

## Health Care for the Homeless Co-Applicant Governing Board

### 2026 Project Director Evaluation

Project Director: Rachael Birch

Date: March 18, 2026

#### **2025 Project Director Achievements**

Goals Completed:

1. Implement monthly high acuity case rounds for patients with decreased capacity in collaboration with H3.
2. Maintain regular communication within HCH team through bi-monthly all staff meetings and online discussion board to promote transparency and discuss successes, challenges, and barriers.
3. Discuss care coordination challenges and barriers at all staff meeting quarterly.
4. Maintain monthly updates from programs and board member HCH outreach to programs.

Goals Ongoing:

1. Annually review & identify priority clinical measures.
2. Bring identified program updates and action plan to Public Health Director quarterly.
3. Increase awareness, transparency, and access to program services through care collaboration both within CCH and with the community to increase continuity and quality of care.
4. Implement quarterly roadshows of HCH Services and access points to share with both internal and external partners including PES, local hospitals, BH, and age specific service providers.
5. Review submitted data requests quarterly with the HCH Quality Improvement Team and confirm priorities for the next quarter.
6. Complete annual patient interviews and satisfaction surveys to gather consumer feedback.
7. Perform a health equity data analysis of HCH clinical measures bi-annually to identify disparities in health outcomes between population groups (e.g. race/ethnicity, insurance, age, gender, etc.).
8. Apply for any applicable HRSA grant opportunities to support and augment current services.
9. Maintain monthly trauma informed care and motivational interviewing trainings for all staff.
10. Review standardized procedures and core competencies bi-annually to identify and address any outstanding needs.
11. Provide staff continued education and maintain staff competencies related to program and system operations.

#### **Project Director Board Requests**

New/Ongoing Goals:

1. Increase recruitment efforts for the Governing Board.
2. Maintain Medi-Cal enrollment for currently enrolled patients.
3. Improve system-wide efforts to support Medi-Cal renewals and enrollment.
4. Stay up to date on all executive level changes impacting homelessness (including but not limited to LGBTQ, abortion rights, DEI, etc.)