

# The County of Santa Cruz Integrated Community Health Center Commission

**Minute Taker: Mary Olivares**

Minutes of the meeting held May 1, 2024

**TELECOMMUNICATION MEETING:** Microsoft Teams Meeting - or call-in number +1 916-318-9542 – PIN# 500021499#

Attendance	
Christina Berberich	Executive Board - Chair
Len Finocchio	Executive Board - Co-Chair
Rahn Garcia	Member
Marco Martinez-Galarce	Member
Maximus Grisso	Member
Tammi Rose	Member
Gidget Martinez	Member
Michael Angulo	Member
Michelle Morton	Member
Miku Sodhi	County of Santa Cruz, Assistant Director HSA
Raquel Ruiz	County of Santa Cruz, Acting Chief of Clinics
Julian Wren	County of Santa Cruz, Admin Services Manager
Mary Olivares	County of Santa Cruz, Admin Aide
<b>Meeting Commenced at 4:01 pm and concluded at 5:09 pm</b>	
Excused/Absent:	
Excused: Dinah Phillips Excused: Amy Peeler	
1. Welcome/Introductions	
Introductions were done at this time.	
2. Oral Communications:	
Christina stated the executive board provides a performance review for Amy Peeler. She stated they are a bit behind and there is another evaluation due in a couple of months. They are proposing to do this at July's meeting to have it approved and done. There was much discussion regarding this.	
Rahn stated the bylaws need to be changed/amended eventually. Rahn stated the executive committee prepares the evaluation but listens to feedback from the whole commission.	
<b>Next Steps:</b> At June's meeting have a session of the whole commission to talk about performance and goals and objectives Then invite Amy back only, not staff for discussion of performance. Then invite executive committee.	
Put on next agenda to revise bylaws regarding the executive committee. Put a motion on next agenda seek a third member of executive committee.	
3. April 3, 2024, Meeting Minutes – Action Required	
Review of April 3, 2024, Meeting Minutes – Recommended for Approval. Rahn moved to accept the minutes as presented. Tami second, and the rest of the members present were all in favor. Christina and Len abstained as they were not present at the previous meeting.	
4. FY 24/25 Proposed Budget – Action Required	
Julian presented the 24/25 budget. Julian reported they still have a budget deficit, but things are looking up. Julian reported on the latest estimated actuals, as of 4/8/24 revenue is at \$49,477,307.00 and a deficit of \$4,854,155.00. As of March 2024, there had been a steady increase in all clinic visits, which are at 9205. Julian reported on comparison of total clinic visits. Over the last five fiscal years there was a 6% decrease in total visits between 21-22 and 22-23. Julian provided an estimate for clinic visits for fiscal year 23/24 which is estimated at 95,300. Julian reported on revenue assumptions such as: 232 workdays, he only counted revenue on an average workday; 13.5 encounters per day, the goal is to have 17 on average per provider; \$365 Average FQHC reimbursement rate. Julian utilized 3 years of average reimbursement for each visit which was 365 average. Revenue from 1 FTE Acupuncture Manager and 2 FTE for additional acupuncturists, the new position, Acupuncture Manager that was just hired;	

discount revenue by 15% for each individual Health Center for vacancies; discount revenue by 13% for each IBH unit for vacancies, included Ortho contractor hours. Also factored in an average 51 visits per month for Street Medicine. We recently filled 2 full time Clinician positions, 1 full time Psychologist and Medical Director vacancy. Lastly Julian provided a summary he reported 3.75 FTEs were added, there was a 3.5% increase in salary and benefit costs, slight increase in unique patient seen between FY 22 and FY 23, total visits decreased between FY 22 and FY 23, Clinics met their county budget contribution target for proposed budget FY 24-25, there will be a 12.6% in services and supply costs, and there will be a decrease in grant revenue for 24-25. Rahn made a motion to accept 2024/2025 budgeted as presented. Christina second that motion, and the rest of the members present were all in favor.

5. Policy 130.01 - Patient Complaints/Grievance Process – Action Required

Raquel presented Policy 130.01 - Patient Complaints/Grievance Process. This policy documents how our patients can complain on services they received or any situation they want brought to management. Raquel stated there were minor changes to this policy. Rahn made a motion to accept changes as updated and presented. Len second, and the rest of the members present were all in favor.

6. Policy 300.08 - Referral Tracking - Action Required

Raquel presented Policy 300.08 - Referral Tracking - Action Required. She reported this policy is how referrals are being processed by staff, there were very little changes made to this policy. Len made a motion to accept changes as updated and presented. Michael second, and the rest of the members present were all in favor.

7. HRSA Operational Site Visit

Raquel reported on the up coming HRSA visit. She reported that anyone can attend the entrance and exit of the site visit, Mary will email invite to commission staff. Raquel stated she needs 3-5 commissioners to attend the luncheon on May 15 and asked for volunteers. Len possibly could attend, Christina can attend if needed, Rahn will get back to Raquel, and Michael is interested in attending. Mary will send out invite to staff for luncheon.

At this point Rahn asked that this meeting be extended an additional 5-10 minutes. All commission members in attendance were in favor of time extension.

8. Appoint at-Large Officer

There was a brief discussion on this topic. Rahn stated this committee meets once or twice a year, very limited time is required. It was asked if there are any volunteers interested. Michael Angulo stated he would give it some thought and let them know at the next meeting.

9. Mental Health Protocols (for Maximus to present as requested)

This item is tabled for June's meeting.

10. Quality Management Update

Raquel reported on the quarterly quality improvement project that the Watsonville Clinic was working on. She reported that the Watsonville Health Center presented what they are doing to decrease no shows. They are targeting this with extra communication to get patients by text messaging and auto calls. Raquel reported they also discussed increasing access to care by opening some of the schedule templates, she stated they are making great process there.

Raquel also reported on the Central California Alliance Health (CCAH) Care Base Incentive (CBI). She stated they had a reduced incentive payment last year because they had three measures below the 50<sup>th</sup> percentile. She reported they went from \$100,000.00 incentive to \$1,882,729.11 incentive payment. Raquel stated she was very proud of the team for working on that.

Raquel reported on peer review and risk management. She reported on mortality Data, she stated 13 mortalities were reviewed and 5 had a substance use disorder and 4 were fentanyl overdoses. She also reported on supervision of NP/PA tiered system, they are working on a tiered system for NP/PA and they will review in basket management.

12. CEO Update

Raquel reported on behalf of Amy. Raquel reported the shigella outbreak has closed, and that 77% of the cases were unhoused individuals. Raquel also was happy to report that Amy will returning back tomorrow, and Raquel also stated she has fliers to share for advertising for commission member vacancy.

Next meeting: June 5, 2024, 4:00pm - 5:00pm

**Meeting Location: In- Person-** 150 Westridge Drive, Suite 101, Watsonville, Ca 95076 and 1080 Emeline Ave., Bldg. Clinic. Cruz, CA 95060. Commission will connect through Microsoft Teams Meeting or call in (audio only) [+1 831-454-2222,191727602#](tel:+18314542222) United States, Salinas Phone Conference ID: **191 727 602#**

Minutes approved \_\_\_\_\_ / / \_\_\_\_\_  
(Signature of Board Chair or Co-Chair) (Date)