

**BOARD OF DIRECTORS  
CONSUMER RELATIONS COMMITTEE  
ZOOM MEETING  
July 23, 2021**



**PARTICIPANTS:** M. Council, R. Mayo, S. Williams, A. Haniotis, D. Hagler, M. Pickett, G. Marsh Bey, J. Barnes, A. Miller, Staff: Malcolm Williams, Eddie Martin, Jr., Kevin Lindamood

- I. **REI UPDATE:** Eddie Martin, Jr. presented. There were focus group that took place as part of the REI assessment that the agency did with a third party, Center for Urban and Racial Equity (CURE). CURE has been working with HCH as a consultant over the last seven months regarding a racial equity change process to make sure that the agency is addressing all gaps at the staff, client and board level to usher in a racial equity culture. HCH has been doing racial equity assessments for about 4-5 months. That assessment consisted of surveys with staff members, and racial equity focus groups that included clients and staff. CURE had conversations with a number of individuals, and leadership and also reviewed policies and procedures. After the assessment CURE put together a document addressing a number of issues and reporting on the findings from the assessment. The Agency is putting together a Racial Equity Plan to address these issues. CURE will be doing a presentation and presenting the findings to all staff on August 12, 2021 at the All-Staff meeting. They will also be presenting the findings to the clients of HCH, which will take place on August 13, 2021, which is the standard CRC meeting date. Malcolm will send out reminders to the committee.
- II. **AGENCY UPDATES:** Kevin Lindamood, President and CEO presented.
  - A. **Vaccination/Testing Update:** HCH continues to offer vaccinations at Fallsway and in a variety of locations by the outreach team throughout the community. The capacity right now is 200 doses in the clinic and 100 doses in the community every week. The agency require all immunizations for HCH staff, and will require the COVID vaccination for once approved by the federal government. The Agency also practice universal precautions in the clinic, that includes everyone is masked and staff are masked and wearing a shield. Still distancing on the first floor. Also, hired front door screeners so that the clinic staff can return to their normal duties. Testing no longer takes places in the garage, testing in the clinic. The mobile van is back up and running in the community, providing testing and vaccinations and primary care.
  - B. **West Baltimore clinic move:** HCH West Baltimore clinic is moving from a former hospital wing of the old Bon Secours hospital to newly constructed space in Grace Medical Center.
  - C. **Electronic Health Records (EHR):** The Agency will be updated the EHR system. The system will go live August 17, 2021. There will be onsite trainers as well as call support for staff who need additional training.
  - D. **Telehealth Update:** The General Assembly has authorize Medicaid and private insurance the continuation of phone only telehealth for at least two years. The Agency found this service tremendously reduces barriers to care.
  - E. **Housing Matters:** Health Care for the Homeless and Episcopal Housing Corp. settled on financing for Sojourner Place at Oliver, a 70-unit affordable and supportive housing. Construction officially began July 20th. It is located at the intersection of Harford Road, Preston Street and Central Avenue. It will take about 14 months to complete. 35 apartments will be highly affordable at 50% of area median income and 35 will be for families and individuals exiting homelessness.