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Quality Services Committee Meeting

Judy E. & Megan C. | Chair and Vice-Chair

Meeting Notes

Date: May 20, 2024

Time: 1:00 pm-3:00 pm

Physical Location(s)	Remote Address	Landline Access
<ul style="list-style-type: none"> 1100 San Leandro Blvd, San Leandro, CA 94577 (Creekside) Oak Room, Public Health 7633 Greenly Drive, Oakland 94605 2500 Bates, Suite B, Concord, 94520 1329 61st Street, Emeryville 94608 846 53rd Street, Emeryville 94608 1550 Mission St, SF, CA 94103 	<p>Click Here Zoom Meeting ID: 896 7169 0793 Passcode: 247322</p>	<p>To call into the meeting:</p> <ul style="list-style-type: none"> USA 636 651 3128 US Toll USA 877 411 9748 US Toll-free <p>Conference code: 657145</p>

In person = IP | Remote = R

Present: Judy E. (R), Megan C. (IP), Ji-Sook O. (R), Shelley S. (R), Roger A-C (R)

Not Present: Natalie (excused), Damon P, Daniel M.

Staff: Leah J. (IP), Camisha N. (IP), Dot T. (R)

Mission: The Oakland Transitional Grant Area Planning Council will provide comprehensive planning, prioritization, and education regarding HIV services in Alameda and Contra Costa Counties that are inclusive, equitable, compassionate, and respectful of human rights.

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| <ol style="list-style-type: none"> I. Call to Order - 1:14 <ol style="list-style-type: none"> a. Moment of Silence b. Read Mission Statement c. Introductions and Roll Call
 II. Review and Approve Agenda <p>Motion: Roger</p> <p>Second: Shelley</p> <p>Status: Approved</p>
 III. Review and Approve minutes from prior meeting <p>Action:</p> <ul style="list-style-type: none"> Remove the Client satisfaction Survey as part of AAM process. | <p>1:00</p> |
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- QSC is not responsible for conducting survey and gift card issuance. Request removal from April meeting notes; ~~The HIV Consumer Survey has changed since the pandemic. The current cost of living support is not sufficient; people are not retained in care, and housing is being threatened. Prior to implementation of new respondents to participate in, in the future? Question for Staff: Get update on the survey and gift cards. Can the gift cards. Can the gift cards be used for the individuals who participated in the Needs Assessment?~~ Under the attendance, correct Candace's name.

Motion: Roger

Second: Judy

Status: Approved

- IV. Standards of Care 1:15
 The Committee Chairs reviewed versions of Standards of Care (SOC) and clarified SOC's service status of each standard to either; complete, in progress, or not started on the document. The HRSA Program Officer confirmed the OHC staff can help complete the SOC; the QSC reviews, edits, and finalizes the final product and presents it to the full Council. Next Step: QSC will send the working draft to the OHC by the end of May.
- V. Consumer Survey
 QSC clarified they are not responsible for the Consumer Survey. Members reviewed the OTGA Consumer Survey, which was conducted as part of the 3-year Needs Assessment and distributed in 2022.
- VI. Workplan
 Action: Revised the workplan to reveal current goals. Edit the language in row 10B, changed dates under row 12, and add a comment in rows 13-16 to revisit the tasks in 2025.
- VII. Identify agenda items for June meeting 2:45
- a. Workplan Review
 - b. Revisit the AAM Survey Revisions
 - c. Standards of Care Update
 - d. Members Spotlight - Shelley



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VIII. Announcements, Evaluation

QSC brought back the idea of the Members' spotlight during their meeting. Roger was selected for today's meeting under the announcements. Roger introduced himself and explained why he joined OTGA.

IX. Adjourn- 2:57

3:00