vaccination rates. One innovation – there are 7 vaccinations recommended for homeless populations – Pinellas County has all 7 of these vaccines for the program – also work with the HIV navigator and Peer Specialist from PAR. The Peer discusses the purpose of the vaccinations and schedule a vaccine appointment for the individual. This is a systematic approach. Our program has been asked to present on the program and how we have leveraged the data to know how to navigate their community.

Our program receive a lot of support from the shelter sites – Example – attend Pinellas Hope's intake day – only one nurse doing vaccinations can do 100 vaccines per month – we are above other programs. Another benefit to being a vaccination program, they can incorporate new vaccinations as they come up. Diana noted that she is always looking for places she can connect with new individuals – Safe Harbor – Pinellas Hope and Recovery Centers – noted it is key to follow the people you are looking for connect with. The support from community partners has been great. They are looking to implement a similar adult vaccination program since this process has been such a valuable program.

• Quarterly HCH Dashboard -

Jodi shared the dashboard on her screen which include active clients (not necessarily a medical visit) 32% of those that have been active at some point this year have a medical encounter -12% have a dental visit -4% decrease in new applications over this time last year.

Medical encounters 13% increase over last year 11% increase in clients from last year.

Dental encounters 17% decrease over this time last year we saw the exact same number of clients as we did last year 3.1 average encounters per client which is down – noted previously discussed with Gerni there was a staff vacancy in the clinic, and this limited the number of visits.

Specialty care appears the numbers may have gone down, but it can take up to 90 days for the paperwork to be processed.

Substance Use and MH and Case Management services – data is broken down by inperson/virtual and by provider type for MH services. Joshua shared for SUD – the program has come in line with recommendations for having naloxone within the clinic for client access. Saad shared they are refilling daily as this has been very popular.

Clinical Measures – Green = goals are being met; Pink = goals haven't been met. Rhonda spoke to the green goals first – Noted the significant efforts for the diabetes measure has resulted in us reaching our goal.

Those not meeting the targets were discussed individually – shared some new strategies are being implemented to help us work towards our goals.

Noted with respect to vaccination efforts there are other organizations that assist by vaccinating our clients, their efforts don't show in our data.

Hypertension grant data was shared – since inception of the grant Aug 2021 through June 2022 – about 33% offered devices have opted out – highest reasons for opting out = burdensome, time consuming – also noted 7 that opted out had their own device. Joshua inquired if there is storage available at shelter sites – Dominique noted it varies and is dependent upon your staying at the site – Gerni noted the watch devices are not validated

31% no show rate so far this year – included in agenda

Patient Satisfaction Surveys – noted we started a new survey at the end of the client survey – receiving a lot more feedback after the first quarter – about 15% satisfied and 85% very satisfied – very few unsatisfied.

b. HCH Client Trend Reports

Trend reports were included in the packet but not discussed due to being over time. We have UDS comparison data to present next month.

- Medical:
- Dental:

7. New Business

None

8. Project Director Updates

Applications are being reviewed for the health care administrator position.

The meeting was adjourned at 4:35 p.m.

The next meeting will be held at 3:00 p.m. on **Tuesday, September 13, 2022,** via Microsoft Teams.