

**The County of Santa Cruz**  
**Integrated Community Health Center Commission**  
**MEETING AGENDA**

November 4, 2021 @ 11:00 am

**MEETING LOCATION:** Microsoft Teams Meeting or call in (audio only) +1 916-318-9542, 500021499# United States, Sacramento Phone Conference ID: **500 021 499# / 1080** Emeline Ave., Bldg. D, Santa Cruz, CA 95060

ORAL COMMUNICATIONS - Any person may address the Commission during its Oral Communications period. Presentations must not exceed three (3) minutes in length, and individuals may speak only once during Oral Communications. All Oral Communications must be directed to an item not listed on today's Agenda and must be within the jurisdiction of the Commission. Commission members will not take actions or respond immediately to any Oral Communications presented but may choose to follow up at a later time, either individually, or on a subsequent Commission Agenda.

1. Welcome/Introductions
2. Oral Communications
3. October 7, 2021 Meeting Minutes – Recommend for Approval
4. HPHP Mobile Clinic Graphic Design - Action Required
5. Alternate Meeting Dates
6. Quality Management Committee Update
7. Social Justice
8. Board Recruitment
9. Financial Update
10. CEO/COVID-19 Update

**Action Items from Previous Meetings:**

Action Item	Person(s) Responsible	Date Completed	Comments
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Next meeting: December 2, 2021 11:00 am- 1:00 pm

Meeting Location: Microsoft Teams Meeting Or call in (audio only) +1 916-318-9542, 500021499# United States, Sacramento Phone Conference ID: **500 021 499# / 1080** Emeline Ave., Bldg. D, Santa Cruz, CA 95060

# The County of Santa Cruz Integrated Community Health Center Commission

**Minute Taker: Mary Olivares**

Minutes of the meeting held November 4, 2021.

**TELECOMMUNICATION MEETING:** Microsoft Teams Meeting - or call-in number 831-454-2222: Meeting Code: 850702.

Attendance	
Len Finocchio	Vice Chair
Caitlin Brune	Member at Large
Rahn Garcia	Member
Dinah Phillips	Member
Marco Martinez-Galarce	Member
David Willis	Member
Joey Crottogini	County of Santa Cruz, Health Center Manager - HPHP
Jill Stone	
David Davis	County of Santa Cruz, Departmental Admin Analyst
Amy Peeler	County of Santa Cruz, Chief of Clinic Services
Raquel Ramirez Ruiz	County of Santa Cruz, Senior Health Services Manager
Julian Wren	County of Santa Cruz, Admin. Services Manager
Mary Olivares	County of Santa Cruz, Admin Aide
Diana Mokaya	County of Santa Cruz, Medical Director
<b>Meeting Commenced at 11:06 am and Concluded at 12:48 pm</b>	
Excused/Absent:	
Excused: Christina Berberich Absent: Gustavo Mendoza Excused Michelle Morton Excused: Gidget Martinez	
1. Welcome/Introductions	
Introductions done at this time.	
2. Oral Communications:	
Julian stated he has three emergency items that need to be added to today agenda. Rahn motioned to add policies 640.01, 640.02, and 640.05 as emergency items to today's agenda. Macro second, and the rest of the members present all in favor. Based on information provided by the staff it was determined that the item came to staff's attention after the posting of the agenda and that action before the next meeting of the commission was required.	
3. October 7, 2021, Meeting Minutes - Action item	
Review of October 7, 2021, Meeting Minutes – Recommended for Approval. Rahn had one suggestion he stated there was no need to add county members that are on the commission under the excused/absent section, this is for commissioners only. Dinah moved to accept minutes with change of removing county member Julian Wren from this section. Marco second, and the rest of the members present were all in favor. Caitlin Brune abstains from voting.	
4. HPHP Mobile Clinic Graphic Design – Action Required	
Joey stated they were fortunate to acquire a 23-foot van that they have converted to a mobile clinic. He stated in this van they conduct street medicine. Currently due to staffing capacity it is staffed 3-4 days a week. Joey stated they didn't want just a white van and they have been working with staff and patients on a design for the van. Joey presented an image that was selected by HPHP staff and patients to the committee for their thoughts and feedback. Some feedback from the commissioners was that the design was too busy, writing needs to be clear, too much, keep it simple and message clear. Joey will bring back to commission when the design decision is made.	
5. Alternate Meeting Dates	
Commission discussed a variety of dates and times that would work for commission members. It was decided the new date and time would be the first Tuesday of the month at 3:00pm. If we don't have a quorum on this date executive committee will choose a special meeting date. Len motioned to accept new meeting date and time, Caitlin second and the rest of the members all in favor.	
6. Quality Management Committee Update	

<p>Raquel gave an update on the blue tooth enable blood pressure monitoring device. Raquel reported that we have hired our staff and that we are going to start reaching out to our patients with hypertension. Our staff will be scheduling a one hour visit with our patients to get this set up. Raquel stated she will report back as project moves forward. A question was asked by one of the commissioners that if someone has a remote monitor and someone is monitoring it from clinic can it be billed as a visit. Raquel and Julian will look into this.</p>
<p><b>7. Social Justice</b></p>
<p>Caitlin wanted to direct the attention to an article she sent around. The article is revisiting the idea board government. Caitlin encouraging commission to read article.</p>
<p><b>8. Board Recruitment</b></p>
<p>Amy stated she was hoping to introduce Gidget Martinez at today's meeting but due to her work schedule she was unable to attend. Amy also reported that she hopes that Ardella will submit her application to become one of our commissioners. Amy also stated she is in the process of sending Gustavo Mendoza a letter and will report back at our next meeting.</p>
<p><b>9. Financial Update</b></p>
<p>Julian reported on the following: Projection report: projected charges at year end are a little behind. Days in AR: He stated this is a measurement of our billing speed. Julian stated we want to be at median. He stated an agency like ours is 36 days, and we are currently at 69 days. In looking at the report it does show we have significantly decrease compared to last year. Percentage &gt; 90 Days Age of claim: This report looks at anything over 90 days. Julian stated the last three months we were below the median for agencies like ours. Charge Review Days: This report reflects the measurement of billing review we are currently at 26.2 days compared to last year we were at 83.9 days. Lastly, he reported on visit trend for IBH, Emeline, Watsonville, and HPHP clinics he stated all clinics together we are up in visits.</p>
<p><b>9.1. Policy 640.01 - Health Resources and Services Administration Legislative Mandates Limiting the Use of Funds on HRSA Grants; Policy 640.02 - Salary Limitation; Policy 640.05 - Acknowledgement of Federal Funding and Branding Policy – Recommend for Approval</b></p>
<p>Julian stated there are three policies that we need approval on.</p> <ol style="list-style-type: none"> <li>1. Policy 640.01 - Health Resources and Services Administration Legislative Mandates Limiting the Use of Funds on HRSA Grants</li> <li>2. Policy 640.02 - Salary Limitation</li> <li>3. Policy 640.05 - Acknowledgement of Federal Funding and Branding Policy</li> </ol> <p>The only changes made on the three policies are changes that are required by the Federal Government for purposes of accepting grant funding that we receive. Dinah motioned to accept changes to the three policies. Len second and the rest of members present all in favor.</p>
<p><b>10. CEO/COVID-19 Update</b></p>
<p>Amy was happy to report that our new Medical Director had started and that she was very excited to have her here. Amy also stated HSA had gone to the board a couple of weeks ago and was approved the American Recovery Plan 3.4 million dollars to add 23 new potions. Amy stated we had good comments from the elected officials. One of the commissioners asked if there a cyber security system for our medical files. It was discussed that possibility at one of our future meetings to have someone from IT come and talk about security. Marco stated that he'd be sending Mary an article to forward to Amy on the concept of when opening a gun shop it increases gun shots. It was stated possibly in the near future this could be something we add to our agenda.</p>

**Next Meeting:** December 7, 2021, 3:00 pm - 5:00 pm  
Microsoft Teams Meeting: 1080 Emeline, Santa Cruz, CA

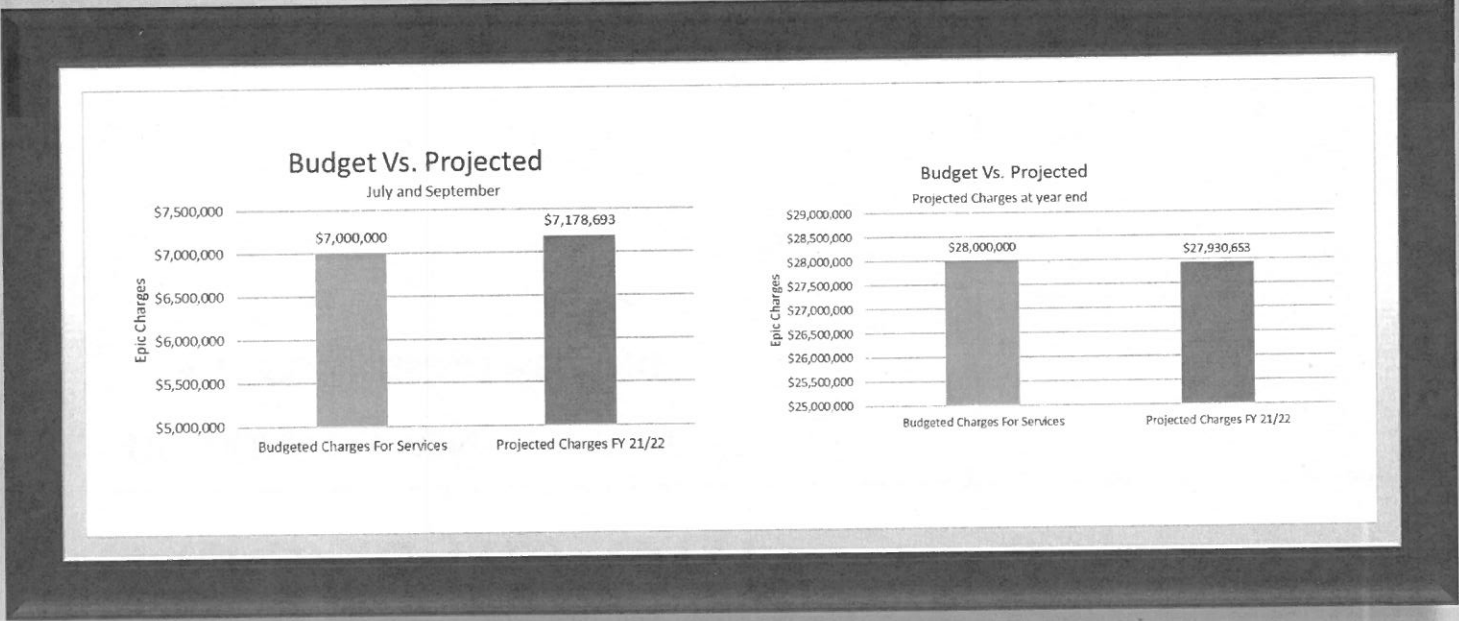
Minutes approved \_\_\_\_\_ / / \_\_\_\_\_  
(Signature of Board Chair or Co-Chair) (Date)

# FISCAL REPORT

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DR. JULIAN N. WREN, MSW, ED.D.

11-4-21 COMMISSION MEETING

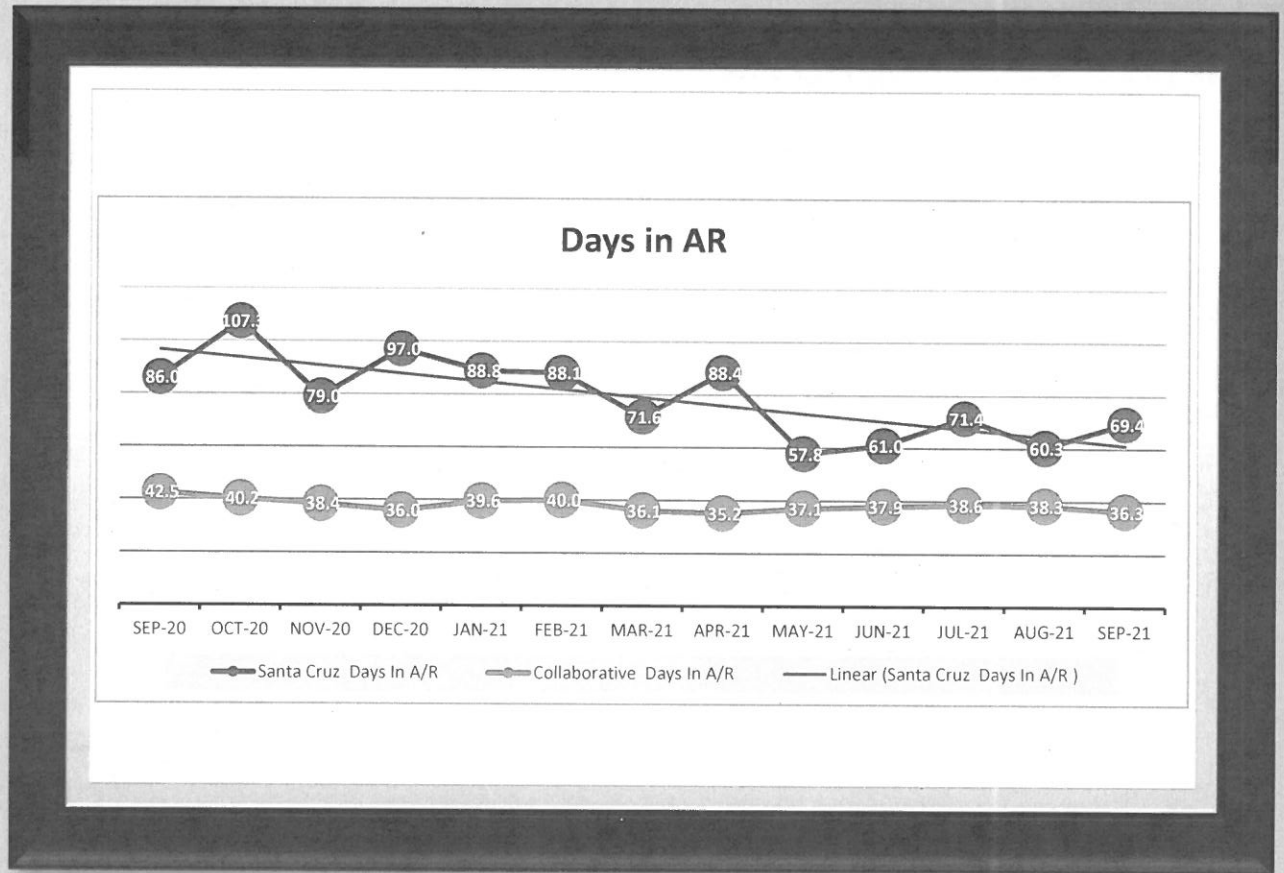


# PROJECTION REPORT

<http://hsa/Home/Admin-Services/Reporting-Portal>

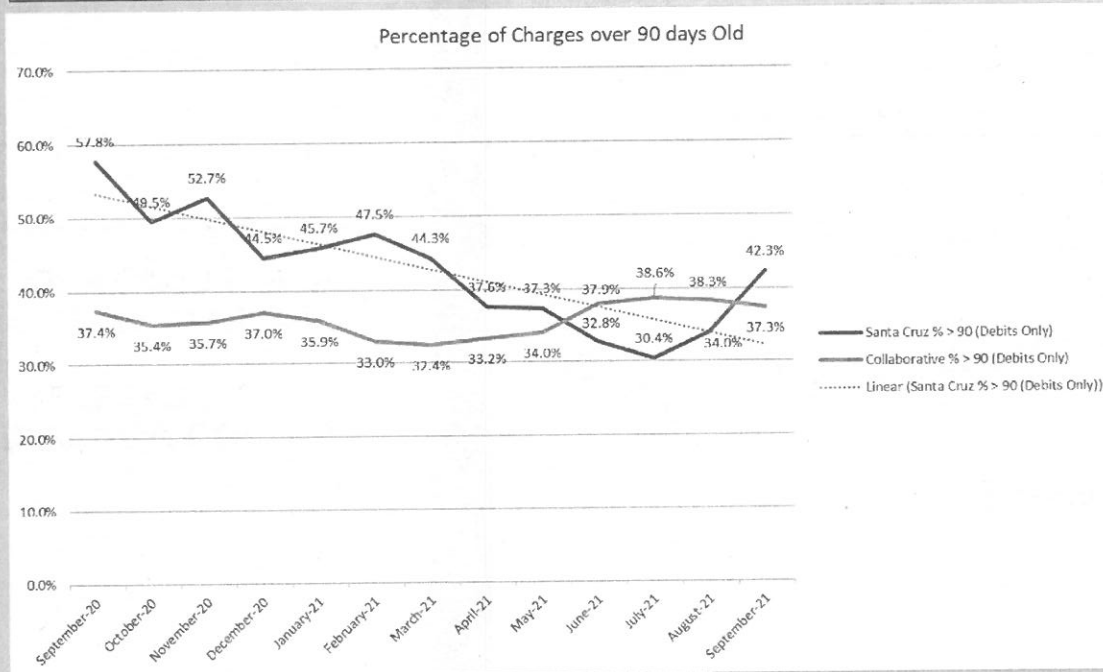
**DAYS IN ACCOUNTS  
RECEIVABLE**

**(MEASUREMENT  
OF BILLING SPEED)**



Sept 2021 Revenue Cycle Score Card

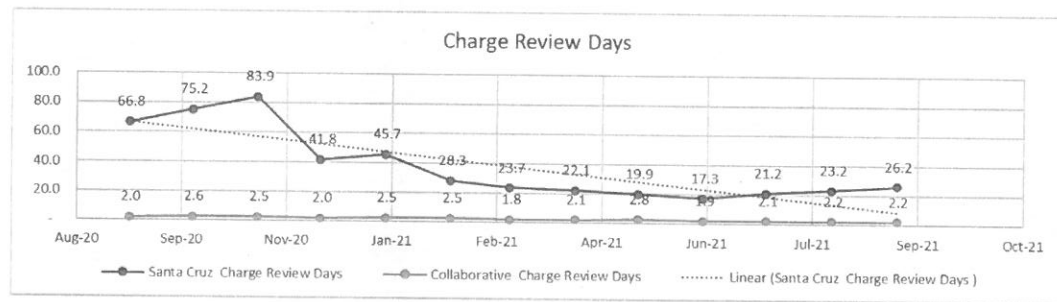
# PERCENTAGE > 90 DAYS: (AGE OF CLAIMS)



Sept 2021 Revenue Cycle Score Card

**CHARGE REVIEW DAYS:  
(MEASUREMENT OF  
BILLING REVIEW INITIAL  
REVIEW OF CLAIMS)**

**SEPT 2021 REVENUE CYCLE  
SCORE CARD**

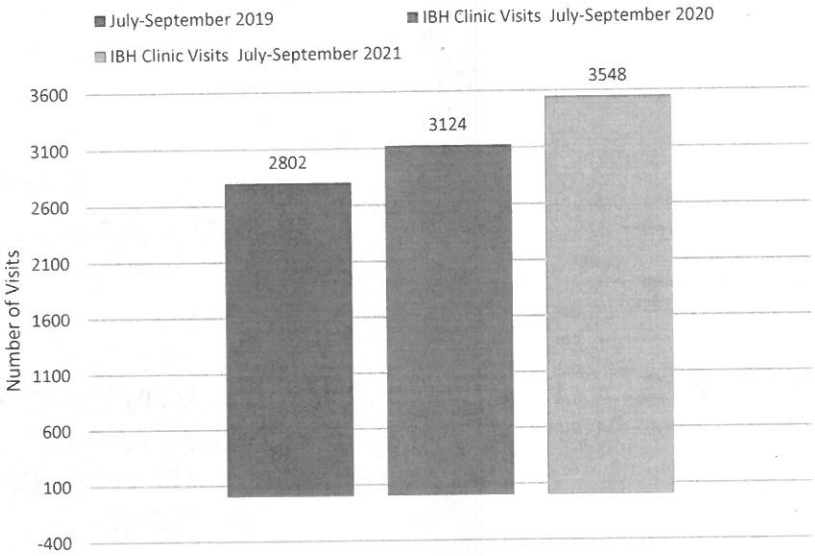




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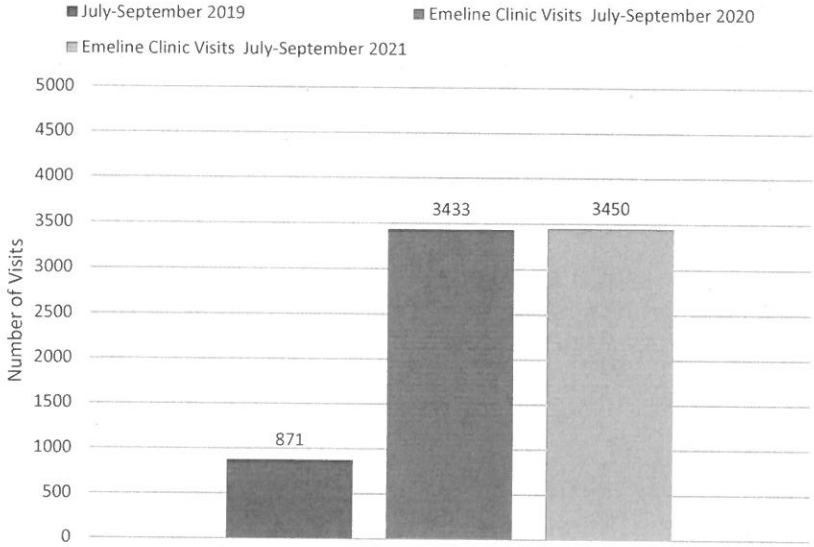
# IBH VISITS

### Visit Trend (Comprison 2019-2021)



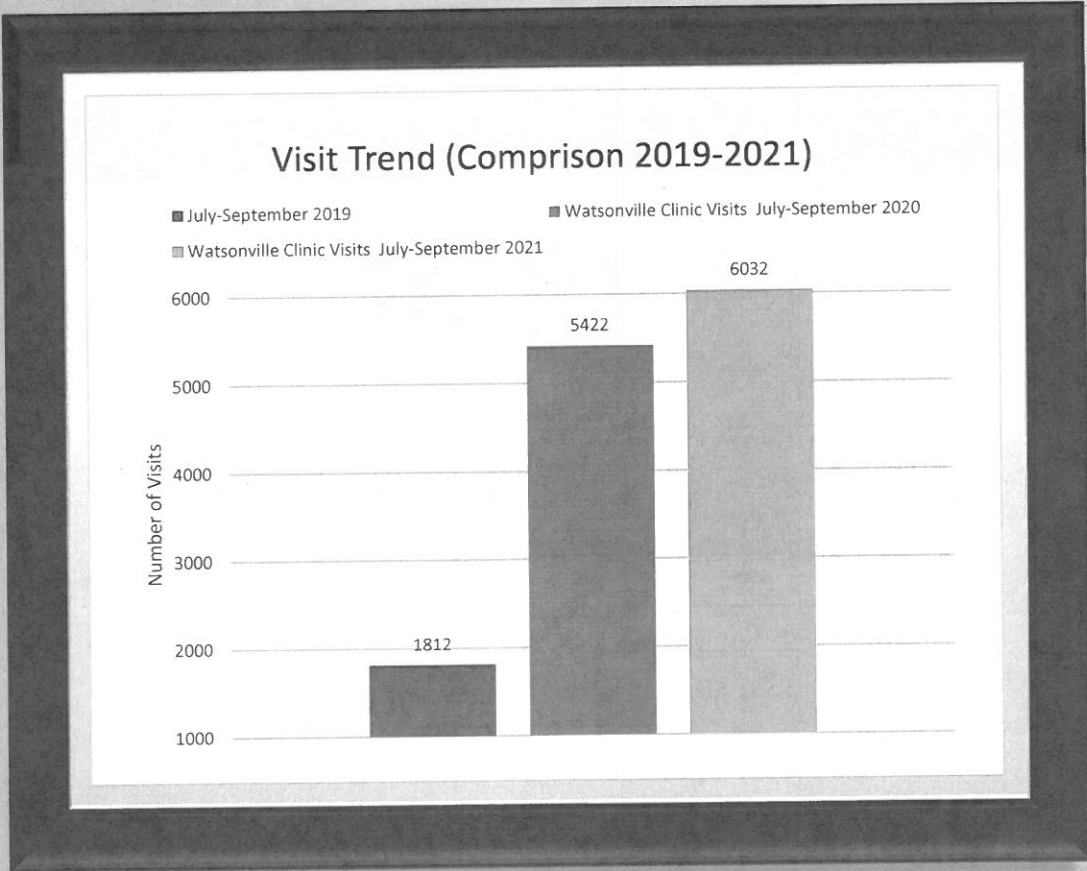
# EMELINE VISITS

### Visit Trend (Comprison 2020-2021)



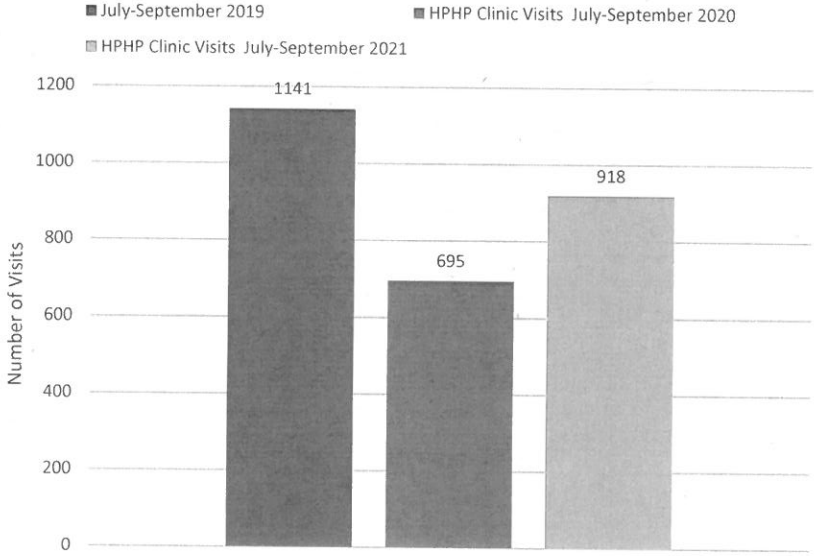
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# WATSONVILLE VISITS



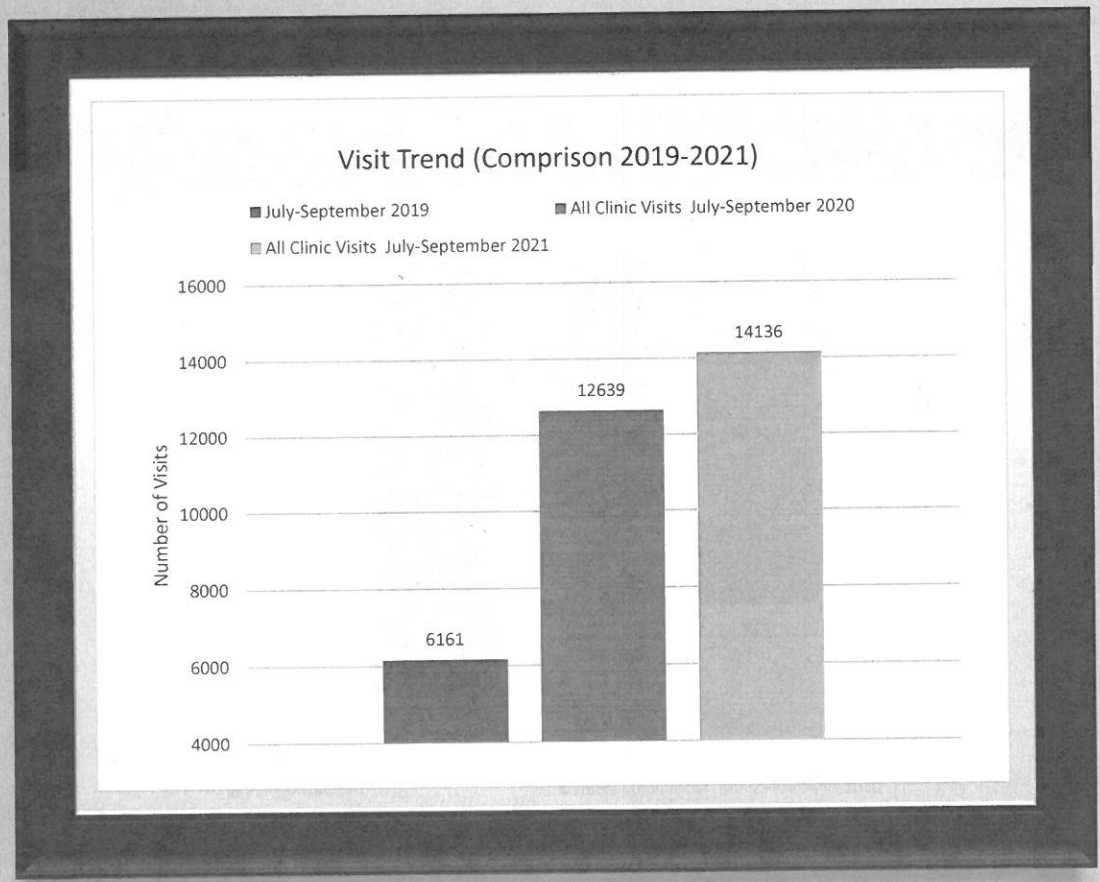
# HPHP VISITS

Visit Trend (Comprison 2019-2021)



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# ALL CLINIC VISITS



QUESTIONS  
OR  
COMMENTS?

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<p><b>SUBJECT:</b> Health Resources and Services Administration Legislative Mandates Limiting the Use of Funds on HRSA Grants</p> <p><b>SERIES: 600</b> Medical/Legal</p> <p><b>APPROVED BY:</b> Amy Peeler, Chief of Clinic Services</p>	<p><b>POLICY NO.:</b></p> <p style="text-align: center;"><b>640.01</b></p> <p><b>PAGE: 1 OF 1</b></p> <p><b>EFFECTIVE DATE:</b> 5/1/2018</p> <p><b>REVISED:</b> 11/4/21</p>	<div style="text-align: center;">  <p>COUNTY OF SANTA CRUZ</p> <hr/> <p>HEALTH SERVICES AGENCY</p> <p><b>Clinics and Ancillary Services</b></p> </div>
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**GENERAL STATEMENT:**

Health Services Agency will incorporate Legislative Mandates that limit the use of funds on Health Resources and Services Administration grants and cooperative agreements [Public Law 115-31] into policies and procedures. These policies are the following Legislative Mandates:

**POLICY STATEMENT:**


1. Confidentiality Agreements (Section 742)
2. Salary Limitation (PL 115-31, Section 202)
3. Gun Control (PL 115-31, Section 210)
4. Anti-Lobbying (PL 115-31, Section 503)
5. Acknowledgment of Federal Funding (PL 115-31, Section 505)
6. Restriction on Abortions (PL 115-31, Section 506)
7. Exceptions to Restriction on Abortions (PL 115-31, Section 507)
8. Ban on Funding Human Embryo Research (PL 115-31, Section 508)
9. Limit on Use of Funds for Promotion of Legalization of Controlled Substances (PL 115-31, Section 509)
10. Restriction of Pornography on Computer Networks (Section 520)
11. Restriction on Funding ACORN (PL 115-31, Section 521)
12. Restriction on Distribution of Sterile Needles (PL 115-31, Section 527)

**REFERENCE:**

Public Law 115-31; Title II [Department of Health & Human Services];

**PROCEDURE:**

The Compliance Officer in coordination with the Chief Executive Officer will conduct an annual review of policies related to HRSA's Legislative Mandates to incorporate any updates to the policies and procedures and submit these policies to the Commission for approval.

<p><b>SUBJECT:</b> Salary Limitation</p> <p><b>SERIES: 600</b> Medical/Legal</p> <p><b>APPROVED BY:</b> Amy Peeler, Chief of Clinic Services</p>	<p><b>POLICY NO.:</b></p> <p style="text-align: center;"><b>640.02</b></p> <p><b>PAGE: 1 OF 1</b></p> <p><b>EFFECTIVE DATE:</b> 5/1/2018</p> <p><b>REVISED:</b> 3/1/2019 11/4/21</p>	<div style="text-align: center;">  <p>COUNTY OF SANTA CRUZ</p> <hr/> <p>HEALTH SERVICES AGENCY</p> <p><b>Clinics and Ancillary Services</b></p> </div>
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**GENERAL STATEMENT:**

To guide the administration of the Health Center Program to ensure salary and fringe do not exceed allowable cap.

**POLICY STATEMENT:**

Health and Human Services funds may not be used to pay the salary of an individual, through a grant or other extramural mechanism, at a rate in excess of Executive Level II. The Executive Level II salary of the Federal Executive Pay scale is \$199,300 effective January 2021. This amount reflects an individual's base salary exclusive of fringe and any income that an individual may be permitted to earn outside of the duties to the applicant organization. This salary limitation also applies to sub-awards/subcontracts under a Health Resources and Services Administration grant or cooperative agreement.

If an individual is under the salary cap limitation, fringe is applied as usual. If an individual is over the salary cap limitation, fringe is calculated on the adjusted base salary.

**REFERENCE:**

Public Law 115-31; Title II [Department of Health & Human Services]; § 202

**PROCEDURE:**

The Finance/Payroll Department will observe the following procedures:

- The HRSA budget is appropriately developed to ensure that no salary percentage allocation exceeds the limit of the Executive Level II salary cap described above.
- Review of individual employee salary.
- Review of individual employee fringe benefit allocation.
- Monitor prorated salaries to ensure that the salary when calculated at 100% does not exceed the HRSA Salary Limit.
- Monitor staff salaries to determine that the salary limit is not exceeded when the aggregate salary funding from other HHS and HRSA sources including Bureau of Primary Health Care and Ryan White funding (A and C) do not exceed the limitation.
- Review payroll reports, payroll allocation journals and employee contracts.
- Interview employees if payroll or income documentation is not available from the contractor or subcontractor provider.





<b>SUBJECT:</b> Acknowledgement of Federal Funding and Branding Policy	<b>POLICY NO.:</b>  <b>640.05</b>	<b>Clinics and Ancillary Services</b>
<b>SERIES: 600</b> Medical/Legal	<b>PAGE: 1 OF 1</b>	
<b>APPROVED BY:</b> Amy Peeler, Chief of Clinic Services	<b>EFFECTIVE DATE:</b> 5/1/2018  <b>REVISED:</b> 11/4/21	

COUNTY OF SANTA CRUZ  
HEALTH SERVICES AGENCY

**POLICY STATEMENT:**

This Policy is established to guide the administration of the Health Center Program to ensure that Health Services Agency complies with Public Laws 115-31, Title V, § 505 [Acknowledgement of Federal Funding]. As required by Health and Human Services appropriations acts, all HHS recipients, including Health Resources and Services Administration Bureau of Primary Health Care and Ryan White (Part A and C) grantees must acknowledge Federal funding when issuing statements, press releases, request for proposals, bid invitations, and other documents describing projects or programs funded in whole or in part with Federal funds. Recipients are required to state (1) the percentage of the total costs of the program or project which will be financed with Federal money; (2) the dollar amount of Federal funds for the project or program; and (3) percentage and dollar amount of the total costs of the project or program that will be financed by non-governmental sources."

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These requirements also apply to subawards/subcontracts under a HRSA grant or cooperative agreement.

**REFERENCE:**

Public Law 115-31; Title V [General Provision]; § 505

**PROCEDURE:**

**1) Acknowledgement of Federal Funding:**

HSA's Compliance Officer and Chief Financial Officer will ensure that the health center and/or sub-awardees/subcontractors comply with this policy: that acknowledgement of Federal funding are cited as described in this policy.

# Clinic Services Division Staff Satisfaction Survey

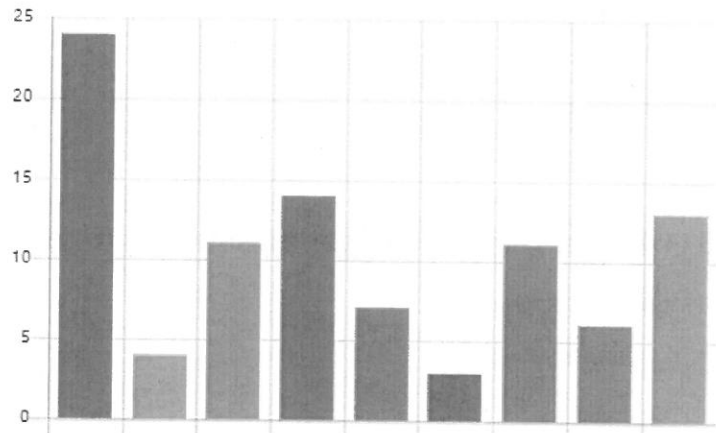
**94**  
Responses

**08:27**  
Average time to complete

**Active**  
Status

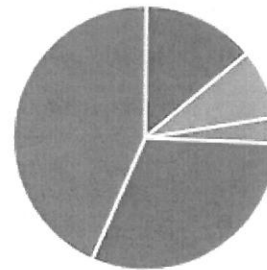
## 1. What is main your role in the clinic?

<input type="radio"/> Medical Assistant	24
<input type="radio"/> Reception	4
<input type="radio"/> Nurse	11
<input type="radio"/> Clinicians (PA, NP or Physician)	14
<input type="radio"/> Billing	7
<input type="radio"/> Lab	3
<input type="radio"/> Administration	11
<input type="radio"/> IBH	6
<input type="radio"/> Other	13



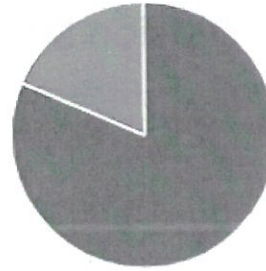
## 2. My role(s) and responsibilities are clear and provide meaning to the work we do caring for our patients.

<input type="radio"/> Strongly disagree	13
<input type="radio"/> Somewhat disagree	8
<input type="radio"/> Neutral	3
<input type="radio"/> Somewhat agree	29
<input type="radio"/> Strongly agree	41



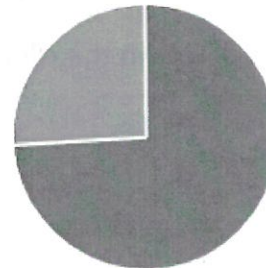
3. I would recommend this health facility to other workers as a good place to work?

- Yes 75
- No 17



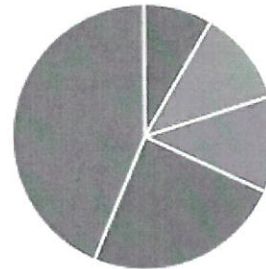
4. Would you recommend this health care facility as a place for your loved ones to come for care?

- Yes 69
- No 24



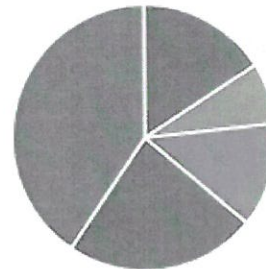
5. I feel like I am a valued participant in improving the patient experience.

- Strongly disagree 8
- Somewhat disagree 11
- Neutral 11
- Somewhat agree 23
- Strongly agree 41



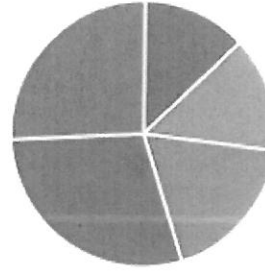
6. I receive the right amount of support and guidance from my supervisor.

- Strongly disagree 15
- Somewhat disagree 7
- Neutral 12
- Somewhat agree 22
- Strongly agree 38



7. I have adequate opportunities to develop my professional skills.

- Strongly disagree 12
- Somewhat disagree 13
- Neutral 17
- Somewhat agree 27
- Strongly agree 24



8. How would you rate other people's attitudes about working here, in other words, their morale?

Please respond to the following question using a scale of 1 to 10 (with 1 being lowest rating and 10 the highest rating).

93  
Responses

6.34  
Average Number

9. How would you rate your own attitude about working here, in other words, your morale?

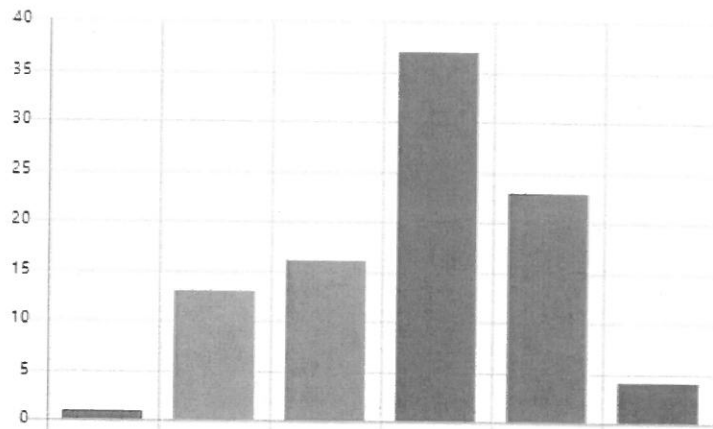
Please respond to the following question using a scale of 1 to 10 (with 1 being lowest rating and 10 the highest rating).

94  
Responses

7.51  
Average Number

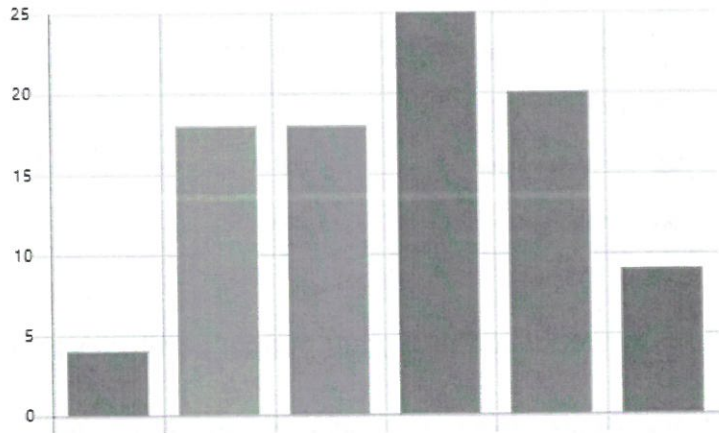
10. How would you rate your skill level using Epic?

- Poor 1
- Needs Improvement 13
- Satisfactory 16
- Good 37
- Excellent 23
- N/A 4



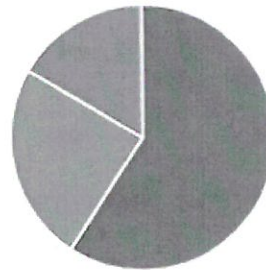
11. How would you rate the ongoing training you received on Epic?

● Poor	4
● Needs Improvement	18
● Satisfactory	18
● Good	25
● Excellent	20
● N/A	9



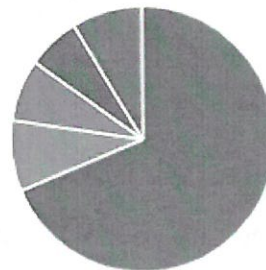
12. What style of training do you find most beneficial?

● Group Trainings	54
● Self-Guided (with "How To" m...)	22
● Video Based	15



13. What are your professional goals for the next five years?

● Continue to work for the Clini...	64
● Continue to work for the Cou...	8
● Move on to another organizat...	7
● Change careers	6
● Retire	8



14. What other topics would you be interested in receiving additional training?

46  
Responses

Latest Responses

"Training on how to manage patient with mental health issues, have a..."

15. What can we do collectively as a team to improve job satisfaction?

64

Responses

Latest Responses

""

*"I have no suggestions I think it's just the way it is. Is anyone ever 100..."*