




County of San Diego  
**HEALTH SERVICES ADVISORY BOARD**  
**Advance Meeting | Zoom | Seville Training Rm B**

**Wednesday, September 25, 2024,**  
**3:00pm to 5:00pm**  
**MEETING MINUTES**

Seat	District	Primary	Alternate	Attendance	Presenters	HHS Support
1	1	Ana Melgoza			<b>HSAB Strategic Plan Review and Discussion,</b> <b>Nora Bota, MPH, Program Manager, PHS</b>  <b>Amber Hilliker, Quality Improvement Specialist, PHS</b>	<b>Dr. Anuj Bhatia, Deputy Director, PHS</b>  <b>Adrienne Yancey, Assistant Director, PHS</b>  <b>Nora Bota, Program Manager, PHS</b>  <b>Amber Hilliker, Quality Improvement Specialist, PHS</b>  <b>Joshua Beidler, Administrative Secretary, PHS</b>  <b>Lisa Sumrall, Office Assistant, PHS</b>  <b>Triona Gates, Office Assistant, PHS</b>  <b>Rick DeHaven, Information Tech Analyst, PHS</b>  <b>Talq Tera, Information Tech Spec, PHS</b>
2	1	<b>Dr. Suzanne Afflalo</b>	<b>Samhita Ilango</b>	IP (P+A)		
3	2	<b>Barry Jantz (Chair)</b>		IP		
4	2					
5	3	Todd Walters				
6	3	Linda Correa				
7	4	<b>James Lepanto</b>		IP		
8	4	<b>Geysil Arroyo (Vice Chair)</b>		IP		
9	5					
10	5					
11	SDC Med Soc	<b>Paul Hegyi</b>	Jennipher Ohmstede	IP (P)		
12	HASDIC	Dimitrios Alexiou	Caryn Sumek	Z (A)		
13	HQ Partners	<b>Tim Fraser</b>	<b>Lauren Abrams</b>	Z (P+A)		
14	Consumer Center	<b>Joanne Franciscus</b>	Kris Jacobs	IP (P)		
15	BHAB	<b>Judith Yates</b>		IP		
16	Healthy SD-PRO	<b>Dr. Harriet Seldin</b>		IP		
17	Healthy SD-Con	<b>Jack Dailey</b>	Alex Perez	IP (P)		

**Key for Attendance column:** IP = In Person, Z = Zoom, (P) = Primary, (A) = Alternate

<b>I. WELCOME &amp; INTRODUCTIONS</b>	<b>A. Remarks from the Chair</b> <ul style="list-style-type: none"><li>a. Barry Jantz called the meeting to order at 12:14 PM.</li></ul> <b>B. HSAB Attendance Confirmation</b> <b>C. Icebreaker from the Chair</b>
<b>II. PUBLIC COMMENT</b>	<ul style="list-style-type: none"><li>• No public comment.</li></ul>
<b>III. HSAB SELF EVALUATION</b>	<b>A. Results Presentation and Discussion, Anuj Bhatia, DrPH, Deputy Director, Public Health Services Administration</b>  <p style="text-align: center;"><b>Health Services Advisory Board Self - Evaluation - 2024</b></p> <p style="text-align: center;">Wednesday, September 25, 2024</p>

**10**

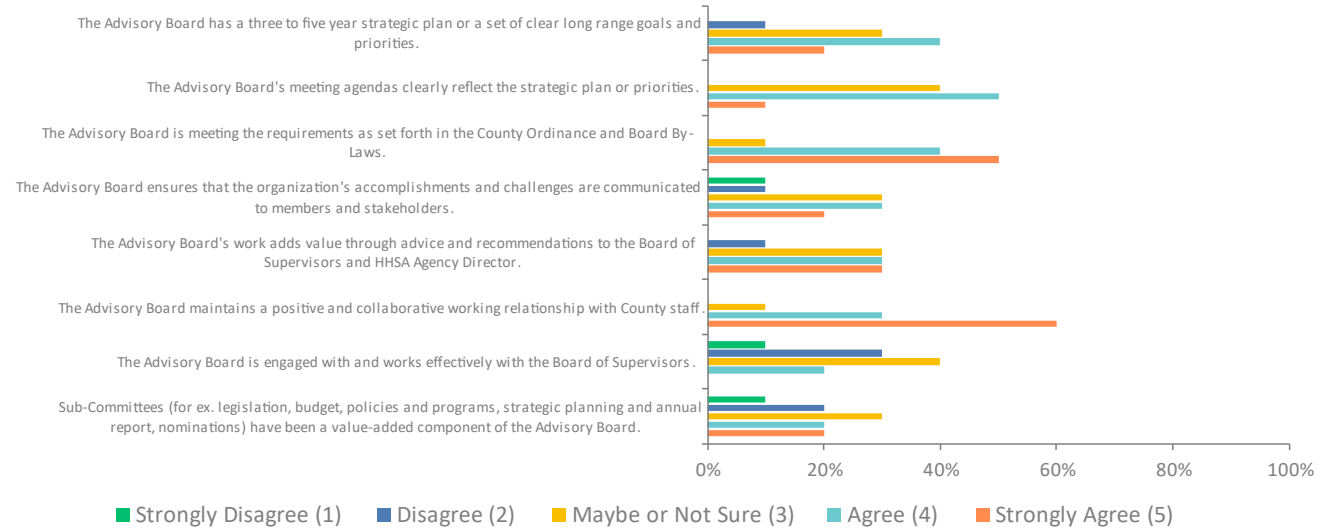
Total Responses

Date Created: Wednesday, September 11, 2024

Complete Responses: 10

**Q1: Select the response that best reflects your opinion. The rating scale for each statement is: Strongly Disagree (1), Disagree (2), Maybe or Not Sure (3), Agree (4), Strongly Agree (5).**

Answered: 10 Skipped: 0



**Q1: Select the response that best reflects your opinion. The rating scale for each statement is: Strongly Disagree (1), Disagree (2), Maybe or Not Sure (3), Agree (4), Strongly Agree (5).**

Answered: 10 Skipped: 0

	STRONGLY DISAGREE (1)	DISAGREE (2)	MAYBE OR NOT SURE (3)	AGREE (4)	STRONGLY AGREE (5)	TOTAL	WEIGHTED AVERAGE
The Advisory Board has a three to five year strategic plan or a set of clear long range goals and priorities.	0.00% 0	10.00% 1	30.00% 3	40.00% 4	20.00% 2	10	3.7
The Advisory Board's meeting agendas clearly reflect the strategic plan or priorities.	0.00% 0	0.00% 0	40.00% 4	50.00% 5	10.00% 1	10	3.7
The Advisory Board is meeting the requirements as set forth in the County Ordinance and Board By-Laws.	0.00% 0	0.00% 0	10.00% 1	40.00% 4	50.00% 5	10	4.4
The Advisory Board ensures that the organization's accomplishments and challenges are communicated to members and stakeholders.	10.00% 1	10.00% 1	30.00% 3	30.00% 3	20.00% 2	10	3.4
The Advisory Board's work adds value through advice and recommendations to the Board of Supervisors and HHS Agency Director.	0.00% 0	10.00% 1	30.00% 3	30.00% 3	30.00% 3	10	3.8
The Advisory Board maintains a positive and collaborative working relationship with County staff.	0.00% 0	0.00% 0	10.00% 1	30.00% 3	60.00% 6	10	4.5
The Advisory Board is engaged with and works effectively with the Board of Supervisors.	10.00% 1	30.00% 3	40.00% 4	20.00% 2	0.00% 0	10	2.7
Sub-Committees (for ex. legislation, budget, policies and programs, strategic planning and annual report, nominations) have been a valuable component of the Advisory Board.	10.00% 1	20.00% 2	30.00% 3	20.00% 2	20.00% 2	10	3.2

**Q1: Select the response that best reflects your opinion. The rating scale for each statement is: Strongly Disagree (1), Disagree (2), Maybe or Not Sure (3), Agree (4), Strongly Agree (5).**

Answered: 10 Skipped: 0

#### Comments

In general, the HSAB is doing its job. It is questionable whether the Board of Supervisors is seeing the recommendations.

---

Please note, I have only been part of HSAB for two weeks so my perspective is limited.

---

I have only been on the HSAB for approximately 1 year, hence the "I'm not sure" responses to some questions.

---

I feel the Board is mostly a rubber stamp for ongoing business of the Agency. At times we have effectively used our position to initiate action on issues we've identified, which is incredibly rewarding. I am frustrated that of late the Board of Supervisors have initiated new health programs directly without engaging our Board.

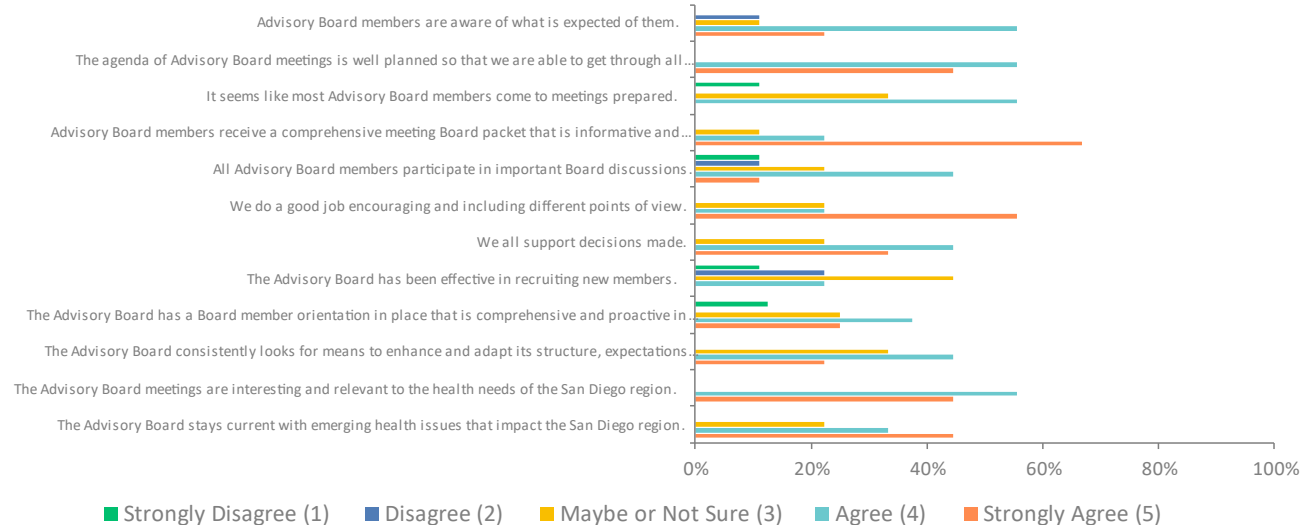
---

Strategic Plan review updates were delayed by Covid. This process is now being initiated with the hopes of having an updated Strategic Plan in the near future. Per a recent letter that was sent to the BOS, it is hoped that HSAB and the BOS can have increased communication and an enhanced value added working relationship.

---

**Q2: Select the response that best reflects your opinion. The rating scale for each statement is: Strongly Disagree (1), Disagree (2), Maybe or Not Sure (3), Agree (4), Strongly Agree (5).**

Answered: 9 Skipped: 1



**Q2: Select the response that best reflects your opinion. The rating scale for each statement is: Strongly Disagree (1), Disagree (2), Maybe or Not Sure (3), Agree (4), Strongly Agree (5).**

Answered: 9 Skipped: 1

	STRONGLY DISAGREE (1)	DISAGREE (2)	MAYBE OR NOT SURE (3)	AGREE (4)	STRONGLY AGREE (5)	TOTAL	WEIGHTED AVERAGE
Advisory Board members are aware of what is expected of them.	0.00% 0	11.11% 1	11.11% 1	55.56% 5	22.22% 2	9	3.89
The agenda of Advisory Board meetings is well planned so that we are able to get through all necessary Board business.	0.00% 0	0.00% 0	0.00% 0	55.56% 5	44.44% 4	9	4.44
It seems like most Advisory Board members come to meetings prepared.	11.11% 1	0.00% 0	33.33% 3	55.56% 5	0.00% 0	9	3.33
Advisory Board members receive a comprehensive meeting Board packet that is informative and relevant.	0.00% 0	0.00% 0	11.11% 1	22.22% 2	66.67% 6	9	4.56
All Advisory Board members participate in important Board discussions.	11.11% 1	11.11% 1	22.22% 2	44.44% 4	11.11% 1	9	3.33
We do a good job encouraging and including different points of view.	0.00% 0	0.00% 0	22.22% 2	22.22% 2	55.56% 5	9	4.33
We all support decisions made.	0.00% 0	0.00% 0	22.22% 2	44.44% 4	33.33% 3	9	4.11
The Advisory Board has been effective in recruiting new members.	11.11% 1	22.22% 2	44.44% 4	22.22% 2	0.00% 0	9	2.78
The Advisory Board has a Board member orientation in place that is comprehensive and proactive in helping provide necessary information to new members.	12.50% 1	0.00% 0	25.00% 2	37.50% 3	25.00% 2	8	3.62
The Advisory Board consistently looks for means to enhance and adapt its structure, expectations and procedures as needed to meet its mission.	0.00% 0	0.00% 0	33.33% 3	44.44% 4	22.22% 2	9	3.89
The Advisory Board meetings are interesting and relevant to the health needs of the San Diego region.	0.00% 0	0.00% 0	0.00% 0	55.56% 5	44.44% 4	9	4.44
The Advisory Board stays current with emerging health issues that impact the San Diego region.	0.00% 0	0.00% 0	22.22% 2	33.33% 3	44.44% 4	9	4.22



**Q2: Select the response that best reflects your opinion. The rating scale for each statement is: Strongly Disagree (1), Disagree (2), Maybe or Not Sure (3), Agree (4), Strongly Agree (5).**

Answered: 9 Skipped: 1

**Comments**

As a new member, an orientation would have been very useful before a first meeting

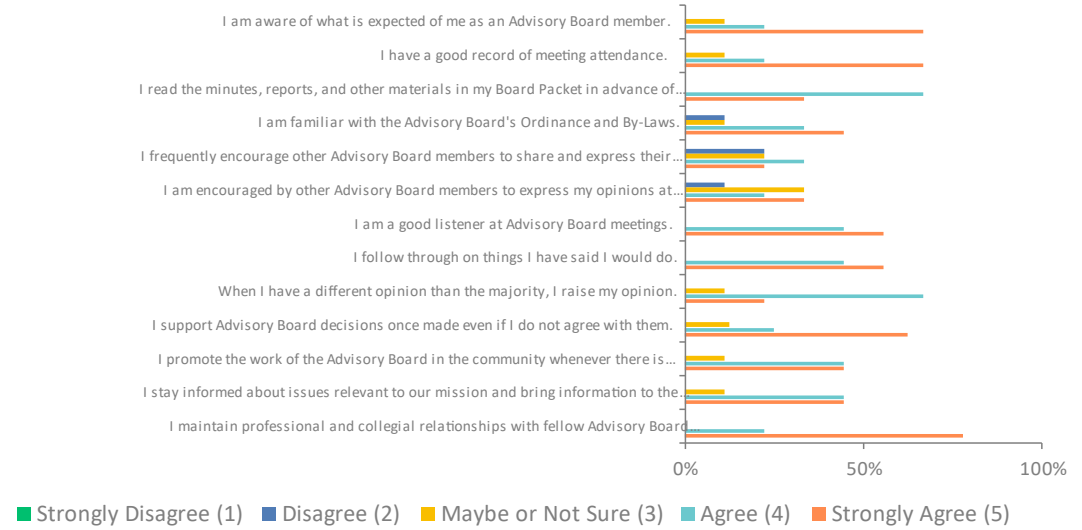
---

Attendance and participation of all Board members continues to be problematic and disappointing. There is a core of 9-10 Board members that attend meetings regularly, but the other 7 members attend infrequently or not at all. As far as recruiting members the recent attempt at getting an "alternate" appointed was extremely problematic. Though the last two Chairs and County support staff did and have made multiple inquiries re: status, it took close to two years for the appointment to be finalized by the BOS. This should have never taken this long. An example of the Board's adapting its structure is the plan to add a youth member and youth voice.

---

**Q3: Select the response that best reflects your opinion. The rating scale for each statement is: Strongly Disagree (1), Disagree (2), Maybe or Not Sure (3), Agree (4), Strongly Agree (5).**

Answered: 9 Skipped: 1



**Q3: Select the response that best reflects your opinion. The rating scale for each statement is: Strongly Disagree (1), Disagree (2), Maybe or Not Sure (3), Agree (4), Strongly Agree (5).**

Answered: 9 Skipped: 1

	STRONGLY DISAGREE (1)	DISAGREE (2)	MAYBE OR NOT SURE (3)	AGREE (4)	STRONGLY AGREE (5)	TOTAL	WEIGHTED AVERAGE
I am aware of what is expected of me as an Advisory Board member.	0.00% 0	0.00% 0	11.11% 1	22.22% 2	66.67% 6	9	4.56
I have a good record of meeting attendance.	0.00% 0	0.00% 0	11.11% 1	22.22% 2	66.67% 6	9	4.56
I read the minutes, reports, and other materials in my Board Packet in advance of the Advisory Board meeting.	0.00% 0	0.00% 0	0.00% 0	66.67% 6	33.33% 3	9	4.33
I am familiar with the Advisory Board's Ordinance and Bylaws.	0.00% 0	11.11% 1	11.11% 1	33.33% 3	44.44% 4	9	4.11
I frequently encourage other Advisory Board members to share and express their opinions at Board meetings.	0.00% 0	22.22% 2	22.22% 2	33.33% 3	22.22% 2	9	3.56
I am encouraged by other Advisory Board members to express my opinions at Board meetings.	0.00% 0	11.11% 1	33.33% 3	22.22% 2	33.33% 3	9	3.78
I am a good listener at Advisory Board meetings.	0.00% 0	0.00% 0	0.00% 0	44.44% 4	55.56% 5	9	4.56
I follow through on things I have said I would do.	0.00% 0	0.00% 0	0.00% 0	44.44% 4	55.56% 5	9	4.56
When I have a different opinion than the majority, I raise my opinion.	0.00% 0	0.00% 0	11.11% 1	66.67% 6	22.22% 2	9	4.11
I support Advisory Board decisions once made even if I do not agree with them.	0.00% 0	0.00% 0	12.50% 1	25.00% 2	62.50% 5	8	4.5
I promote the work of the Advisory Board in the community whenever there is value in doing so.	0.00% 0	0.00% 0	11.11% 1	44.44% 4	44.44% 4	9	4.33
I stay informed about issues relevant to our mission and bring information to the attention of the Advisory Board.	0.00% 0	0.00% 0	11.11% 1	44.44% 4	44.44% 4	9	4.33
I maintain professional and collegial relationships with fellow Advisory Board members at all times	0.00% 0	0.00% 0	0.00% 0	22.22% 2	77.78% 7	9	4.78

**Q3: Select the response that best reflects your opinion. The rating scale for each statement is: Strongly Disagree (1), Disagree (2), Maybe or Not Sure (3), Agree (4), Strongly Agree (5).**

Answered: 9 Skipped: 1

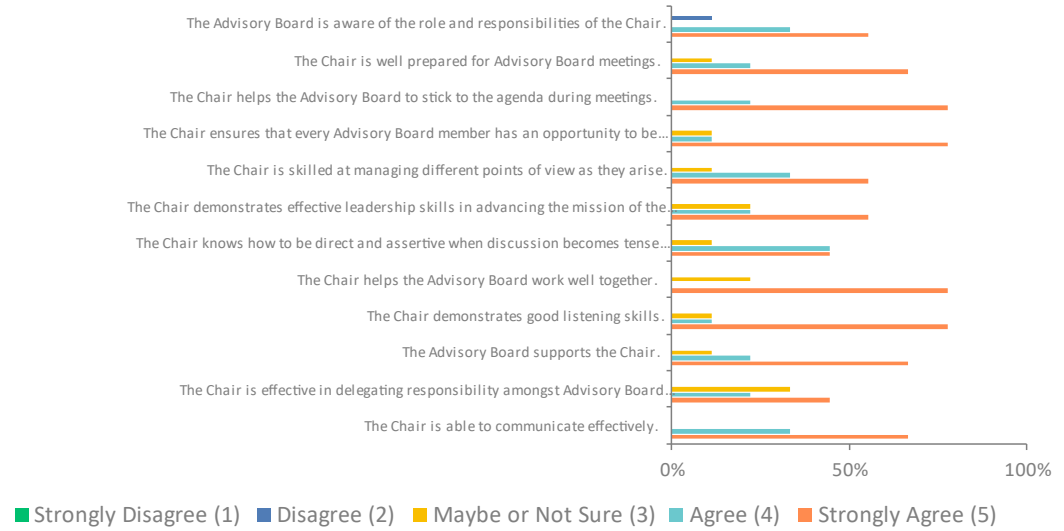
**Comments**

Sadly, too few members regularly participate.

---

**Q4: Select the response that best reflects your opinion. The rating scale for each statement is: Strongly Disagree (1), Disagree (2), Maybe or Not Sure (3), Agree (4), Strongly Agree (5).**

Answered: 9 Skipped: 1



**Q4: Select the response that best reflects your opinion. The rating scale for each statement is: Strongly Disagree (1), Disagree (2), Maybe or Not Sure (3), Agree (4), Strongly Agree (5).**

Answered: 9 Skipped: 1

	STRONGLY DISAGREE (1)	DISAGREE (2)	MAYBE OR NOT SURE (3)	AGREE (4)	STRONGLY AGREE (5)	TOTAL	WEIGHTED AVERAGE
The Advisory Board is aware of the role and responsibilities of the Chair.	0.00% 0	11.11% 1	0.00% 0	33.33% 3	55.56% 5	9	4.33
The Chair is well prepared for Advisory Board meetings.	0.00% 0	0.00% 0	11.11% 1	22.22% 2	66.67% 6	9	4.56
The Chair helps the AdvisoryBoard to stick to the agenda during meetings.	0.00% 0	0.00% 0	0.00% 0	22.22% 2	77.78% 7	9	4.78
The Chair ensures that every Advisory Board member has an opportunity to be heard.	0.00% 0	0.00% 0	11.11% 1	11.11% 1	77.78% 7	9	4.67
The Chair is skilled at managing different points of view as they arise.	0.00% 0	0.00% 0	11.11% 1	33.33% 3	55.56% 5	9	4.44
The Chair demonstrates effective leadership skills in advancing the mission of the Advisory Board.	0.00% 0	0.00% 0	22.22% 2	22.22% 2	55.56% 5	9	4.33
The Chair knows how to be direct and assertive when discussion becomes tense and stressful.	0.00% 0	0.00% 0	11.11% 1	44.44% 4	44.44% 4	9	4.33
The Chair helps the Advisory Board work well together.	0.00% 0	0.00% 0	22.22% 2	0.00% 0	77.78% 7	9	4.56
The Chair demonstrates good listening skills.	0.00% 0	0.00% 0	11.11% 1	11.11% 1	77.78% 7	9	4.67
The Advisory Board supports the Chair.	0.00% 0	0.00% 0	11.11% 1	22.22% 2	66.67% 6	9	4.56
The Chair is effective in delegating responsibility amongst Advisory Board members.	0.00% 0	0.00% 0	33.33% 3	22.22% 2	44.44% 4	9	4.11
The Chair is able to communicate effectively.	0.00% 0	0.00% 0	0.00% 0	33.33% 3	66.67% 6	9	4.67

**Q4: Select the response that best reflects your opinion. The rating scale for each statement is: Strongly Disagree (1), Disagree (2), Maybe or Not Sure (3), Agree (4), Strongly Agree (5).**

Answered: 9 Skipped: 1

**Comments**

Please note, as I have only attended one meeting thus far, my perspective is limited.

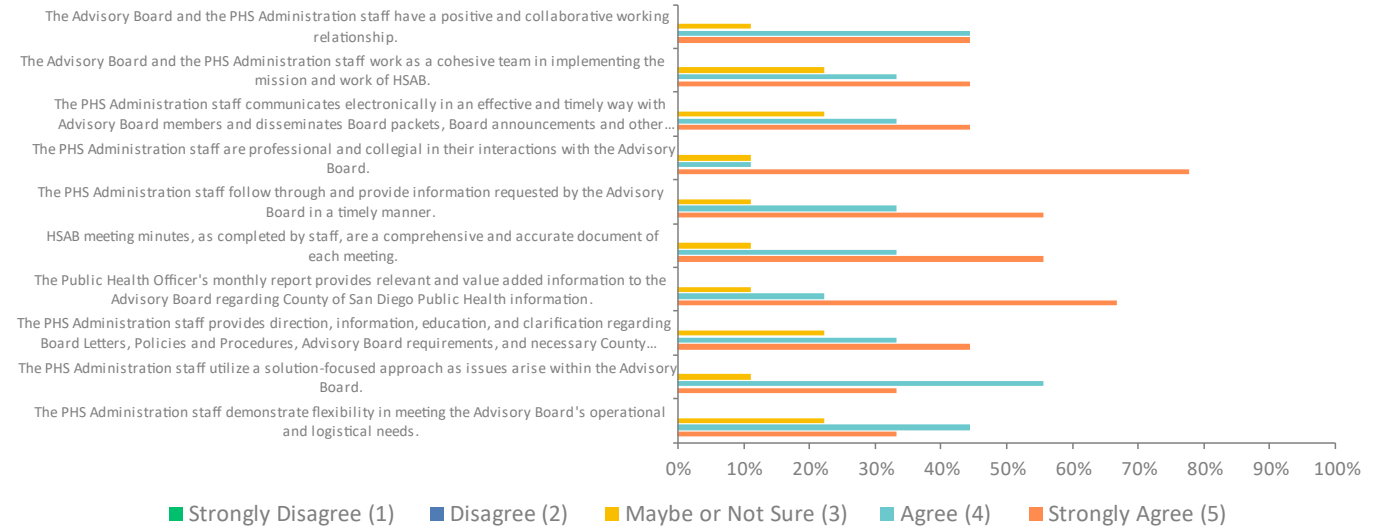
---

Barry does a great job in keeping us focused and on track during meetings. Barry is "solution focused" in addressing any challenges or relevant issues faced by the HSAB.

---

**Q5: Select the response that best reflects your opinion. The rating scale for each statement is: Strongly Disagree (1), Disagree (2), Maybe or Not Sure (3), Agree (4), Strongly Agree (5).**

Answered: 9 Skipped: 1





**Q5: Select the response that best reflects your opinion. The rating scale for each statement is: Strongly Disagree (1), Disagree (2), Maybe or Not Sure (3), Agree (4), Strongly Agree (5).**

Answered: 9 Skipped: 1

	STRONGLY DISAGREE (1)	DISAGREE (2)	MAYBE OR NOT SURE (3)	AGREE (4)	STRONGLY AGREE (5)	TOTAL	WEIGHTED AVERAGE
The Advisory Board and the PHS Administration staff have a positive and collaborative working relationship.	0.00% 0	0.00% 0	11.11% 1	44.44% 4	44.44% 4	9	4.33
The Advisory Board and the PHS Administration staff work as a cohesive team in implementing the mission and work of HSAB.	0.00% 0	0.00% 0	22.22% 2	33.33% 3	44.44% 4	9	4.22
The PHS Administration staff communicates electronically in an effective and timely way with Advisory Board members and disseminates Board packets, Board announcements and other relevant Board information as needed.	0.00% 0	0.00% 0	22.22% 2	33.33% 3	44.44% 4	9	4.22
The PHS Administration staff are professional and collegial in their interactions with the Advisory Board.	0.00% 0	0.00% 0	11.11% 1	11.11% 1	77.78% 7	9	4.67
The PHS Administration staff follow through and provide information requested by the Advisory Board in a timely manner.	0.00% 0	0.00% 0	11.11% 1	33.33% 3	55.56% 5	9	4.44
HSAB meeting minutes, as completed by staff, are a comprehensive and accurate document of each meeting.	0.00% 0	0.00% 0	11.11% 1	33.33% 3	55.56% 5	9	4.44
The Public Health Officer's monthly report provides relevant and value added information to the Advisory Board regarding County of San Diego Public Health information.	0.00% 0	0.00% 0	11.11% 1	22.22% 2	66.67% 6	9	4.56
The PHS Administration staff provides direction, information, education, and clarification regarding Board Letters, Policies and Procedures, AdvisoryBoard requirements, and necessary County information that assists HSAB.	0.00% 0	0.00% 0	22.22% 2	33.33% 3	44.44% 4	9	4.22
The PHS Administration staff utilize a solution-focused approach as issues arise within the Advisory Board.	0.00% 0	0.00% 0	11.11% 1	55.56% 5	33.33% 3	9	4.22
The PHS Administration staff demonstrate flexibility in meeting the Advisory Board's operational and logistical needs.	0.00% 0	0.00% 0	22.22% 2	44.44% 4	33.33% 3	9	4.11

**Q5: Select the response that best reflects your opinion. The rating scale for each statement is: Strongly Disagree (1), Disagree (2), Maybe or Not Sure (3), Agree (4), Strongly Agree (5).**

Answered: 9 Skipped: 1

#### Comments

It will be important for HSAB to develop a positive and collegial relationship with the new Public Health Officer (PHO) when appointed. Current relationship is with the interim PHO is positive. HSAB is appreciative of all the support and assistance provided by Public Health Administrative staff.

---

### Questions and Comments

**James Lepanto:** Do we know how many people responded to it?

**Dr. Anuj Bhatia:** A total of 10 people responded.

**James Lepanto:** It has always been a struggle to get members to participate. Lack of participation puts a burden on the other members.

**Judith Yates:** At both the HSAB and the Behavioral Health Advisory Board, I see that there is a learning curve when using Zoom to participate virtually. Training and support is needed to use virtual technology successfully.

**Samhita Ilango:** The sound quality has been fine, but the shifting camera angle can make it hard to tell who is speaking, and I don't recognize everyone's voices. Perhaps if people identify themselves before speaking, that will be helpful.

**James Lepanto:** It's easy to get into a conversation and forget that there are people watching online. We need to be more sensitive to the needs of online participants.

**Jack Dailey:** In large meetings, using more than one Owl can reduce the distance between the camera and the speaker.

**Tim Fraser:** This is my first time online, but it's working great. Since the presentations are shared over Zoom, I actually feel that I see more online than I do in person, unless I have the paper copy in front of me.

**James Lepanto:** Can we ask IT's opinion?

**Rick DeHaven:** We do have a second Owl. We can probably experiment with two Owls to make sure that setup will work. The Owl is sound-driven. In this meeting where we are talking loudly, the Owl probably responds better than it does in a room with a PA system, because then it's hearing the sound from all directions and it can't figure out who is talking.

**Tim Fraser:** If we are trying to drive in-person attendance, why do we still offer a virtual option?

**Dr. Anuj Bhatia:** A member who joins online can still vote, but they do not count toward quorum due to state laws that require in-person attendance to meet quorum. One of the benefits of the Zoom link is that it makes the meeting more accessible to the public.

**Barry Jantz:** Could we require members to appear in person, or else say that they are not participating at all?

**Dr. Anuj Bhatia:** I don't think so.

**Judith Yates:** To add to that, we need to allow people who have disabilities to be online, because that is sometimes the only way they can participate.

**Samhita Ilango:** It is possible to have the Zoom on one screen and the documents on the other screen?

**James Lepanto:** My personal preference is that people are in person. As convenient as Zoom is, you miss so much by not having people in the same room. You can't read the room, you don't develop relationships, you don't have that ability to come together as a cohesive team.

**James Lepanto:** It might be beneficial to identify the lowest-scoring items in the survey and put them on the agenda in six months to evaluate whether we're making progress.

**IV. HSAB MEMBER  
ATTENDANCE/ENGAGEMENT**

**A. Our Purpose – Why Are We Here?**

**Barry Jantz:** In the past several years, we have been weighing in on the budget, weighing in on legislation, and more recently, reminding the Board of Supervisors that we're here.

**James Lepanto:** It would be very helpful if we could have a separate meeting with just the board chairs.

**Judith Yates:** Think about how important it is for the people on the Behavioral Health Advisory Board to be more knowledgeable about health services in general. We've been talking about integrating behavioral health with physical health for ten years.

**Judith Yates:** The new BOS members are very different than the old ones. The former BOS members were driven by absolutely assuring that there was financial stability. The new board members are very politically driven. If we want to think about how we can be a more effective board, it would be to understand what's driving them and what could we say or do that would have meaning for them.

**Jack Daily:** I feel that the HSAB has the ability to ask agencies to present and question them about what they are doing. As an example, I have seen the Social Services Advisory Board have an impact on HHSA's self-sufficiency team. I give full credit to Rick Wanne and his team on self-sufficiency, but the SSAB has also played a role in challenging them to improve their performance.

**James Lepanto:** I agree, and I've always felt we could be more robust in our outreach to community organizations and other agencies. Our work on the board has been a significant achievement. However, I feel we sometimes tiptoe around the board of supervisors, trying not to offend anyone. I believe we need to push harder and take informed risks. For example, when we raised concerns about foster children's dental and medical care, we demanded follow-up from the county. This effort showed that we can voice our concerns directly while remaining sensitive and polite.

	<p><b>B. Increasing Participation</b></p> <p><b>Barry Jantz:</b> Our scores show that participants find our meetings interesting and relevant. To boost participation further, we need to ensure that people see that the meetings have impact.</p> <p><b>C. Vacancies</b></p> <p><b>Barry Jantz:</b> I suggest that we change the minutes to list members by seat. This would allow us to quickly see which seats are vacant or not being attended regularly.</p> <p><b>Paul Hegyi:</b> Do vacant seats count against quorum?</p> <p><b>Barry Jantz:</b> According to the bylaws, quorum is based on the currently seated members.</p> <p><b>Judith Yates:</b> Do we have a mechanism for removing non-participating members from the board?</p> <p><b>James Lepanto:</b> I don't know the answer to that, but we can directly ask people why they are not attending.</p>
<p><b>V. BOARD OF SUPERVISORS ENGAGEMENT</b></p>	
<p><b>VI. HSAB STRATEGIC PLAN</b></p>	<p><b>A. Review and Discussion, Nora Bota, MPH, Program Manager, Amber Hilliker, Quality Improvement Specialist, Public Health Services Administration</b></p>

# Health Services Advisory Board Advance



## Strategic Plan Review

Facilitated By Nora Bota & Amber Hilliker

September 25, 2024

[SANDIEGOCOUNTY.GOV/HHSA](https://sandiegocounty.gov/hhsa)



## Purpose

Purpose of today's discussion is review and determine what level of update is needed for the HSAB Strategic Plan:

**Option 1: A totally new Strategic Plan**

**Option 2: Revisions or adjustments are needed on the existing Strategic Plan**

Timeline for renewing the HSAB Strategic plan is **every 3 years** with this revision to reflect goals for **2024-2027**.

[SANDIEGOCOUNTY.GOV/HHSA](http://SANDIEGOCOUNTY.GOV/HHSA)



**Health Services Advisory Board (HSAB) Strategic Plan**

**MEMBERS:**  
**APPOINTED BY BOARD OF SUPERVISORS**

**District 1**  
Richard Parker, DO, FAOASM  
Suzanne Alfalo, MD

**District 2**  
Judith Shaplin  
LaVonna Connelly, MSW

**District 3**  
Harris Efron, MD  
Stuart Cohen, MD

**District 4**  
James Lepanto, MFT  
Ceyssi Arroyo

**District 5**  
Therese Cisneros-Remington  
Vacant

**VISION:** An Advisory Board that the County of San Diego Supervisors rely on for expertise to improve the health and wellness of the San Diego population.

**MISSION:** Provide the County Board of Supervisors expert and timely advice to advance an integrated health and wellness system, where everyone has access to affordable, comprehensive, and quality care.

**GUIDING PRINCIPLES:**

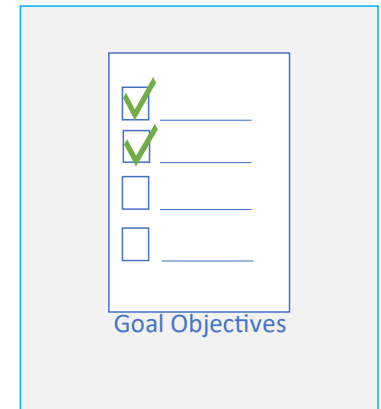
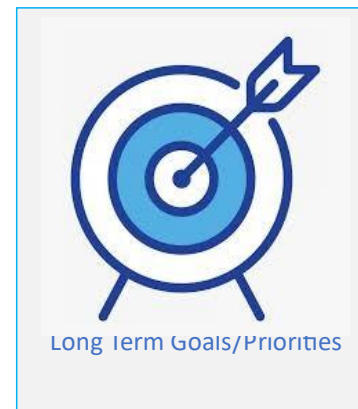
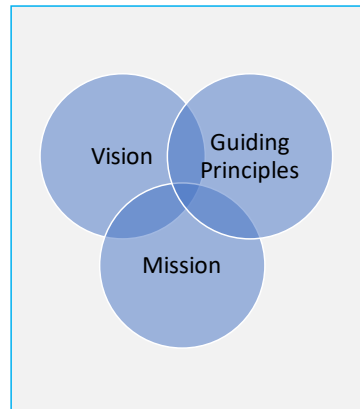
- Everyone has access to affordable care.
- Care is coordinated, responsive and culturally sensitive.
- Services are integrated, seamless and comprehensive.
- Wellness of mind, body and spirit is pursued for every resident.

**COMMUNITY REPRESENTATIVES**  
San Diego County Medical Society

**LONG-TERM GOALS:**



# Today's Discussion



[SANDIEGOCOUNTY.GOV/HHSA](http://SANDIEGOCOUNTY.GOV/HHSA)





## BOS, HHSA, & PHS Strategic Initiatives

### Public Health Crisis:

- **Homelessness**

- Compassionate Emergency Solutions and Pathways to Housing
- Framework for Ending Homelessness

- **Illicit Fentanyl**

- Comprehensive Harm Reduction Strategy
- Opioid Settlement Framework

- **Racism**

- Aging Roadmap
- Climate Action Plan
  - Environmental Justice (establishment of OSEJ)
- Data and Performance Evaluation
- Employee Engagement
- Local Business Contracting Sustainable, Equitable and Local Food Sourcing Program and Policy Framework
- Proclamation of Local Emergency for U.S.-Mexico Transboundary Pollution Environmental Crisis

## Vision, Mission, and Guiding Principles



Join the poll for the



HSAB Strategic Plan Review

[SANDIEGOCOUNTY.GOV/HHSA](https://sandiegocounty.gov/hhsa)

**VISION:** An Advisory Board that the County of San Diego Supervisors rely on for expertise to improve the health and wellness of the San Diego population.



## Vision, **Mission**, and Guiding Principles



Join the poll for the



HSAB Strategic Plan Review

[SANDIEGOCOUNTY.GOV/HHSA](https://sandiegocounty.gov/hhsa)

**MISSION:** Provide the County Board of Supervisors expert and timely advice to advance an integrated health and wellness system, where everyone has access to affordable, comprehensive, and quality care.



## Vision, Mission, and **Guiding Principles**



Join the poll for the



HSAB Strategic Plan Review

[SANDIEGOCOUNTY.GOV/HHSA](https://sandiegocounty.gov/hhsa)

### **GUIDING PRINCIPLES:**

- ❖ Everyone has access to affordable care.
- ❖ Care is coordinated, responsive and culturally sensitive.
- ❖ Services are integrated, seamless and comprehensive.
- ❖ Wellness of mind, body and spirit is pursued for every resident.

## Long Term Goals / Priorities



Join the poll for the



HSAB Strategic Plan Review

[SANDIEGOCOUNTY.GOV/HHSA](https://www.sandiegocounty.gov/hhsa)

### Goal 1

Enhance HSAB's **Value** to the County **Board of Supervisors**

### Goal 2

Advance Ways to Enhance Resident's Ability to **Navigate the Health Care System** to Get the Care Needed


### Goal 3

**Solicit Community Input** for the Design of Solutions to Improve the Health and Well-Being of Residents



# Current Objectives

Join the poll for the



HSAB Strategic Plan Review

[SANDIEGOCOUNTY.GOV/HHSA](https://sandiegocounty.gov/hhsa)


## Goal 1: Enhance HSAB's Value to the County Board of Supervisors

Current Objectives			
<b>1</b> Enhance ongoing & bi-directional communication with the <u>BOS</u>	<b>2</b> Convey community needs and priorities to the County <u>BOS</u>	<b>3</b> Provide timely advice and recommendations to the BOS and HHSA Leadership regarding relevant issues under the scope of HSAB in the areas of <u>budget, legislations, policy, and program changes</u>	<b>4</b> Maintain best practices in the administration of the HSAB through <u>communication, collaboration, and transparency</u>



# Current Objectives

Join the poll for the



HSAB Strategic Plan Review

SANDIEGOCOUNTY.GOV/HHSA

Goal 2: Advance Ways to Enhance Resident's Ability to Navigate the Health Care System to Get the Care Needed		
Current Objectives		
<b>1</b> <b>Identify and monitor the key factors or barriers</b> that underserved residents face in navigating the health care system and accessing the services that they need to be healthy	<b>2</b> Explore ways in which providers can <b>enhance navigation of underserved residents</b> , and ways to <b>inform and empower underserved residents</b> to be able to navigate the system	<b>3</b> <b>Advise on new systems, policies, and practices</b> that would make it easier for all residents to navigate the health care system



# Current Objectives

Join the poll for the



HSAB Strategic Plan Review

[SANDIEGOCOUNTY.GOV/HHSA](http://SANDIEGOCOUNTY.GOV/HHSA)

## Goal 3: Solicit Community Input for the Design of Solutions to Improve the Health and Well-Being of Residents


### Objectives

1	2	3	4
<p><b>Increase community and stakeholder participation and attendance</b> at HSAB meetings</p>	<p><b>Solicit input from the public and stakeholders</b> by leveraging existing coalitions, Resident Leadership Academies, and other community groups and events</p>	<p><b>Work with planning agencies, research, and policy makers</b> to identify best practices and to promote health and well being of San Diego communities</p>	<p><b>Encourage a focus on health equity</b> in the collection of information and the solicitation of community input</p>



## Last HSAB Strategic Plan Review Question

Join the poll for the



HSAB Strategic Plan Review

SANDIEGOCOUNTY.GOV/HHSA

**Optional** - What is happening with HSAB today that needs to be captured in the Strategic Plan that you do not see in the current version?



## Next Steps

- PHS will compile the feedback and share results with the Chair and Advisory Board with follow-up sessions to be scheduled, if needed.
- PHS can create a Performance Scorecard to track progress and outcomes on the HSAB Strategic Plan

[SANDIEGOCOUNTY.GOV/HHSA](https://www.sandiegocounty.gov/hhsa)





# THANK YOU



[SANDIEGOCOUNTY.GOV/HHSA](https://www.sandiegocounty.gov/hhsa)

*The Public Health Services department, County of San Diego Health and Human Services Agency, has maintained national public health accreditation, since May 17, 2016, and was re-accredited by the Public Health Accreditation Board on August 21, 2023.*

- B. Review 2020 Strategic Plan**
- C. How Are We Doing Against Those Priorities?**
- D. 2020 Priorities - Same Ones Now, New Ones?**
- E. Updates to 2020 Strategic Plan, or More Detailed Process**

## Questions and Comments

**Nora Bota:** We will say that the HSAB advises the Board of Supervisors, CAO, and agency leadership. We will add “CAO agency leadership” to the mission and vision statements.

**Samhita Ilango:** We may want to broaden the language to go beyond public health services.

**Judith Yates:** But then we would need to change the name of the board, since it is the Health Services Advisory Board.

**Nora Bota:** We may also want to talk about equity and responding to public health emergencies.

**James Lepanto:** We may want to add something about being proactive or preventive, rather than only being reactive.

**Jack Daily:** The mission refers to “an integrated health and wellness system,” but then that last clause narrows it down, focusing on access to affordable, comprehensive, and quality care. I feel like there should be another clause or subclause speaking to healthy living or something along those lines.

**Geysil Arroyo:** I agree with Jack. I'm thinking along the lines of making systemic changes, making it easier for people to engage in healthy behavior.

**James Lepanto:** What also it comes to my mind is community engagement, including community voices. But if we use the word community engagement, then we better be able to show it in our work and our meetings.

**Judith Yates:** You have to go to those communities who for all kinds of reasons are never going to step up to a forum. We've talked about actually having a couple meetings every year that go into our regions.

**Lauren Abrams:** I'm wondering if someone could speak to the fourth guiding principle: “Wellness of mind, body and spirit is pursued for every resident.” I was just wondering if anyone has some clarity on where that came from or what we're trying to say there.

**Samhita Ilango:** It may seem like we're forcing the school that every resident needs to pursue these things. And maybe that is not what is of interest to them.

**Judith Yates:** I'm a little uncomfortable with Goal 2. Because this seems to say we're going to advance ways to enhance residents' ability to navigate the healthcare system. Well, that would mean that there's something wrong with the system. Shouldn't we be trying to address the underlying issues?

**Nora Bota:** I was just going to show on your handout, on the backside, it kind of helps explain the goal. So you have objectives and actions. So it seems like for goal two, the objectives were focused on identifying and monitoring key factors and barriers for underserved residents, exploring ways to enhance navigation of underserved residents.

**Samhita Ilango:** I'm wondering if we can make the goals SMART goals so that they are specific and measurable.

**James Lepanto:** I think we might need to add a process in our strategic plan for regular follow-ups, perhaps in our monthly or quarterly meetings. I value having focused priorities, but I'm not sure we have time for that in our board meetings anymore. I believe we should not only follow the board of supervisors but also highlight issues that need more attention. I feel we could include this as an action item when we discuss our goals and objectives.

**Barry Jantz:** I wanted to share that we had a vibrant discussion about data and the process of inviting people to fill out forms during our board meetings. I'm questioning whether we really need the full PowerPoint presentations for every board letter. Is there a way that we can show the shortened version that the supervisor sees?

**Dr. Harriet Seldin:** Any thoughts on looking at redesigning our two-hour regular meetings to provide less time for the board letter presentations and more time for external folks coming in, looking at data, things like that?

**Geysil Arroyo:** I totally agree. Yeah, because there will be an opportunity for them to speak up, collaborate, provide input, and perhaps even give us ideas of who else to invite. I just wanted to point out, you do have the ability as chair to place items on consent moving forward.

**Barry Jantz:** Every item that's listed under consent can be voted on with one vote. But it doesn't preclude any member from saying that they want to have a discussion about a specific item. So that's a great option to me.

**Paul Hegyi:** Let's do a few letters on consent. And that would give us the time for you to schedule presentations, longer discussions on strategic plans or other issues. Also, why don't we try using the truncated versions of the PowerPoint presentations that are given to the Board of Supervisors.

**James Lepanto:** But what that means is people have to be accountable and read their packets in advance so that they can decide if they don't want an item on consent. And that's going to be the hard part.

**Dr. Harriet Seldin:** We've talked before about the disconnect we've experienced with the Board of Supervisors, particularly regarding their lack of response to our letter. I sometimes get confused because I've attended various meetings, like those with Healthy San Diego. In the past, we had an event where health aides from the board would come and present what their offices were focusing on, allowing for some interaction. I'm wondering if we've done something similar with HSAB recently, as it seems like a good way to engage them.

**Barry Jantz:** I was thinking that we could make room in our agenda to invite supervisors or their staff to our meetings. Over one or two years, we might be able to have all five supervisors.

**Jack Daily:** Have we tried to crowdsource our relationships? That might just involve forwarding emails to the team and then reaching out to people we have personal relationships with.

**Barry Jantz:** We cannot remove people from the HSAB, but if a member is not participating we can bring that to the attention of the Board of Supervisors. It is then their decision whether or not to act.

**VII. SUBCOMMITTEES**

- A. Health Legislation**
- B. Policy and Program**
- C. Budget**

<b>VIII. CLOSING COMMENTS</b>	<b>None</b>
	<b><u>Questions &amp; Comments:</u></b>  <b>None</b>
<b>XI. ASSESS THE ADVANCE: STRENGTHS AND IMPROVEMENT AREAS</b>	
<b>X. ADJOURN</b>	Meeting adjourned at 4:33pm.
<b>Next Meetings</b>	<b>HSAB Monthly Meeting:</b> October 1, 2024. <b>CAC:</b> 1600 Pacific Hwy San Diego, CA 92101, Room 302, from 3:00 pm to 5:00 pm