

Sacramento County
Department of Health Services
HIV Health Services Planning Council
QAC Communities Committee
December 5, 2023

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

Meeting Minutes

December 5, 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, Kelly Gluckman

Members Absent/Excused: Jake Bradley-Rowe

County Staff: Paula Gammell

Guests: Melissa Willett

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Topic	Minutes
Welcome, Introductions and, Announcements	Welcome, and introductions began at 2:13PM The World AIDS day event was well received. Kelly Gluckman and Melissa Willett will be joining as voting members of the Quality Advisory Committee. Kelly Gluckman will be the new Quality Advisory Committee Chair. One Community Health is having food and diaper give away on January 15. American River College is having a health fair called CARE fest. Any agencies interested in participating can contact American River College.
Public Comments- Action Items	No announcements.
Agenda Review*	The December agenda was presented for review and approval. Melissa Willett motioned to accept the agenda as presented and Kelly Gluckman seconded the motion. The motion passed with a majority. The facilitator on the agenda should be changed to Richard Benavidez. Melissa Willett motioned to accept the agenda with the changes made and Kelly Gluckman seconded the motion. The motion passed with a majority. Accept: Kelly Gluckman, Melissa Willett, Richard Benavidez Oppose: N/A Abstain: N/A
June Minutes Review*	The June minutes were presented for review and approval. Richard Benavidez motioned to accept the minutes as presented and Melissa Willett Seconded the motion. The motion passed with a majority. Accept: Melissa Willett, Richard Benavides Oppose: N/A

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	Abstain: Kelly Gluckman
Client Satisfaction Survey Discussion	<p>The client satisfaction survey results were sent to the agencies. A suggested strategy to increase survey participation included having an electronic version of the survey. Case managers could be encouraged to explain to clients that completing the feedback from the survey could also help the recipient receive more funding to help clients receive additional services. This information can be shared in a bullet point document. One suggestion to ensure the anonymity of responses was to have a drop box at the agency where clients can submit completed surveys in a sealed envelope.</p> <p>Client satisfaction surveys are distributed twice a year.</p>
Postcard Survey Discussion	<p>2,400 post-card surveys were distributed to clients and there were 504 responses. The 21.1% response rate is 4% higher than the previous year. However, postcard surveys for mental health and non-medical case management have the lowest response rates.</p> <p>The lack of information sharing across departments in large organizations results in low response rates. Additionally, some clients are not interested in completing surveys after receiving services.</p> <p>Suggestions to increase survey participation include explaining to clients the importance of their feedback. Case managers and providers need to be informed about how the survey provides valuable insights into unknown client needs. In addition to educating case managers, weekly reminders during team meetings in respective organizations could help increase the distribution of postcard surveys. Other avenues to create awareness about the post-card survey include the Positive Advocate newsletter and Community Conversations meetings where attendees can be encouraged to complete and share information about the postcard survey with their peers.</p> <p>QR Codes could be created to share electronic versions of the survey.</p>

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Topic	Minutes
Public Comments	There were no public comments.
Technical Assistance	For technical assistance, reach out to Richard Benavidez.
Adjournment	2:55PM