# AC Care Connect Steering Committee Meeting Minutes
## June 21, 2019
### 1900 Embarcadero, Suite 101 Brooklyn Basin Room

### Organizational Members:

<table>
<thead>
<tr>
<th>AAH: Scott Coffin (Co-Chair)</th>
<th>AC3: Kathleen Clanon</th>
<th>AHC: Ralph Silber</th>
<th>AHS: Tangerine Brigham for Delvecchio Finley</th>
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<td>Anthem: Beau Henneman</td>
<td>BHCS: Freddie Smith for Aaron Chapman</td>
<td>EMS: Karl Sporer</td>
<td>EOH: Elaine De Coligny</td>
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<td>SSC: Wendy Peterson</td>
<td>SSA: Randy Morris for Lori Cox</td>
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### AC Care Connect Staff: Rebecca Alvarado, Neetu Balram, Morgan Brannon, Valerie Edwards, Hanna Flores, Nancy Halloran, Brittany Hathorn, Marta Lutsky, Jennifer Martinez, Jerri Randrup, Bridget Satchwell, Sasha Savinovich, Joy Sledge, Kimi Tahara, Liz Taing

### Guests: Aneeka Chaudhry (HCSA); Rebecca Gebhart (HCSA); Carolina Guzman (Public Health); Cristi Iannuzzi (C&C Advisors); Shailey Klinedinst (Cardea), Natasha Middleton (Probation); Laura Miller (CHCN); Janet Myers (PAETC); Thato Ramoabi (RDA), Michael Reyes (PAETC); Sandy Stier (HCSA); Carol Wilkins (Carol Wilkins Consulting); Eric Yuan (BHCS); Renee Yun

### Agenda Items

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<th>Agenda Item</th>
<th>Discussion Highlights</th>
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| 1. Welcome & Introductions | - John Jones III facilitated  
- A short video from a resident at the Fairmont Safe Parking site was shared.  
- Ralph shared a story from a LifeLong Community Health Worker who supported a homeless client in getting a critical health diagnostic test |  |
| 2. Director’s Report | - Kathleen Clanon reviewed the Director’s Report  
See attached report and meeting slides  
- Karl Sporer reports that EMS is examining why uptake of treatment of agitation in the field is lower than expected. |  |
| 3. Care Communities | - Jennifer Martinez presented on Care Connect’s new program, Care Communities, which is an intensive program concentrating on a small group of complementary organizations working together in a collaborative, provider-driven effort that will move us closer to systems of care that more efficiently and effectively meet the complex needs of Alameda County Medi-Cal consumers.  
- There will be three six-month cohorts.  
See attached slides | Discussion highlights  
- How will we quantify success? |
## Agenda Item

### 4. Sustainability Questions: Organizational Change

- Nancy Halloran and Scott Coffin led the discussion
- Steering members broke into small groups for Sustainability Planning discussion addressing the questions:
  - What can feasibly change in your organization by 2026 to support/scale/sustain the changes we are making? What departments/individuals would be most affected?
  - What are things in your organization that you would like to change that have external barriers, and what are those barriers (e.g., policy, other organizations' practices, etc.)
- Members were asked to take the identified topics back to their organizations, and report back at next meeting

**Highlights from small groups:**
- Spirit of collaboration
  - Share hard truths, and trust to do so
  - Focus on the goal
  - Specialty Mental Health and Substance Use Disorder are also health plans—need to create a table for all 4 health plans, Alameda Health System, and CHCN to work together to get systems to work better
- AHS is working on re-shaping rounding with care managers, in particular dealing with homelessness
  - TB - connect Tamishia with Care Connect to better understand the Independent Living Association, and connect to those resources for discharge planning
- Need for on-going collaboration
- Grievance policies-- More collaborative care highlights the need to address when people have bad experiences; need a system-level approach to resolving problems.

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**Adjourn**

- Next meeting: Friday, July 19, 2019 from 3:00 – 4:30pm