

# The County of Santa Cruz Integrated Community Health Center Commission

**Minute Taker: Mary Olivares**

Minutes of the meeting held September 3, 2025

**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
Dinah Phillips	Member
Marco Martinez-Galarce	Member
Michelle Morton	Member
Nicole Pfeil	Member
Amy Peeler	County of Santa Cruz, Chief of Clinics
Connie Moreno-Peraza	County of Santa Cruz, Health Services Agency Director
Jennifer Herrera	County of Santa Cruz, Health Services Assistant Director
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
<b>Meeting Commenced at 1:00 pm and concluded at 2:10 pm</b>	
Excused/Absent:	
Excused: Rahn Garcia	
Absent: Maximus Grisso	
1. Welcome/Introductions	
2. Oral Communications:	
Marco was inquiring on a follow up item that was originally on the minutes of 7/2/25. Marco mentioned he had visited the Watsonville clinic and usually he takes the plastic bands for blood draws home. At this last visit he was told that he could not take the band home, and he wanted to know if there was a rule to prevent this from happening. Amy to find out if there is a regulation on medical waste and will update Marco.	
3. August 6, 2025, Meeting Minutes – Action Required	
Review of August 6, 2025, Meeting Minutes – Recommended for approval. Len motioned to accept minutes as presented. Marco second, and the rest of the members present were all in favor. Christina abstained as she was not present on Aug. 6, 2025, meeting.	
4. Policy 300.24 - Coverage for Medical Emergencies During and After-Hours Operating Procedures – Action Required	
Raquel presented Policy 300.24 - Coverage for Medical Emergencies During and After-Hours Operating Procedures. This policy was brought back from last month's meeting for approval. Raquel reported on the section that was added. Len motioned to accept policy as presented, Marco second, and the rest of the members present were all in favor.	
5. Policy 300.31 - Continuity of Care and Hospital Admitting – Action Required	
Raquel reported it had been three years since this policy was reviewed and there were no significant changes. Raquel updated policy with language suggested. Dinah motioned to accept policy as presented, Len second, and the rest of the members present were all in favor.	
6. Sliding Fee Scale Survey Results	
Julian reported they collected feedback through four separate survey efforts. All focused-on core questions about awareness, usage, and satisfaction with the Ability to Pay (ATP) program. Julian reported there were 4 core questions, it was bilingual (English & Spanish) and it was delivered via text. After reviewing survey results with commissioners Julian reported some of the key insights were 20% of patients unaware of ATP program, 25% report not being told about ATP, membership lower than awareness, majority find fees affordable, 6%+ report affordability issues, and 10% neutral/negative on accessibility. Lastly, he reported They plan to focus on actionable outreach strategies. Small process improvements, especially at the front desk and in intake materials, could help reach those patients who need ATP but aren't currently connected.	
7. Quality Management Plan - Action Required	
Raquel reported that the Emeline Health Center reported on this month's quality improvement project, colorectal cancer screening. Raquel reported that the Community Health workers did a large outreach on getting colorectal screenings kits out to patients. They created bilingual, easy to read instructions and as of June every physician numbers had climbed. Raquel also reported	

They had debriefed on the mammogram mobile screening. They discussed lessons learned and for future mobile screenings on how they could streamline the process. Raquel also reported in June 2025 that OCHIN performed a risk assessment for Santa Cruz County Health Services to determine compliance with the Health Insurance Portability and Accountability Act (HIPAA) regulations, the Omnibus Rule, the Health Information for Technology for Economic and Clinical Health (HITECH) Act, and the Breach Notification Rule requirements. The risk assessment was conducted using risk assessment tools developed by OCHIN, My SRA®, which is based on HIPAA regulations, Omnibus Rule, HITECH Act, and the Breach Notification Rule. Compliance requirements for these regulations are broken into Administrative Safeguards, Physical Safeguards, Technical Safeguards, Organizational Requirements, Policies and Procedures and Documentation Requirements. Lasley Raquel reported on areas of strength she stated Santa Cruz County Health Services makes it a priority of protecting their information network with security related processes. The areas of strengths are solid annual HIPAA and security training processes in place, strong on-boarding and off-boarding process in place, and fully developed security incident response plan.

#### 8. Financial Update

Julian reported they had attended a retreat on Health Centers Sustainability, and the purpose of this retreat was to review and evaluate financial, utilization & productivity data by service category, and develop non-core services priority list. Julian reported on core & non-core services, decision making principles, and financial status & potential impacts. Lastly Julian reported on next steps that were identified they are identify additional expenditure reduction strategies, review HRSA core services and determine whether they should be delivered by HC or contracted, review revenue generation opportunities, efficiency opportunities develop implementation process for non-core service prioritization recommendations, document financial sustainability, and develop communication and staff engagement plan.

#### 9. CEO Update

Jennifer reported lab and Xray redesign is going to be included on the board agenda on Tuesday. She stated the board asked them to come back to the board before September 30<sup>th</sup> with alternatives. Jennifer reported HSA had about 11.6 positions being impacted by layoffs. Jennifer stated A majority of the positions that were given layoff notices have received placements in other jobs, there were a couple of staff that declined jobs, and some staff is retiring. Jennifer asked Mary to send response from SEIU to commissioners.

Marco was asking why does the county wastes so much paper. He always lets the front desk know at the Watsonville clinic that he does not want his information printed after his office visit. Marco brought to today's meeting is there an option to going paperless for the after-care summary that is given after each visit.

Next meeting: October 1, 2025, 1:00pm - 2:00pm

**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](tel:+18314542222), [191727602#](tel:+191727602) United States, Salinas Phone Conference ID: **191 727 602#**

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