



**QUALITY SERVICES COMMITTEE MEETING**

Angela Moore + Judy Eliachar | Co-Chairs

**Minutes**

Date: August 18, 2021

Time: 1:00pm-3:00pm

Location: <https://us02web.zoom.us/j/84709938901?pwd=akVRdlNjdzdEMVp0enRBaG5WOUhjZz09>

**Attendees:** Angela Moore, Judy Eliachar, Shelley Stinson, Jessica Price, Angel Mateo, Megan Crowley, Freddie Smith

**Staff:** Dena Rifahie, Dot Theodore

1:00pm	<p><b>Call to Order: 1:03 pm</b></p> <ul style="list-style-type: none"> <li>• Read Mission Statement</li> <li>• Introductions &amp; Roll Call</li> <li>• Moment of Silence</li> <li>• Agenda Review &amp; Approval</li> <li>• Review &amp; Approval of June Meeting Minutes</li> </ul> <p><b>Motion to approve:</b> Judy  <b>Second:</b> Mateo  <b>Status:</b> Approved</p> <ul style="list-style-type: none"> <li>• <b>Review and Approval of Meeting Minutes</b></li> </ul> <p><b>Motion to approve:</b> Mateo  <b>Second:</b> Angela  <b>Status:</b> Approved</p>	<b>Discussion</b>	<b>Co-Chairs</b>
1:15	<p><b>Review updated Resource Inventory document</b></p> <ul style="list-style-type: none"> <li>• Resource Inventory document should be used as a guide to determine the needs that are out there, and which services are adequate and which services need to be enhanced.</li> <li>• Lenny was pleased to know we are working on this. It is important due to COVID, things have changed, and some</li> </ul>		<b>Co-chairs/All</b>



organizations may no longer be providing services.

- If you match this up with the results from the client satisfaction survey you can maybe match up some of the concerns that clients have with what is available if you are working on a gap assessment.
- Good idea to send a copy to PPAC for reference.
- Need to go into areas and do a quick summary of clients served at each agency. Due date before August 25<sup>th</sup> meeting or Allocation's meeting.

1:30

**Standards of Care**

**All**

1. **Substance Abuse Outpatient Care**
  - HIV services always spending many of their own support SUD support services in their programs. Often has been challenging to maintain staffing of substance abuse counselors.
  - Sometimes clients are not ready for treatment or recurring services so therefore, there are other needs more pressing for them like housing. Assessor may put them in residential program or detox (which is required to get into substances programs). All must go through screening before getting referred to any program.
  - Housing supportive services is new department in the last 2 years for HCSA.



- Must make sure both counties are reflected not just Alameda County.
- All counties in the country funding coming from the Department of Housing and Urban Development.
- 2. **Outpatient/ Ambulatory Health Services**
  - Should mention telemedicine.
  - Recommend comparing this with the published Ryan White HIV/AIDS Standards of Care.
  - Should update the chart on how frequently labs should be done
  - For labs requirement states twice a year so once every 6 months and minimum are twice a year. The frequency will be managed by the provider that is providing patient care.
- 3. **Medical Nutrition Therapy**
  - PLWHA said this service was of particular importance.
  - CCC and AC have for the last 4 years increased resources for medical nutrition therapy. As far as I know clients were very satisfied with the service and are very happy about it based off the survey.
- 4. **Food Bank/ Home Delivered Meals**
  - There isn't the Nutritional/ Dietitian support. This is the groceries and meals without the nutritional tailored services. They consider people's allergies or dietary restrictions.



- Pam's client satisfaction survey said food was highlighted as most needed due to COVID-19.
  - Folks using food banks more often and maybe we should be mindful of that.
  - Suggestions on timing/ frequency on food. Maybe clients with meal plans can pick up food at the bank or distribution side or arrange for home delivery.
5. **Psychosocial Support Services**
- It is used a lot in CCC and based off medical sessions they are offered 8 to 12 sessions in a fiscal year.
  - Language around telehealth should be included.
  - They are spelling out 4 different kinds of social support groups. There's individual and group counseling, counseling peer support, Nutritional counseling.
6. **Other Professional**
- County Volunteers support tax prep for low income, but it's unknown how many members of our HIV community is using it.
  - Legal services have always been well received.
7. **Childcare**
- Mostly affects women. Document states that childcare services are only in AC not CCC.
- **Next time cover the last 4 categories and other categories not covered in the book.**



# Oakland TGA Planning Council

2:45	<b>Member Spotlight</b> <ul style="list-style-type: none"><li>• Mateo gave his spotlight.</li><li>• Shelley will be doing the next spotlight.</li></ul>	<b>Angel Mateo</b>
2:55	<b>Announcements</b> <ul style="list-style-type: none"><li>• <b>Shelley-</b> We received a grant from the State to do HIV prevention. Priority population is Black trans women and girls. 2<sup>nd</sup> population are Black CIS women over 50. Founded in mental wellness. Based in Oakland but want to help CCC as well. Will provide transportation.</li></ul>	<b>All</b>
3:00	<b>Evaluation/ Adjourn 3:05pm</b>	<b>Co-Chairs</b>