

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

January 15, 2025 @ 4:00pm - 5:00pm

MEETING LOCATION: In-Person – 150 Westridge, Suite 101, Watsonville, Ca 95076 and 1080 Emeline Ave., Bldg. D, Admin Conference Room, Santa Cruz, CA 95060 will connect through Microsoft Teams Meeting or call in (audio only) [+1 831-454-2222.191727602#](tel:+18314542222191727602) United States, Salinas Phone Conference ID: **191 727 602#**

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. December 4, 2024, Meeting Minutes – Action Required
4. 650.15-Conflict of Interest Policy – Action Required
5. Clinical Quality Goals – Action Required
6. Quality Management Update
7. Financial Update
8. CEO Update

<u>Action Items from Previous Meetings:</u> Action Item	Person(s) Responsible	Date Completed	Comments
Proposition 35 passed. Report back next couple of months what does that mean on revenues that will be coming into the clinic system.	Julian		

Next meeting: Wednesday, February 5, 2025, 4:00pm - 5:00pm **Meeting Location: In-Person** - 150 Westridge, Suite 101, Watsonville, Ca 95076 and 1080 Emeline Ave., Bldg. D, Admin Conference Room, Santa Cruz, CA 95060. Commission will connect through Microsoft Teams Meeting or call in (audio only) [+1 831-454- 2222.191727602#](tel:+18314542222191727602) United States, Salinas Phone Conference ID: **191 727 602#**

The County of Santa Cruz Integrated Community Health Center Commission

Minute Taker: Mary Olivares

Minutes of the meeting held January 15, 2025

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

Attendance	
Christina Berberich	Executive Board - Chair
Rahn Garcia	Member
Dinah Phillips	Member
Marco Martinez-Galarce	Member
Maximus Grisso	Member
Michelle Morton	Member
Amy Peeler	County of Santa Cruz, Chief of Clinics
Raquel 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
Monica Morales	County of Santa Cruz, Health Services Agency Director
Meeting Commenced at 4:01 pm and concluded at 5:01 pm	
Excused/Absent:	
Excused: Len Finocchio	
Absent: Tammi Rose	
1. Welcome/Introductions	
2. Oral Communications:	
3. December 4, 2024, Meeting Minutes – Action Required	
Review of December 4, 2024, Meeting Minutes – Recommended for approval. Rahn motioned to accept minutes as presented. Marco second, and the rest of the members present were all in favor.	
4. 650.15-Conflict of Interest Policy – Action Required	
Raquel presented the Conflict-of-Interest Policy-650.15. Raquel stated there was some language changes requested from one of HSA funding sources HUD regarding receiving gifts. Dinah motioned to accept changes as presented. Rahn second, and the rest of the members present were all in favor.	
5. Clinical Quality Goals – Action Required	
Raquel presented 2025 clinical quality goals that clinics will be focusing on this coming year, which are cervical cancer screening, breast screening, and colorectal cancer screening. Raquel also reported that the secondary clinical quality goals are initial health appointments, lead screening and depression screening. Clinics hope to meet all benchmarks by December 31, 2025. Raquel also reported that out of their staff satisfaction survey some improvement priorities they will be working on are revising at least five policies, conducting training for staff and improving in-basket management by implementing workflow. Dinah motioned to accept as presented. Marco second, and the rest of the members present were all in favor.	
6. Quality Management Update	
Raquel reported that the Homeless Persons Health Project (HPHP) reported at this month’s quality management meeting on the implementation of community acupuncture. Raquel reported they are using the National Acupuncture Detoxification Association (NADA) protocol. It involves placement of sterilized needles or pressure beads; recipients sit quietly in a group setting for 30-45 minutes allowing the treatment to take place. Raquel reported that by implementing community acupuncture, HPHP will increase accessibility to acupuncture services for existing and new patients. Lastly Raquel reported some of the barriers were space, time and privacy. Raquel also reported on peer review & risk management. She stated they are currently working on their peer review policy, as well on some procedures for Watsonville lab, and they had reviewed one mortality and reported back on quality of care.	
7. Financial Update	
Julian reported that revenue and visits are increasing but the budget continues to be extremely challenging. Julian reported on each individual clinic’s revenue and expenditure. Julian reported as of 11/30/24 for Emeline Clinic the revenue was at \$2.4 million, and expenditure was at \$4.1 million dollars. Watsonville Health Center revenue was at \$3.9 million, and expenditure was at \$4.4 million. HPHP revenue was \$1.1 million, and expenditure was \$2.9 million. IBH revenue was \$1.7 million, and expenditure was \$2.1 million.	

Overall, Julian reported they are at about 9.2 million more in expenditure than in revenue. Julian reported even though the increase in visits and increase in revenues he does not think they will have a balanced budget at the end of the fiscal year. Julian lastly reported there are several things they are doing to combat this. He reported they are meeting as a group several times a week with Medical Directors, managers and supervisors looking at the capacity to see patient template schedules to fill, visits, and looking at ways to decrease no shows. In addition, they are looking at ways to decrease expenditures such as supplies, shutting down travel, pausing hires, and delaying large expenses.

8. CEO Update

Amy reported that Homeless Persons Health Project (HHP) will be moving back to Coral Street in mid-February.

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



Health Centers Division

Integrated Community Health Center Commission

Dr. J wren 1/8/25

County of Santa Cruz (HSA)

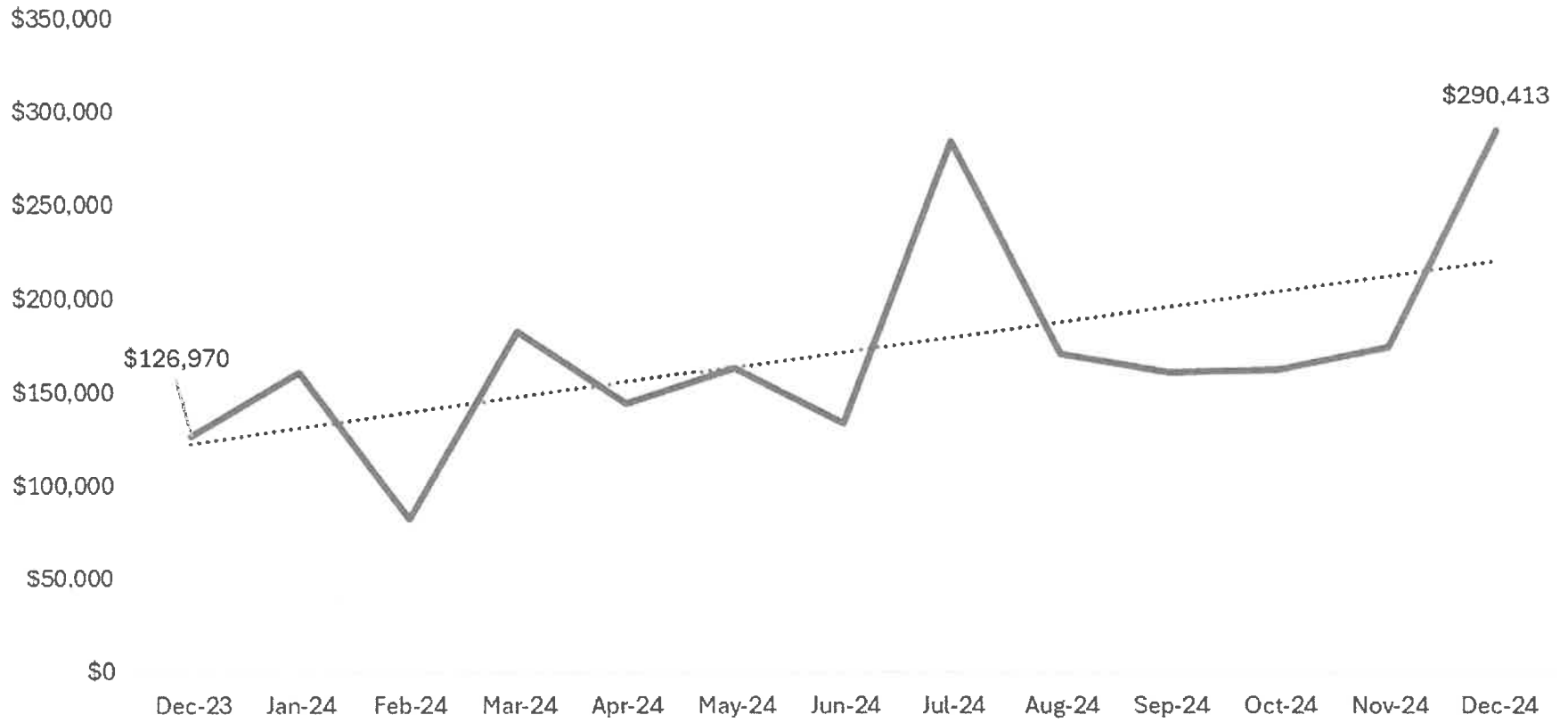
FY 24/25 (All) (All)(All)(All)

As of 11/30/2024

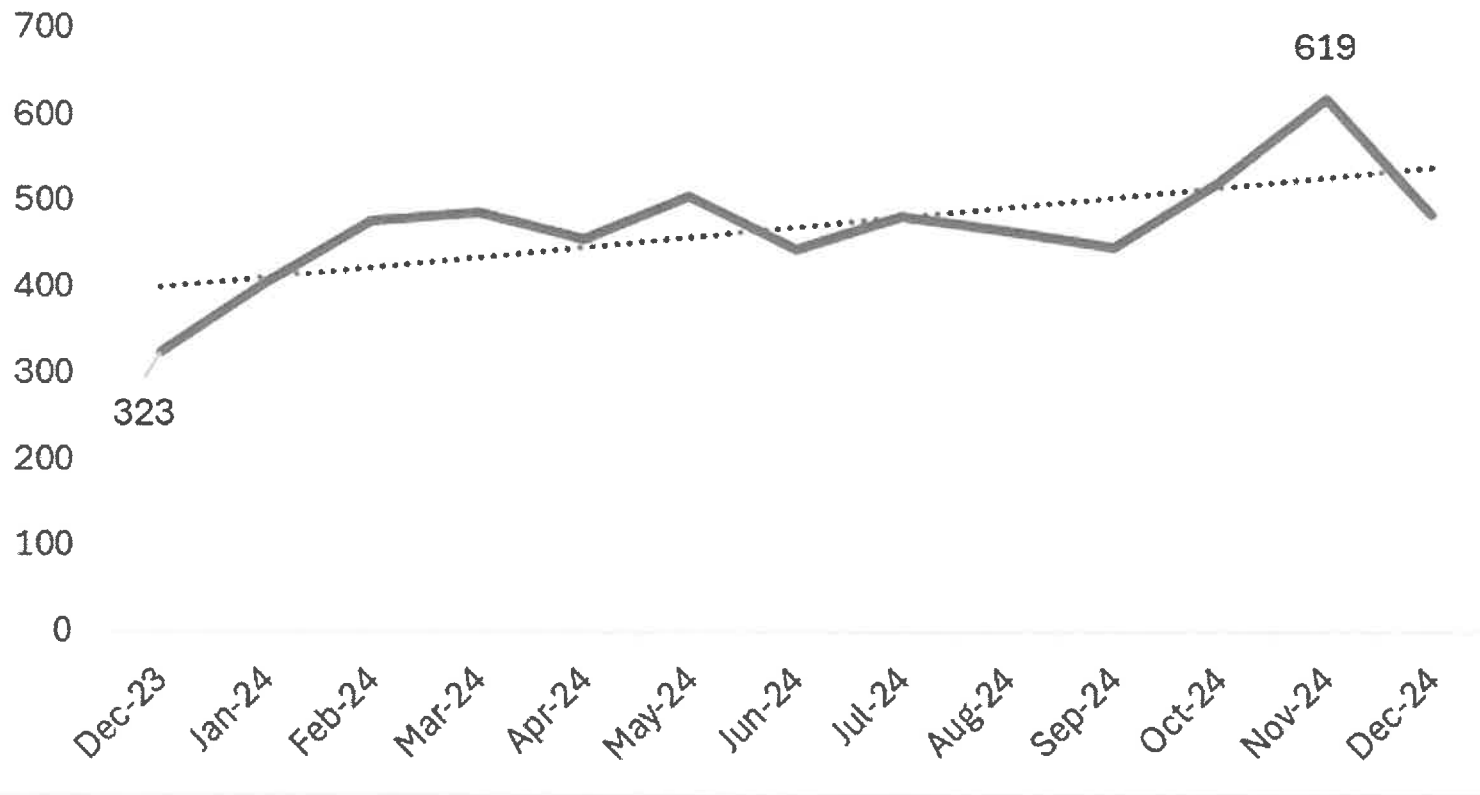
Division	HEALTH CENTERS	▼
GLKey	(All)	▼
JL Key & Title	(All)	▼
FiscalMonth	(All)	▼
Object	(All)	▼

Row Labels ▼	Adopted Budget ▼	Actual ▼	Percent of Budget Used
☐ REVENUE	(61,118,056)	(13,303,303)	21.73%
☒ 15-INTERGOVERNMENTAL REVENUES	(6,815,851)	(739,817)	10.73%
☒ 19-CHARGES FOR SERVICES	(53,727,619)	(12,575,409)	23.41%
☒ 23-MISC. REVENUES	(574,586)	11,922	-1.95%
☐ EXPENDITURE	60,034,314	22,497,596	37.40%
☒ 50-SALARIES AND EMPLOYEE BENEF	36,922,899	16,421,149	44.44%
☒ 60-SERVICES AND SUPPLIES	8,319,494	2,951,454	35.13%
☒ 70-OTHER CHARGES	48,404	25,090	51.83%
☒ 80-FIXED ASSETS	1,111,100	239,562	18.85%
☒ 95-INTRAFUND TRANSFERS	13,632,417	2,860,342	21.23%
Grand Total	(1,083,742)	9,194,293	-848.38%

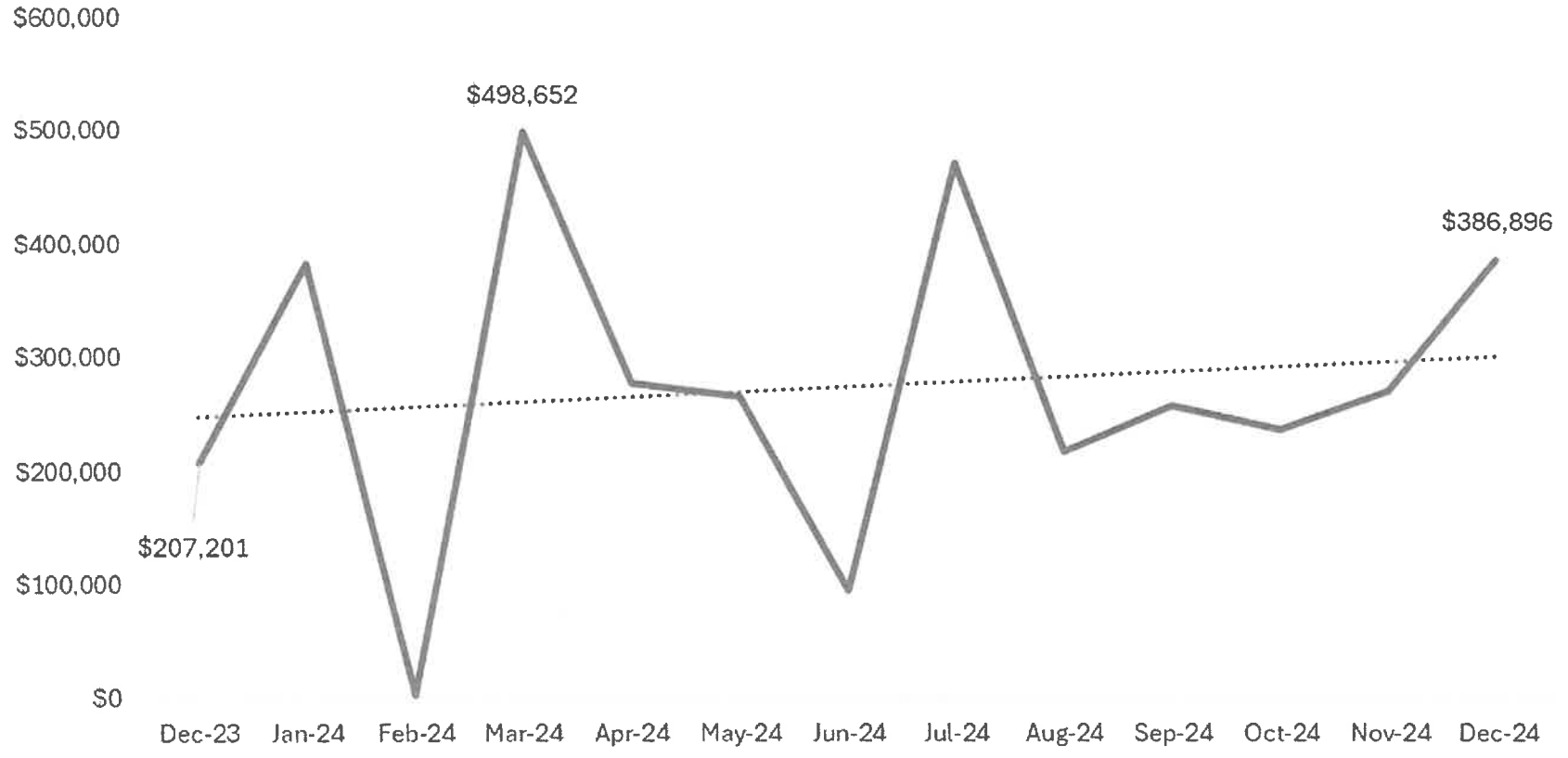
HPHP & Street Medicine Payments



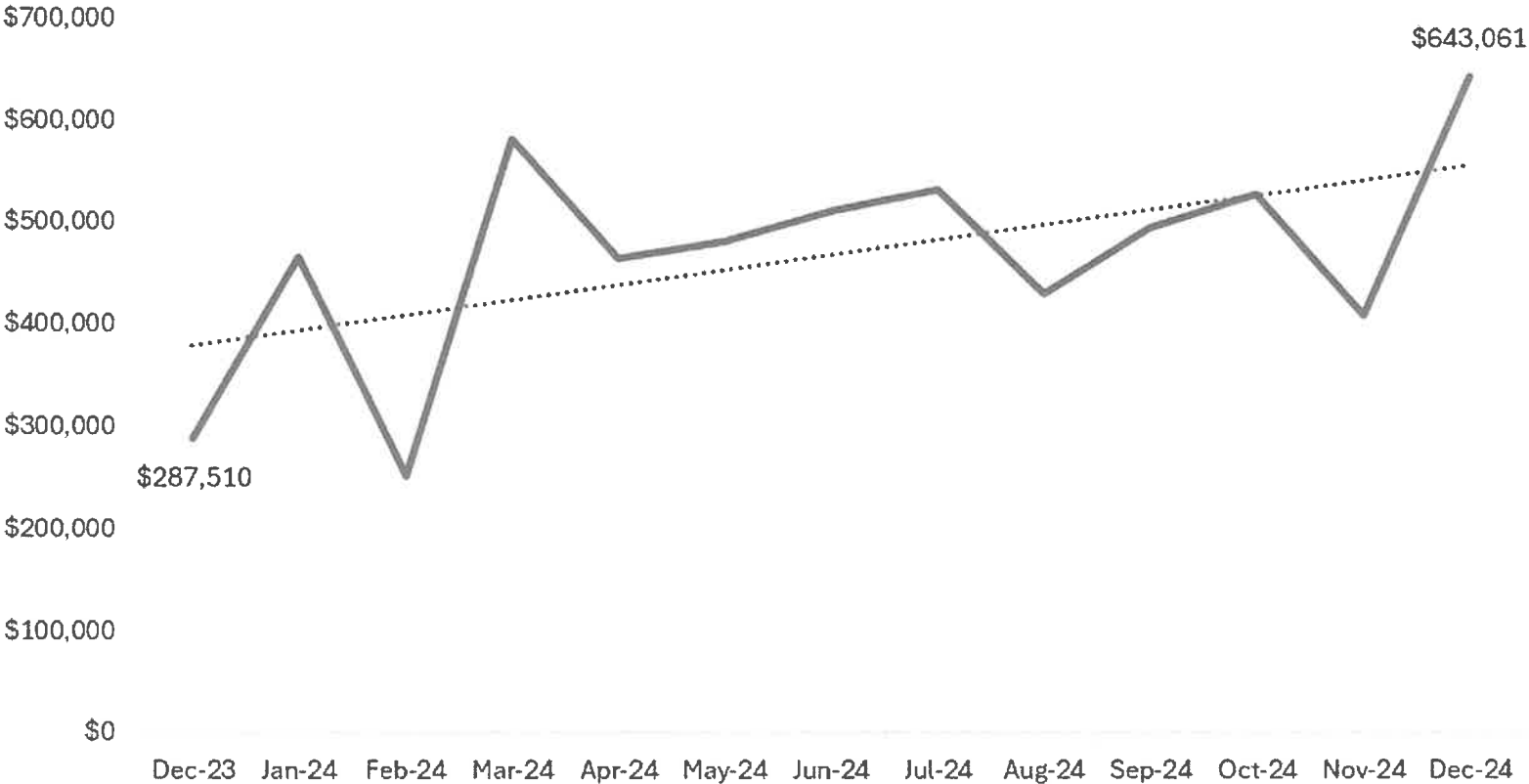
HPHP & Street Medicine Visits



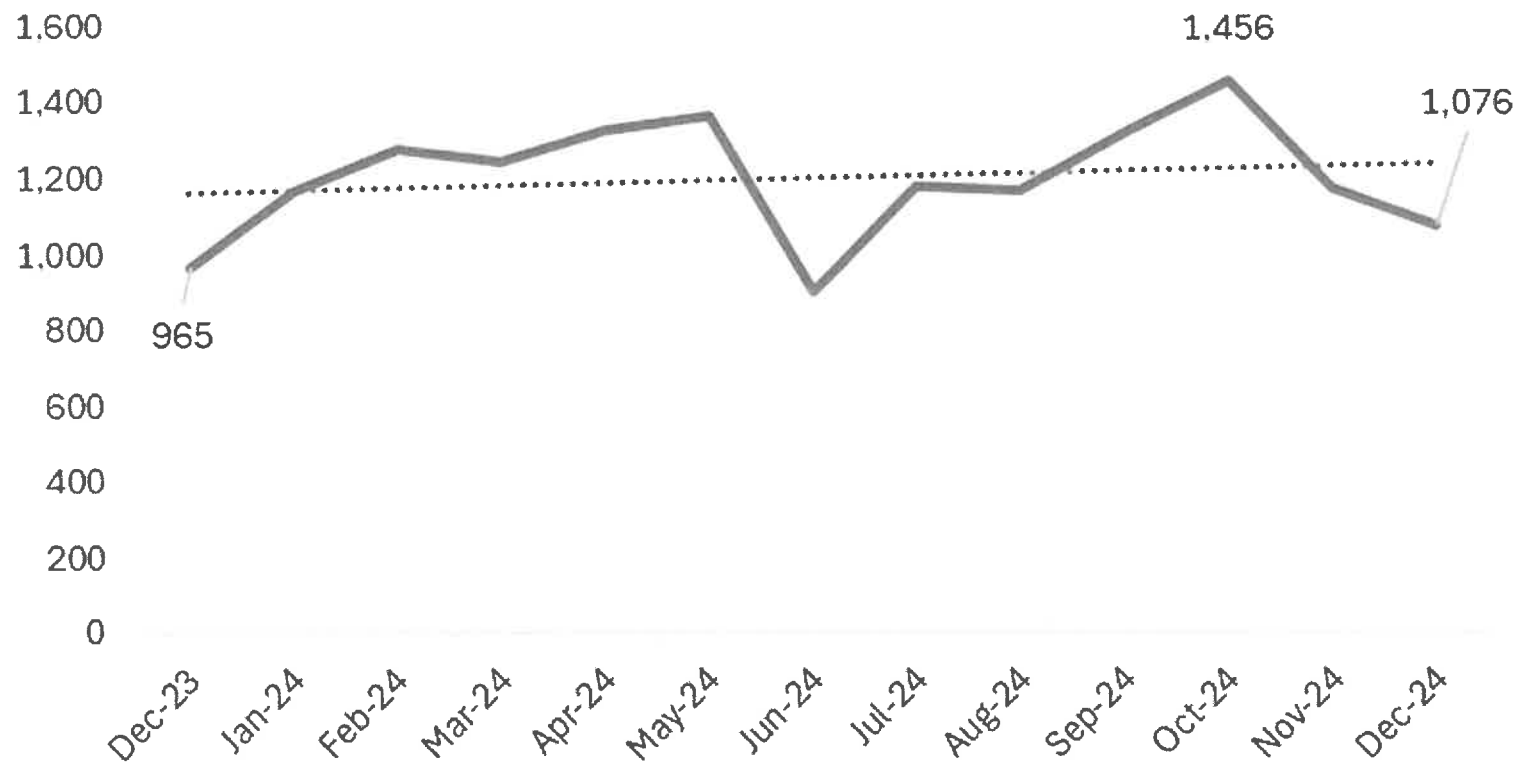
Watsonville Dental Payments (Dientes)



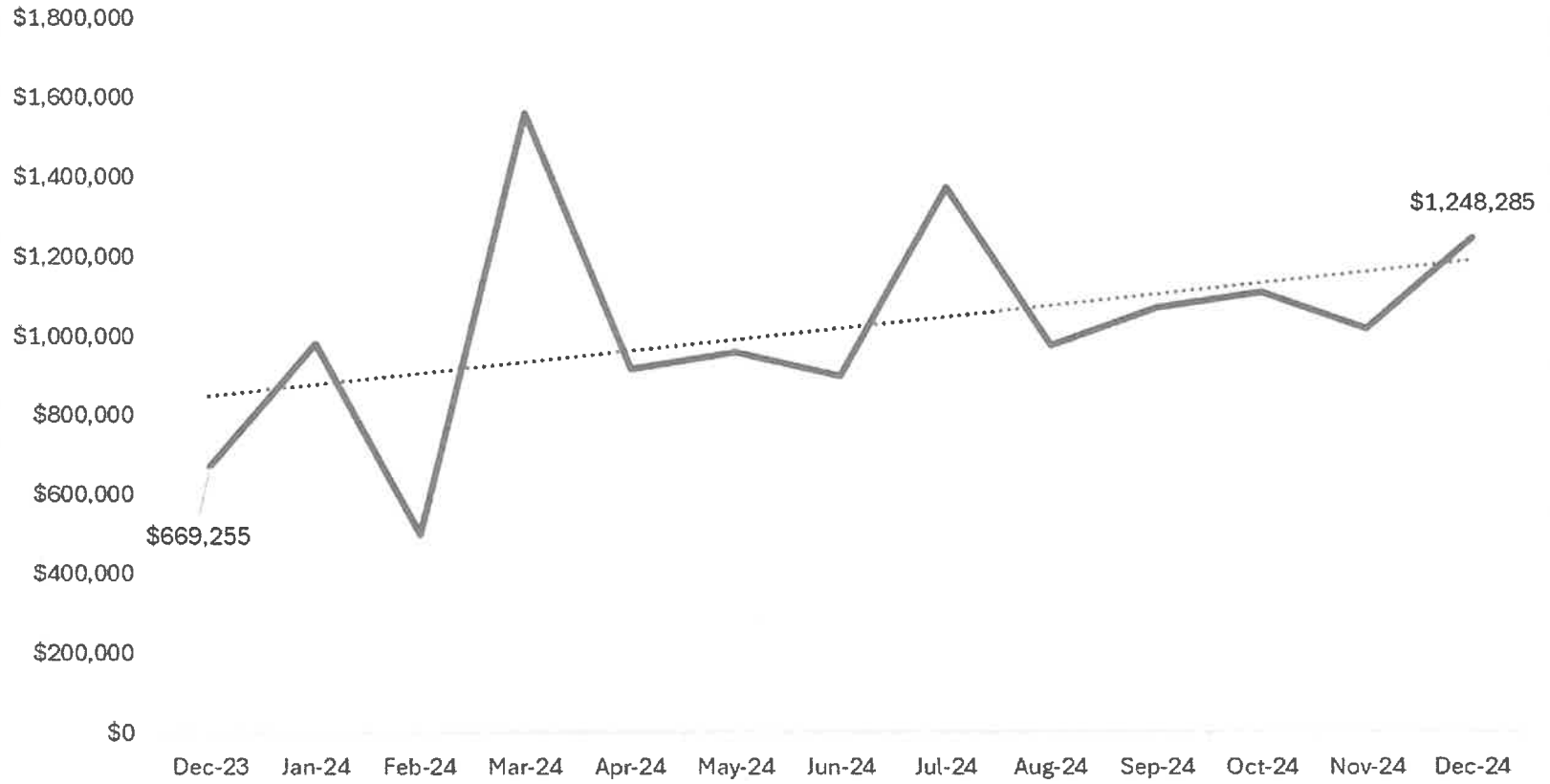
Integrated Behavioral Health Payments



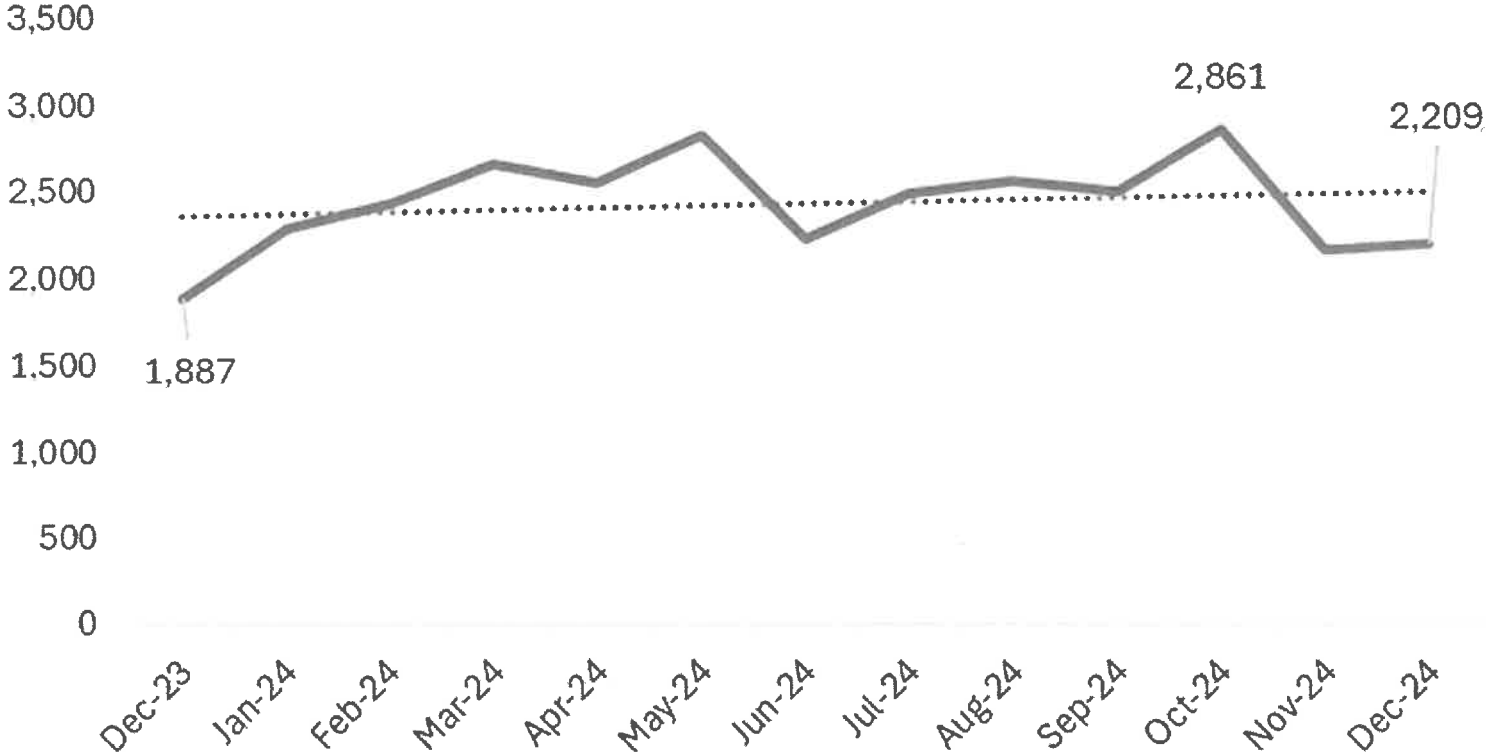
Integrated Behavioral Health Visits



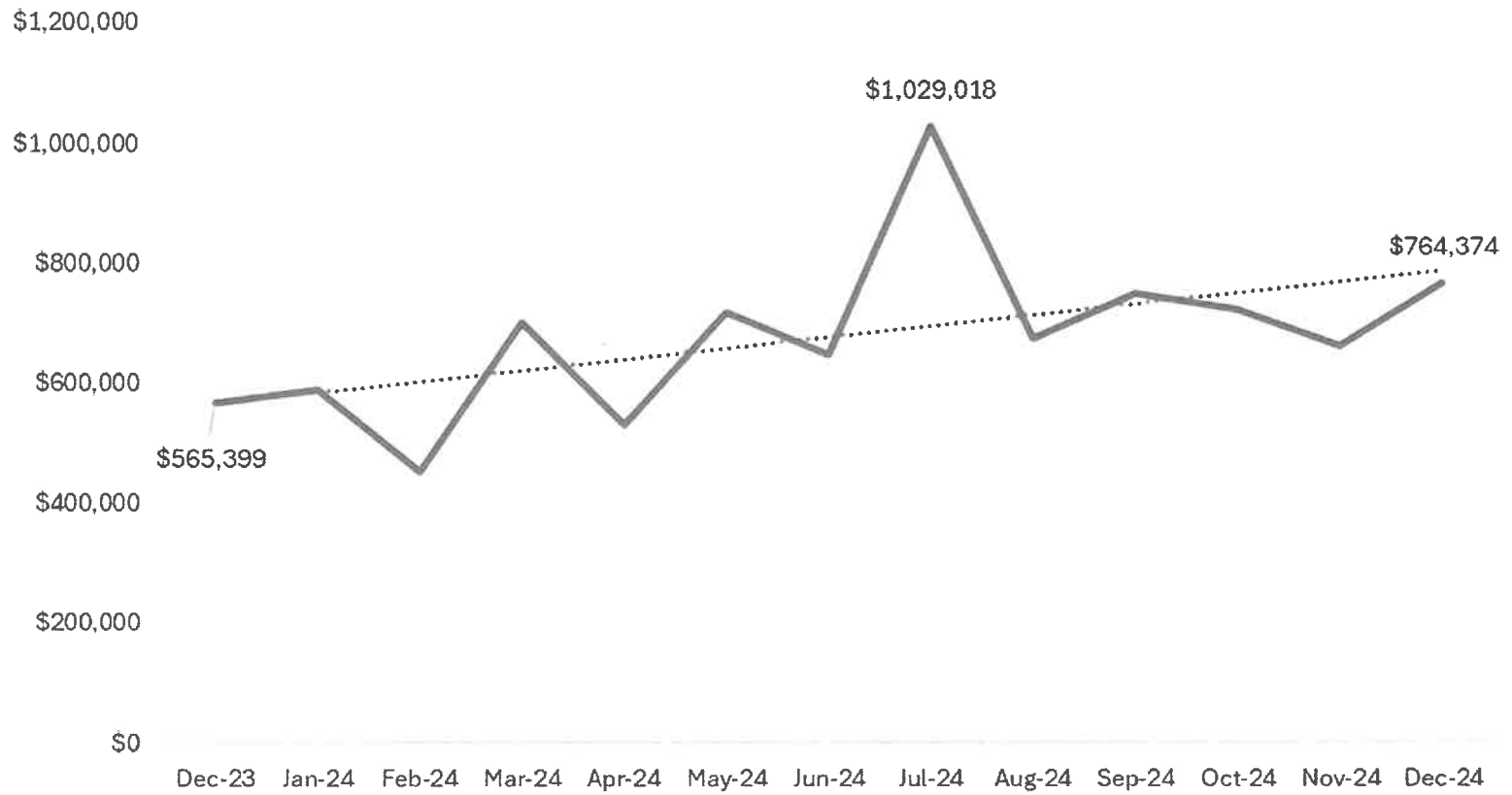
Watsonville and HDC Health Center Payments



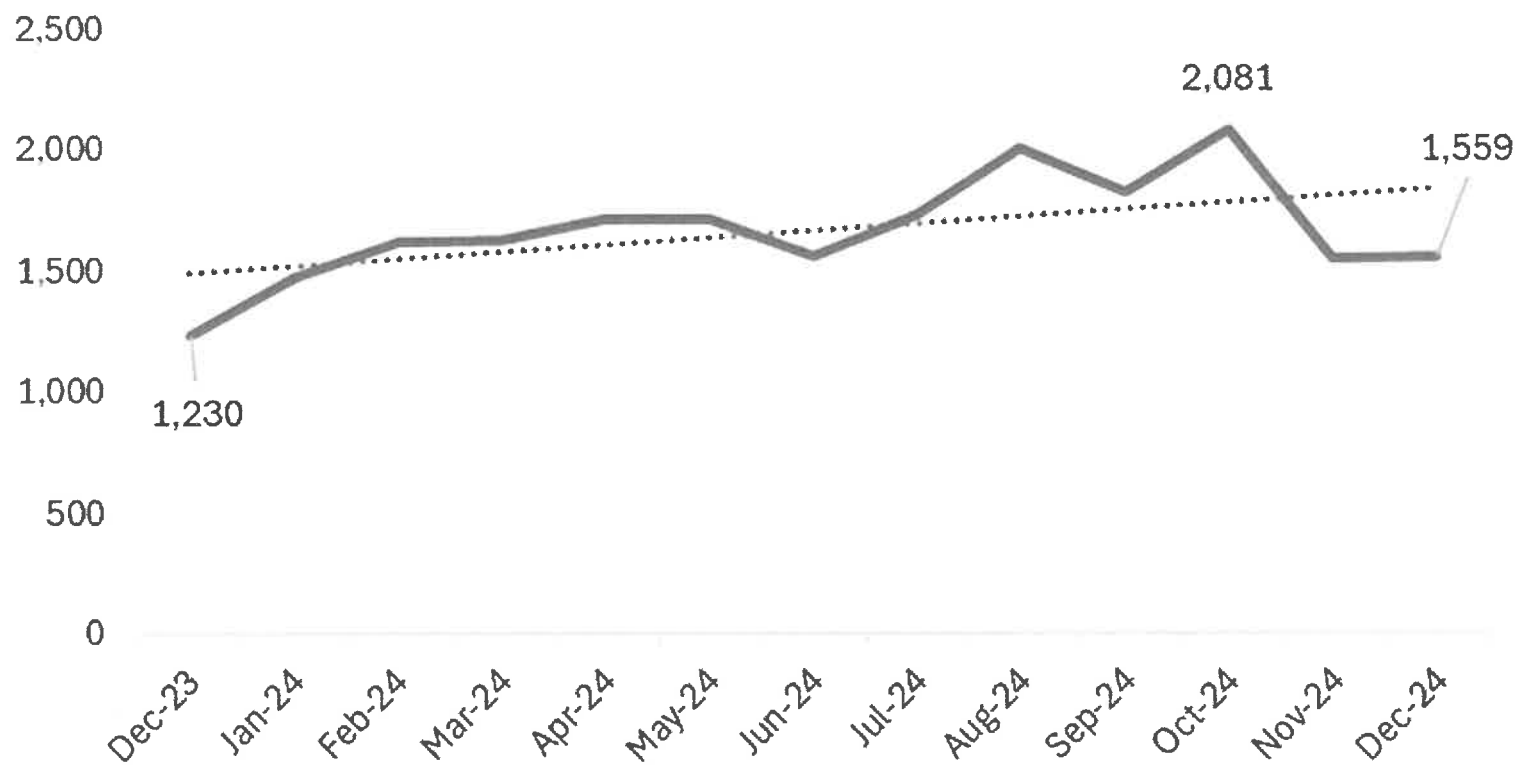
Watsonville Health Center Visits



Santa Cruz & Ortho Health Center Payments



Santa Cruz & Ortho Health Center Visits





Health Centers Division

Quality Management Report

January 2025



Quality Management Committee

- Quarterly Quality Improvement Presentation-
Homeless Persons Health Project:
 - Implementation of Community Acupuncture (slide 3)
- 2025 Areas of Focus (action item on the agenda)
- Quality Improvement Task Force
- Ryan White (HIV/AIDS Program): Finalized Quality Management Plan
- Central California Alliance for Health Care Based Incentive Quarter 3 Data
- Staff Satisfaction Survey Objective Poll



Community Acupuncture Barriers/Challenges:

- Space to do community acupuncture
- Time
- Privacy

Photo Example

Lessons Learned:

- Group acupuncture is well received by patients.
- Might require two MAs to collect vitals on larger groups.


Next Steps

- Reduce time to 60-minute visit and add a second group on Tuesday mornings
- Consider adding group to Emeline Clinic
- Consider community settings for acupuncture (pop-up street medicine sites, shelters)



Peer Review & Risk Management Committee

- Peer Review Policy (revisions)
- Watsonville Lab Status
- Mortality Data Review (1)

<p>SUBJECT: Conflict of Interest</p> <p>SERIES: 600 Medical/Legal</p> <p>APPROVED BY: Amy Peeler, Chief of Clinic</p>	<p>POLICY NO.: 640.15</p> <p>PAGE: 1 OF 9</p> <p>EFFECTIVE DATE: 08/05/2021</p> <p>REVISED: September-December 2024/2024</p>	 <p>COUNTY OF SANTA CRUZ HEALTH SERVICES AGENCY</p> <p>Clinics and Ancillary Services</p>
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POLICY STATEMENT:

All Clinic Services Division employees, officers, board/commission members, and agents of the Clinic Services Division shall observe the restrictions on any activities that constitute Incompatible Activities, as specified in County Code and the Personnel Regulations. Specific prohibitions for Health Services Agency (HSA) staff activities and practices, as identified in this policy, shall also be observed. In addition, employees in designated positions are required to disclose specific information on an annual basis regarding potential Conflicts of Interest on the State form.

PURPOSE: To avoid specific employee, officer, board/commission member, and/or agents of the Clinic Services Division activities or practices that are considered to be a conflict of interest or incompatible with county codes and regulations.


PROCEDURE:

1. **Responsibility:** Employees, officers, board/commission members, and agents of the Clinic Services Health Centers Division are responsible for being familiar with and understanding the content and intent regarding County and HSA incompatible activities and conflict of interest concerns as addressed by Federal, State, County and HSA codes and regulations (see References list at end of policy).
2. **Conflict of Interest:** No Employees, Officers and agents of the Health Centers Division shall participate in selection, or in the award or administration of a contract supported by U.S. Federal funds if a conflict of interest would be involved. Such a conflict would arise when (i) the employee, officer, or agent, (ii) any member of his/her immediate family, (iii) his/her partner, or (iv) an organization which employs or is about to employ, any of the above, has a financial or other interest in the first selected for award.

~~1-3.~~


2-4. Incompatible Activities:

- a. **HSA Prohibitions**
 - i. The County Board of Supervisors has adopted specific requirements and prohibited activities appropriate for the employees of each department; and
 - ii. The requirements and prohibitions that apply to all HSA employees are listed below (2.b-g).
- b. **County Owned Equipment:** Use of County owned or provided equipment, materials, or property for personal benefit or profit is prohibited.

<p>SUBJECT: Conflict of Interest</p> <p>SERIES: 600 Medical/Legal</p> <p>APPROVED BY: Amy Peeler, Chief of Clinic Services</p>	<p>POLICY NO.: 640.15</p> <p>PAGE: 2 OF 9</p> <p>EFFECTIVE DATE: 08/05/2021</p> <p>REVISED: September 2021</p>	 <p>COUNTY OF SANTA CRUZ HEALTH SERVICES AGENCY</p> <hr/> <p>Clinics and Ancillary Services</p>
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b.—

~~e.—Employee Influence: Use of influence as a County employee for personal benefit or profit, is prohibited.~~

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c. Employee Influence: Use of influence as a County employee for personal benefit or profit, is prohibited.

d. Compensation of Family Members: Engagement in any activities which affect the employment or compensation by the County of any immediate family member within the first or second degree of relationship, is prohibited.

e. Compensation by Vendors of Clients: Staff members are prohibited from employment by or receipt of compensation for any reason whatsoever, from any person, company, corporation, or other non-governmental entity which sells or provides services, products, or consultation to the County of Santa Cruz, or to patients, clients, wards, or conservatees thereof.

f. Gifts: Health Services Agency officers, employees or agents will neither solicit nor accept gifts, gratuities, favors, or anything of monetary value from contractors, potential contractors, or parties to sub-agreements. Depending upon the circumstances, exceptions to this provision may be granted only in situations where the financial interest is not substantial or the gift is an unsolicited item of normal intrinsic value.

i. Any employee, officer and agents of the Health Services Agency shall be careful to ensure they are not involved in any apparent violation of this provision.

5. Administration

1. Any employee, officer or agent of the Health Centers Division, should report violations of this Code of Conduct to his/her supervisor, or to the Health Services Agency Director.

2. There will be no retaliation against any party who makes a good faith complaint concerning violation of this Code of Conduct, regardless of whether it is ultimately determined that such violation has in fact occurred. Nor will there be any retaliation against any party who provides information in the course of an investigation into alleged violations of this Code of Conduct.


3. All Health Centers supervisors have a responsibility to be sensitive to and deal with violations of this Code of Conduct. This responsibility includes monitoring all relevant work activities and contacting a higher level supervisor or the President/CEO, if it is reasonably believed that a violation of the Code of Conduct has occurred. Any such report shall be investigated regardless of whether a formal complaint has been made.

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e.a. Activities That Interfere With Employee Job Performance: Employment for personal benefit or profit or volunteer activities in community agencies and interests, the performance of which interferes with adequate performance by the County employee, is also prohibited.

f.b. Self Referral: Self-referral or referral to other providers with whom any economic interest is established of any patients, clients, wards, or conservatees enrolled or admitted to County-provided services and for whom outside consultation, diagnosis, or treatment is deemed advisable.

3.6. Written Interpretation:

- a. Employees have the right to request a written interpretation from their Division Chief regarding the application of the above provisions as they relate to specific identified circumstances or concerns of the employee;
- b. Employees are encouraged to request clarifications as needed, in their area of work; and
- c. If the employee disagrees with the interpretation provided, there is a provision for an appeal to a Review Board. (See Personnel Policy Manual Section 173; D, E & F for more details.)


4.7. Dissemination

- a. All employees, officers, board/commission members, and agents of the Clinic Health Services Centers Division will receive a copy of this policy when this Code is adopted, and/or when s/he is initially retained by the Health Centers Division and on an annual basis thereafter at the start of their term.

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- b. Employees of the Clinic Services Division will have access to this policy via the Clinic Services Division intranet policies webpage and will be prompted to review it during annual staff trainings and reviews, as necessary.

5.8. Violations

- a. Violations of the above policy provisions are ground for disciplinary action up to and including suspension or dismissal.
- b. Please talk with your immediate supervisor or Division Chief if you have any questions about how these rules apply to you.


9. Discipline

- 1. Any employee, officer or agent of the Health Centers Division determined to have committed a violation of this Code of Conduct shall be subject to disciplinary action, up to and including termination.


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6.10. HSA Conflict of Interest Code

- a. Purpose
 - i. HSA developed a Conflict of Interest Code in response to requirements by the State Fair Political Practices Commission that was adopted by the County Board of Supervisors;
 - ii. The HSA code applies to those employees in designated positions who may be materially affected by their official actions; and
 - iii. In appropriate circumstances, designated HSA employees shall be disqualified from acting in order that conflicts of interest may be avoided.
 - iv. Officers, board/commission members, and agents of the Clinic Services Division shall observe the restrictions on any activities that constitute Incompatible Activities or Conflict of Interest as specified in the HSA code as well as Article VII in The County of Santa Cruz Integrated Community Health Center Commission Bylaws.
- b. Annual Disclosure Statement
 - i. Each designated employee (see Appendix for HSA Designated Employee Positions List) shall file an annual statement (State FPPC Form 700) disclosing that employee's interest in investments, real property and income designated as reportable;

SUBJECT: Conflict of Interest	POLICY NO.: 640.15	 COUNTY OF SANTA CRUZ HEALTH SERVICES AGENCY
SERIES: 600 Medical/Legal	PAGE: 4 OF 9 EFFECTIVE DATE: 08/05/2021	
APPROVED BY: Amy Peeler, Chief of Clinic Services	REVISED: September 2021	<hr/> Clinics and Ancillary Services


- ii. All designated employees shall submit the **Statement of Financial Interest (State FPPC Form 700)** to HSA within 30 days of their start of employment and annually in January of each year; and
 - iii. HSA shall retain a copy and forward the original forms to the County Clerk
 - iv. All officers, board/commission members, and agents of the Clinic Services Division shall complete a Conflict of Interest Declaration Form within 30 days of the start of their term and annually in January of each year; and
 - v. Clinic Services Division Administration shall electronically archive the form for a duration of at least 8 years.
- c. Disclosures
- i. Reporting Requirement
 - 1. The disclosure categories indicated below are reportable if any may be foreseeably affected materially by any decision made or participated in by the designated employees, officers, board/commission members, and/or agents of the Clinic Services Division by virtue of their position; and
 - 2. Specifically, financial interests are reportable only if:
 - a. They are located within or subject the jurisdiction of the agency; or
 - b. The business entity is doing business or planning to do business in the jurisdiction; or
 - c. The business entity has done business within the jurisdiction at any time during the two (2) years prior to the filing of the statement.
 - 3. Disclosures from employees, including Chief of Clinic Services will be made in writing to the Commission and the employees' respective supervisor.

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4. Disclosures involving officers, board commission members, and/or agents of the Clinic Services Division shall be made in writing as part of the public record.
 - ii. Categories: The types of financial interests and administrative/management positions that must be reported include (see Definitions):
 1. Certain interests in real property;
 2. Income and investments; and
 3. Any business entity in which the designated employee is a director, officer, partner, trustee, employee or hold any position of management.

REFERENCES:


1. Applicability of 45 CFR Part 75, 42 C.F.R. § 56.114
2. Applicability of 45 CFR Part 75, 42 C.F.R. § 51c.113
3. Codes of Conduct, 45 C.F.R. § 74.42
4. General Procurement Standards, 45 C.F.R. § 75.327
5. Governing Board, 42 C.F.R. § 51c.304
6. California Government Code (Sections 19990-19990.6, 87200-87210 and 87300-87313)
7. California Code of Regulations (Section 18730)
8. County Code (3.40.010 and 3.40.020)
9. Personnel Regulations (Section 173); and
10. HSA Conflict of Interest Code

<p>SUBJECT: Conflict of Interest</p> <p>SERIES: 600 Medical/Legal</p> <p>APPROVED BY: Amy Peeler, Chief of Clinic Services</p>	<p>POLICY NO.:</p> <p style="text-align: center;">640.15</p> <p>PAGE: 6 OF 9</p> <p>EFFECTIVE DATE: 08/05/2021</p> <p>REVISED: September 2021</p>	<div style="text-align: center;">  <p>COUNTY OF SANTA CRUZ HEALTH SERVICES AGENCY</p> <hr/> <p>Clinics and Ancillary Services</p> </div>
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DEFINITIONS:

1. Interest in Real Property
 - a. Interest therein, including any leasehold, beneficial or ownership interest or option to acquire such interest in real property, if the fair market value of the interest is greater than \$2,000.00; and
 - b. Such interests of an individual include a business entity's share of interest in real property or any business entity or trust in which the designated employee or his/her spouse own, directly, or indirectly, or beneficially, a 10% or greater interest totaling \$2,000.00 or more.
2. Income
 - a. Income from a public agency need not be disclosed; and
 - b. For purposes of exemption, the term "income from a public agency" includes agency or County salary and income derived from publicly operated schools for teaching and consulting services.
3. Investments
 - a. Included
 - i. Any financial interest in or security issued by a business entity, including but not limited to common stock, preferred stock, rights, warrants, options, debt instruments and any partnership interest or other ownership interest; and
 - ii. A pro rata share of investments of any business entity or trust in which the designated employee or his or her spouse owns, directly, indirectly, or beneficially a 10% interest or greater.
 - b. Not Included
 - i. A time or demand deposit in a financial institution, shares in a credit union, any insurance policy, or any bond or other debt instrument issues by any government or government agency; or
 - ii. Assets whose fair market value is more than \$2,000.00.

FORMS: <https://www.votescount.us/Form700E-Filing.aspx>

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APPENDIX

HSA Designated Employee Position List

- Administrative Services Manager
- Administrative Services officer I/II
- Assistant Chief of Fiscal Services – HSA
- Assistant Director – HSA
- Assistant Director of Nursing
- Behavioral Health Program Manager
- Chief of Clinic Services
- Chief of Fiscal Services – HSA
- Chief of Public Health
- Chief of Psychiatry
- Deputy Director of Mental Health Services
- Director of Mental Health Services
- Director of Administration Services – HSA
- Director of Environmental Health
- Director of Nursing
- Division Director of Environmental Health
- Environmental Health Program Manager I/II
- Facilities Manager
- Health Center Manager
- Health Services Agency Director
- Health Services Manager
- IT Application Development and Support Analyst II
- IT Manager III – HSA
- Medical Care Program Eligibility Supervisor
- Medical Director – Health Services Clinic
- Medical Services Director/Heath Officer
- Public Health Manager
- Psychiatric Medical Director
- Public Guardian/Conservator
- Resource Planner IV
- Senior Behavioral Health Manager
- Senior Health Services Manager