

Quality Services Committee Meeting
Megan C. & Damon P. | Chair and Vice-Chair

Minutes

Date: April 20, 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 	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. (R), Ji-Sook O. (R), Ilana N. (R), Duran R. (R), Megan C. (R), Damon P. (R)

Staff: Camisha N. (R), Edgard E. (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.

Call to Order 1:01 PM **1:00 PM**
 a. Moment of Silence
 b. Roll Call
 c. Read Mission Statement

II. Review and Approve Agenda – 1:06 PM **1:10PM**
Motion: Rob
Second: Megan
Action: Agenda approved with adding Standards of Care to item V.

Megan stated the agenda should include the Standards of Care (SOC) in the space that has an item number but not item listed. The committee agreed that SOC should get placed under Item V.

III. Review and approve March minutes – 1:11 PM **1:15 PM**



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Motion: Rob

Second: Duran

Action: Minutes approved with corrections to the spelling of Megan's name.

IV. Resource Inventory – 1:13 PM

1:20 PM

Megan started by acknowledging some members of this committee volunteered to a cursory review for the Resource Inventory but there wasn't a date or timeline to have it completed. Rob said he sent out an AI-generated suggestions for updates that was sent out via google link with the materials that Camisha sent out. The edits that he made are in red which were the one service was not added on the list and some agencies phone numbers were incorrect. Ji-Sook clarified that they are supposed to review this document every three years because they just reviewed it last year. Megan said that that was correct but there were some minor edits that were being brought up. The group agreed to conduct a cursory review.

Ilana noted that although there may be upcoming changes to behavioral health contracts, the inventory is written broadly enough that updates are not immediately necessary. Members agreed that the current level of detail remains appropriate and that no major revisions are needed.

Stephanie pointed out a discrepancy in a phone number (CALPEP) was identified and corrected during the meeting.

The committee discussed timeline expectations and agreed that updates should be finalized by the June 15, 2026, meeting rather than to align with upcoming mini-Needs Assessment. Rob and Ilana agreed to do the final review.

V. Review Standards of Care – 1:26 PM

1:30 PM

Stephanie reported that formatting updates had been completed, including resolving table of contents issues, standardizing headings, and improving document navigation. She noted that the document is now in good shape for final review. Megan suggested moving forward this document can be a living document that way this committee can work on the SOC in sections instead of completing it from finish to end.

There was discussion of formatting preferences, including font consistency, page numbering, and layout issues. Duran identified that the "Oakland Transitional Grant Area" should be moved to the lower-left corner on the subsequent pages, ensuring the page numbers are on the right-hand corners of the pages, since the entire document does have page numbers, but the page-number section lists them. And several other formatting inconsistencies, and he and Megan volunteered to conduct a final formatting review using track changes. Megan added there should be context on who to contact for any clarification related questions.



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Stephanie pointed out the structure of the table of contents, specifically whether to include “core” and “support” service labels. Members agreed that maintaining alphabetical order without separating services was more user-friendly and that the current structure was acceptable. Megan asked if there will be links added to the table of contents, Stephanie agreed they will get added at a later time. Stephanie also stated she will share this document with Duran and Megan for finalizing before the day is over.

Rob highlighted adding genotype/resistance testing language to the SOC document. Rob referenced recent guidance emphasizing the importance of genotypic testing prior to initiating treatment. Megan noted that while the SOC currently includes this language, it may be too weak and framed as optional. The committee agreed that the language should be strengthened to reflect it as a recommended standard practice.

Actions:

- Rob will draft revised genotype testing language.
- Megan and Duran will complete final formatting review.
- Target completion: June, with potential presentation to the full council in September

VI. Review and approve Standard Operating Procedures – 1:50 PM

1:45 PM

The committee reviewed the Standard Operating Procedures (SOPs), focusing on alignment with bylaws and current practices. Megan presented a comparison of the Bylaws, QSC SOP, and the OTGA Process documents.

Section V - Significant discussion centered on officer (Chair and Co-Chair) terms and voting eligibility. Members noted ambiguity in the Bylaws regarding whether officer terms are one or two years and whether committees may determine term length. Additionally, the SOP currently allows up to three consecutive one-year terms, which may conflict with Bylaws that reference only a second term. Currently, this committee is serving three one-year terms as Chair and Co-Chair, which is stricter than the Bylaws. Megan suggested that this committee figure out what they want QSCs SOP to reflect, then bring it to the Executive Committee to ensure it doesn't contradict the Bylaws. Also, Rob stated that if a new member's first term is a 2-year first, then each subsequent term being a 1-year term doesn't make sense. The members agreed to get clarity from the executive committee, and once it has been provided on what the Bylaws are saying of whether standing committee officer/chair is to serve one-year or two-year terms, along clarity of being re-elected for an third year/term, before finalizing section five of the QSC SOP. Megan stated for flexibility, terms of 1 to 2 years would be most helpful when serving as chair. This conversation will be extended to see what the executive committee has to say regarding term limits.

Section III - The committee discussed voting eligibility for new members. Members agreed that requiring attendance at three meetings before voting is overly restrictive. The group reached consensus that members should be eligible to vote after attending one full meeting following their



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membership declaration. They would also need to define in the Bylaws what declaring to a committee means. Rob suggested the language should say “A prospective member becomes a voting member of the committee upon attending the first meeting after they declare membership.” Ilana agreed it would be reasonable to require new applicants to attend a full meeting before they can declare their membership on the committee and to vote.

Further discussion addressed attendance requirements and how bylaws apply to committees versus the full council. Members noted inconsistencies and a lack of clarity in how attendance thresholds are defined and applied.

Actions:

- Questions regarding officer terms and attendance rules will be brought to Executive Committee for clarification.
- SOP revisions will be extended to the May meeting pending guidance.
- Megan will coordinate discussion points with Executive Committee members.

VII. Review Utilization Data – 2:42 PM

2:15 PM

Utilization data was presented in a draft format. Stephanie noted that the report was not finalized and had been shared in a different format due to time and technical constraints.

Members reiterated their preference for reviewing utilization data as a percentage of goal rather than raw numbers, as percentages provide more meaningful context. The group agreed that the current data, representing only early-year reporting, is too preliminary for analysis, especially given delays in system setup (HIV Care Connect).

The committee agreed to defer detailed review until updated data is available in the preferred format

VIII. Review Workplan - 2:48 PM

2:25 PM

The committee reviewed the workplan and updated timelines accordingly. The SOP review timeline was extended to May due to pending clarification from Executive Committee. The Resource Inventory timeline remains on track for completion in May.

No additional changes were proposed.

IX. Member Spotlight Discussion – 2:50 PM

2:35 PM

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Ilana Newman provided her member spotlight, sharing her professional and personal background. She discussed her experience in public health, including work with CDPH, the New York City Department of Health, and Alameda County Behavioral Health. Ilana highlighted her focus on harm reduction, sexual health, and integrating behavioral health with primary care. She also shared her ongoing involvement in community-based work, including volunteering with the Berkeley Needle Exchange.

- April: Ilana
- May: Duran
- June: Damon
- July: Rob
- August: Ji Sook

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

XI. **Adjourn – 2:58 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.



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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.