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Quality Services Committee Meeting

Megan C. & Damon P. | Chair and Vice-Chair

Minutes

Date: March 16, 2026

Time: 1:00 PM - 3:00 PM

Physical Location(s)	Remote Address	Landline Access
<ul style="list-style-type: none"> ACPHD 1100 San Leandro Blvd, Oak Room, San Leandro, CA 94577 2500 Bates, Suite B, Concord, 94520- Lassen RM 2121 Vale Road San Pablo 94806 490 Illinois Ave., 9th floor San Francisco, 94143 	Click Here Zoom Meeting ID: 817 3687 1155 Passcode: 2026	To call into the meeting: <ul style="list-style-type: none"> 1(408)-961-3929 1(408)-961-3927 Zoom Meeting ID: 817 3687 1155# Passcode: 2026#

In person = IP | Remote = R | Not Present = NP | Excused = E

Present: Rob N-N. (IP), Ji-Sook O. (R), Ilana N. (IP), Duran R. (NP), Megan C. (IP), Damon P. (IP)

Staff: Camisha N. (IP), Edgard E. (R), Dot T. (R), Stephanie C. (R),

Mission: The Oakland Transitional Grant Area Planning Council will provide comprehensive planning, prioritization, and education regarding HIV services in Alameda and Contra Costa Counties that are inclusive, equitable, compassionate, and respectful of human rights.

- I. **Call to Order - 1:04 PM** **1:00 PM**
 - a. Moment of Silence
 - b. Roll Call
 - c. Read Mission Statement

- II. **Review and Approve Agenda -1:07 PM** **1:10 PM**
 - Motion: Damon
 - Second: Rob
 - Action: Approved with tabling Review Utilization Data until April.

There was a discussion about the rule on how many meetings new members need to attend this committee before they can be seated on the committee. Staff asked Megan whether she could count Ilana as a voting member at this meeting. It was determined that Ilana was not a voting member because she had not attended three committee meetings, as required by the Standard Operating Procedures (SOP).

- III. **Review and approve October minutes - 1:10 PM** **1:15 PM**
 - Motion: Rob
 - Second: Damon



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Action: Minutes approved.

IV. Review and approve Workplan – 1:12PM

1:20 PM

Rob suggested marking throughout the workplan from March to September, item 2c c. “Review Part A Client Utilization Data based on when the council reviews the data.”

Megan asked Dot and Stephanie for an update on the Standard of Care (SOC) because they turned it over to the Office of HIV Care (OHC) last fall for editing. Stephanie said they created a Table of Contents and adjusted the font and spacing. They will take time to have the Table of Contents clickable with links to the sections when selected from that page. Content-wise, it is in good shape. Nothing stood out content-wise. Dot agreed. Megan stated that the SOC's should be revisited in the April meeting. There was a discussion about whether the full council needs to vote to approve the SOC's before the document can be made public. Dot stated that it has been shared as a draft and that Camisha should check with Jade, the HRSA Project Officer, to see if it needs to be approved by the council. Megan then said that once it is final, then QSC can present it to the council, but not frame it as something they need to approve. Megan suggested that Camisha check whether there is an official rule on whether the Standard of Care must be approved by the full council. Damon stated that the full council usually trusts this committee's recommendations to complete the SOC; therefore, they trust the QSC members' work but do not require additional feedback from the council. Megan stated that she will update the council on where they are on the SOC, and the QSC members can briefly share during the planning council's committee check-in item. Rob suggested removing 2.a; “Establish SOC working committee to complete review and revision process (Note: update based on current status of document)” since it is already in 1.d; “Update or review Standard Operating Procedures by April 20,2026” and they don’t need to establish a working committee for revising the SOC's.

Members discussed that this year will be a mini-Needs Assessment year.

Megan gave an overview of the Resource Inventory process from last year, and it was discussed how often the Resource Inventory needs to be updated. Ilana expressed that it would need to get updated because the Behavioral Health Department had many changes as of July to service providers and funding. Megan suggested doing a cursory (brief) review of the document this year. Members agreed to change item 3a “Assign members to update review and revise the Resource Inventory” to “Review and revise the Resource Inventory.” Damon asked which members wanted to volunteer for the SOC's. Ilana and Damon volunteered to review the document, and members extended the Resource Inventory on the workplan from April to June.

There was discussion among the members and Dot about the AAM's presentation timeline. Dot stated there is no question about the RFP process, how it made them feel, or how it went; therefore, OHC does not need the AAM completed prior to any RFPs going out. The members agreed to leave the AAM in October or November.

Motion: Rob

Second: Damon



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Action: Approved with the edits discussed.

V. Review and approve Standard Operating Procedures - 1:35 PM

Damon stated item E. "If a member has two consecutive unexcused absences from meetings, they lose their voting status. However, they can regain their voting status after attending two consecutive committee meetings again," is harsh considering this is a small committee. He suggested members should be able to vote after re-attending one meeting when they've been absent for two consecutive meetings. Megan suggested revisiting the Bylaws to assess any potential conflict between the documents. Megan stated that the action is to check the Bylaws and, if there is any conflict, relax the procedure. Rob and Megan said that if they plan to relax the voting procedures, they will have to revisit Voting, Attendance, and Membership next month. Ilana said she'd be in favor of relaxing the attendance procedure as well. Megan said she will review the Bylaws and the SOPs to cross-reference them. Megan restated the plan for next month: to make revisions and approve the SOP.

VI. Review Utilization Data -1:53 PM

2:05 PM

Dot presented the utilization report to the committee. She acknowledged that last year, the members wanted to see the data in percentages to better align with the services. Year-to-date (page 4) was not updated; they are not at 66% through the contract year.

Ilana asked after reviewing the utilization data, "What happens next? Does the committee usually provide feedback to OHC, do they make recommendations, or does this committee bring it to the Planning Council? Megan said it could be for preparing the person who will present the data to the Planning Council. She also provided historical context on how it became an item assigned to QSC. Rob reiterated that it's a preview of what the recipient will present to the full council, so they can ask clarifying questions ahead of time.

Amenda Agenda – 2:01 PM

Motion: Rob moved to approve the new agenda, adding Nominations to the agenda as item VI and adding Utilization Data back on the agenda.

Action: Accepted by unanimous vote.

VII. Chair and Vice Chair Nominations and Elections - 2:07 PM

Megan presented the question, "Does anyone have nominations for Chair and / or Vice Chair?"

The members discussed reaffirming that the Chairs will remain as Megan and Damon. They also discussed their term limits and agreed that they are eligible to continue serving for this year, and they don't need to redo nominations until the end of this year.

Motion: Rob

Second: Ji-Sook

Action: Approved.

VIII. Member Spotlight Discussion - 2:13 PM

2:20 PM

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Megan was the March member's spotlight.

IX. **Announcements, Evaluation [link](#)**

X. **Adjourned at 2:20 PM
3:00 PM**



GROUP NORMS:

1. Be a welcoming body to all.
2. Respect each other as leaders.
3. Exhibit patience with each other.
4. Be anchored in our mission.
5. Agree to disagree.
6. Step up Step back.
7. Active, intentional, attentive, listening/eyes, ears, head, & heart.
8. No retribution for what gets said here.
9. Be present, prepared and engaged.
10. No judgement/Take a breath & set it aside.
11. Everyone's effort & time is valued.
12. Encourage clarifying questions
13. Be creative & efficient in deliberations.
14. Be on time.
15. Be mindful of your actions and assume good intentions.
16. Avoid using acronyms and abbreviations or explain what they stand for.

The **Vibe Monitor** (Chairs and/or Planning Council Staff) can enforce the above ground rules in situations of disruptive behavior. Pursuant to the OTGA Bylaws members can be removed from the meeting and/or council for disruptive conduct or conduct affecting the council's integrity of the community's confidence.