

**Sacramento County
 Department of Health Services
 HIV Health Services Planning Council
 Quality Advisory Committee
www.sacramento-tga.com**

Meeting Agenda:

December 5, 2023, 2:00 PM – 3:00 PM

Meeting Location:

**4600 Broadway, Sacramento, CA 95820
 2nd Floor Conference/Community Room 2020**

Facilitator: Kristina Kendricks-Clark - Chair

Scribe: Angelina Olweny – Council Staff

Meeting Invitees:

- Committee Members: Richard Benavidez, Jake Bradley-Rowe, and Kristina Kendricks-Clark
- Open to the Public

Public Comment: This provides opportunities for the public to address the Council as a whole in order to listen to opinions regarding matters within the jurisdiction of the Council during Regular meetings and regarding items on the Agenda at all other meetings. Public Comment time limit is three (3) minutes.

*Action items

Topic	Presenter	Start Time	Length
Welcome and Introductions	Kendricks-Clark	2:00 PM	As Needed
Announcements	All	As Need	
Public Comments	Kendricks-Clark		

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Agenda Review*	Kendricks-Clark		
Minutes Review of June 2023*	Kendricks-Clark		
Client Satisfaction Survey Discussion	Gammell		
Post-card Survey Discussion	Gammell		
Public Comments	Kendricks-Clark		
Technical Assistance	Kendricks-Clark		
Adjournment	Kendricks-Clark	3:00 PM	

*Action Items

Attachments:
 Minutes of June 2023*

Next Meeting: **March 5, 2024**

Sacramento County
Department of Health Services
HIV Health Services Planning Council
QAC Communities Committee
June 6, 2023

HIV HEALTH SERVICES PLANNING COUNCIL – Quality Advisory Committee (QAC)

Meeting Minutes

June 6, 2023, 2:00 p.m. to 3:00 p.m.

Meeting Location:

4600 Broadway, Sacramento, CA 95820
Community/Conference Room 2020

Facilitator: Richard Benavidez, Chair

Scribe: Angelina Olweny, Council Staff

Committee Member Attendees:

- Richard Benavidez, Jake Bradley-Rowe

Members Absent/Excused: Kristina Kendricks-Clark

County Staff: Danielle Caravella

Guests: Melissa Willet

Sacramento County
 Department of Health Services
 HIV Health Services Planning Council
 QAC Communities Committee
 June 6, 2023

Topic	Minutes
Welcome, Introductions and, Announcements	Welcome, and introductions began at 2:04PM
Public Comments- Action Items	No announcements.
Agenda Review*	<p>The June agenda was presented for review and approval. There was a motion to change the facilitator of the June meeting from Kristina Kendricks-Clark to Richard Benavidez as she had an excused absence. Jake Bradley-Rowe motioned to approve the amended agenda with a second from Richard Benavidez.</p> <p>Approve: Jake Bradley-Rowe, Richard Benavidez Oppose: N/A Abstain: N/A</p>
Minutes Review*	<p>The March minutes were presented for review and approval. Jake Bradley-Rowe motioned to approve the minutes as presented with a second from Richard Benavidez.</p> <p>Approve: Jake Bradley-Rowe, Richard Benavidez Oppose: N/A Abstain: N/A</p>
Post Card Survey	The County distributed 1063 survey postcards between November 2022 and February 2023. The response rate was 17.6%. Methods used to distribute the survey included providers handing out the postcard surveys to clients and consumers filling out the survey during an office visit and returning it to a mailbox.

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 June 6, 2023

Topic	Minutes
	<p>The feedback provided was by service category. A suggestion to increase survey participation is to have case managers educate patients on the importance of completing the survey and also informing case managers about the importance of distributing the survey to patients. Informing leadership to educate staff on the importance of the survey could also lead to a higher response rate.</p> <p>The survey distribution could begin in September instead of October for FY23.</p> <p>Overall, respondents gave positive feedback about services and providers.</p>
Client Satisfaction Survey	<p>The Client Satisfaction Survey provides feedback on an agency's performance. 79 clients completed the survey completion compared to 34 clients in 2021. The client response rate was 3.14%.</p> <p>The average rating of the quality of services provided was 9.6% in 2022 compared to 9.91% in 2021. 75% of clients reported a less than 10-minute wait time for their appointment once they arrive, 5% of clients reported a wait time of more than 30 minutes. 100% of respondents reported feeling comfortable and respected when interacting with staff at various agencies. 25% of respondents stated that they were not aware about their agency's process for filing grievances.</p> <p>It was encouraged that agencies provide a collection box at their office instead of having clients mailing the survey themselves. This may result in better return rates.</p>
Public Comments	There were no public comments.
Technical Assistance	For technical assistance reach out to Richard Benavidez.
Adjournment	2:58PM