



**QUALITY SERVICES COMMITTEE MEETING**

Angela Moore + Judy Eliachar | Co-Chairs

**Minutes**

**Date:** July 19, 2021

**Time:** 1:00pm-3:00pm

**Location:** <https://us02web.zoom.us/j/86338109359?pwd=cldkN2lLc0RsSUFRdFRQYmJudWk1dz09>

**Attendees:** Angela Moore, Freddie Smith, Jessica Price, Angel Mateo, Judy Eliachar

**Staff:** Dena Rifahie, Dot Theodore, Evette Brandon

1:00pm	<p><b>Call to Order: 1:09pm</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> </ul> <p>Motion to Approve Agenda: Freddie Second: Mateo Status: Approved</p> <ul style="list-style-type: none"> <li>• Review &amp; Approval of June Meeting Minutes</li> </ul> <p>Motion to Approve Minutes: Jessica Second: Freddie Status: Approved</p>	<b>Discussion</b>	<b>Co-Chairs</b>
1:15	<p><b>Work Plan Review and Discussion</b></p> <ul style="list-style-type: none"> <li>• <b>Resource Inventory</b> <ul style="list-style-type: none"> <li>▪ Complete updates on your section by 7/30/21 &amp; email to Angela and Judy.</li> <li>▪ For resource inventory need to check if hours of operations are the same, if they have the same services, if the main number is the same, etc. Need to see if anything has changed and to look at how services are being delivered to the consumer.</li> </ul> </li> <li>• <b>Discussion &amp; Revision: Standards of Care</b></li> </ul>		<b>Co-chairs/All</b>



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1. Medical Case Management
  - Included services (from Standard of Care doc): face-to-face, phone contact and any other form of communication with clients.
  - Mateo said a major change with Medical Case Management is the utilization of tele-medicine and taking intakes over the phone because of COVID. Also, more flexibility with gathering client/consumer services and gathering documents over email. Phone assessment and tele-medicine has made it easier for clients to access services.
  - Freddie says tele-medicine has also helped with utilization for specialty mental health services.
  - Discussion about keeping tele-medicine permanently.
2. Emergency Financial Assistance
  - Discussion on how this is needed, especially at this time. More money needs to be provided to assist with rent.
  - HRSA has stop allowing rental deposits to be paid through ESA.
  - Mateo says we need more money for utilities (PG&E and water bills). This needs to be continued to the people who are served.



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- Lots of people are renting rooms and this disqualifies them for housing assistance money.
  - Dot says there should be a process where you can get a letter from the person they rent from, which helps them get housing assistance payments.
  - Dot also says for Alameda County transportation comes from another pot of money.
  - Issue with hotel vouchers is that they won't take vouchers from the county. You must educate people you want to pay such as property management, etc..
3. Mental Health Services
- Mateo says there is a mentor and provider crisis, and that they do not have a lot of providers. Doing a good job for psychosocial services with support groups.
  - Freddie agrees that there is a shortage of providers and there is also a high rate of turnover for mental health providers for multiple reasons. Mental health providers also don't want to work in the jails. Tele-health has also been helpful tool to provide services. EBAC has also been helpful.



- Freddie says that people who go to overwhelmed systems for care must wait and have a shorter duration of service.
  - Standard of Care says your plan and your intervention is up for review every 90 days not the service.
4. Oral Health Services
- Dot says Oral Health did not really recover like other programs due to the pandemic. They reopened with doing some phone assessments and only bringing in people who needed the most urgent care, so lots of people did not access dental services this past year.
  - Mateo said first 10 months of pandemic they were only seeing people who had an emergency.
  - COVID testing should be standard practice before coming in for dental services? Dot says can talk to Health Officer about changing wording around this.
  - Discussion on changing definition to include COVID safety precautions.
  - Ryan White won't pay for all services.



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	<ul style="list-style-type: none"> <li>• Freddie gave his spotlight and discussed potential plans for his future career retirement.</li> </ul>	
2:50	<p><b>Announcements</b></p> <ul style="list-style-type: none"> <li>• Need help with recruitment to replenish Planning Council numbers.</li> <li>• Next meeting need to talk about: Substance Abuse Outpatient Services, Outpatient Ambulatory Services, Food Bank and Home Delivered Meals, Medical Nutrition.</li> <li>• Next member spotlight will be Mateo.</li> </ul>	<b>All</b>
2:55	<b>Evaluation</b>	<b>Co-Chairs</b>
3:00	<b>Adjourn: 3:04pm</b>	<b>Co-Chairs</b>