

The County of Santa Cruz

Integrated Community Health Center Commission

MEETING AGENDA

December 10, 2025 @ 1:00pm - 2:00pm

MEETING LOCATION: In-Person – 150 Westridge, Suite 101, Watsonville, Ca 95076 and 1080 Emeline Ave., Bldg. D, Admin Conference Room, Santa Cruz, CA 95060, 40 Eileen Street, Watsonville CA 95076, will connect through Microsoft Teams Meeting or call in (audio only) +1 831-454-2222,191727602# 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. November 12, 2025, Meeting Minutes – Action Required
4. Policy 300.06 No Show Policy - Action Item
5. Housing Program Changes
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

Next meeting: Wednesday, January 7, 2026, 1:00pm - 2:00pm **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# 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 December 10, 2025

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

Attendance	
Len Finocchio	Executive Board – Co-Chair
Rahn Garcia	Member
Dinah Phillips	Member
Marco Martinez-Galarce	Member
Maximus Grisso	Member
Nicole Pfeil	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
Meeting Commenced at 1:00 pm and concluded at 1:45 pm	
Excused/Absent:	
Excused: Christina Berberich	
Absent: Michelle Morton	
1. Welcome/Introductions	
2. Oral Communications:	
3. November 12, 2025, Meeting Minutes – Action Required	
Review of November 12, 2025, Meeting Minutes – Recommended for approval. Rahn motioned to accept minutes as presented. Dinah second, and the rest of the members present were all in favor. Nicole abstained as he was not present at the previous meeting.	
4. Policy 300.06 No Show Policy - Action Item	
Raquel returned with a revised draft of Policy 300.06 (No Show Policy) for the Commissioners' review. Raquel reviewed the proposed changes with the Commission. There was extensive discussion, and the following questions and concerns were noted:	
<ul style="list-style-type: none"> • Whether case management services should be linked to patients who are frequently late to appointments. • Concern that insufficient data is currently available and that the issue may be more significant than anticipated. Raquel stated she would attempt to obtain relevant data • Whether a patient survey question should be added to determine if patients are impacted when arriving three minutes late and being rescheduled three to four weeks out rather than being accommodated. • Suggestion to document arrival times on orange appointment cards. 	
The Commissioners requested a report back in one year to determine whether the late show to appointments issue continues to be a concern. Rahn made a motion to vote on revised policy and report back in one year about how this policy is working. Nicole second, and the rest of the members present were all in favor.	
5. Housing Program Changes	
Joey provided an overview of the changes to HUD Funding and impacts on HPHP Housing projects. Joey reported Continuum of Care (CoC) is a structure established under the HEARTH Act, which coordinates HUD homeless assistance funding through regional partnerships. Locally, the CoC is managed by the Housing for Health Partnership, led by the Housing for Health Division in the Human Services Department. Organizations apply for HUD funding through the CoC process.	
Joey reviewed HPHP-supported housing programs, including MATCH and Shelter Plus Care, which serve chronically homeless individuals with disabilities, as well as Nuevo Sol, a state-funded project-based housing program. Recent HUD policy changes were discussed, including reduced prioritization and funding caps for permanent supportive housing, a shift away from the Housing First model, and new service engagement requirements.	

Due to HUD funding timeline changes and a delayed NOFO, a potential funding gap of approximately \$250,000 was identified for March–June 2026. Possible strategies to address the gap were discussed. Joey reported that Shelter Plus Care and Nuevo Sol are expected to remain funded. The MATCH program will reapply as a transitional housing program and begin a transition year on July 1, 2026, with the program fully phasing out permanent supportive housing by July 2027. Staff will work with Housing for Health, Behavioral Health, and CCAH to identify solutions to keep MATCH participants housed during the transition period.

6. Quality Management Plan - Action Required

Raquel reported on the quality management goals for 2026, she reported she will bring this back to next month's meeting for approval. She reported that the 2026 clinical quality goals are

- Cervical Cancer Screening
Increase cervical cancer screening rates at Santa Cruz County HSA Health Centers from 58.46% (Q2 2025) to 67.46% by December 31, 2026.
- Breast Cancer Screening
Increase breast cancer screening from 57.31% (Q2 2025) to 63.48% by December 31, 2026.
- Colorectal Cancer Screening
Increase colorectal cancer screening rates at Santa Cruz County HSA Health Centers from 52.46% (Q2 2025) to 60% by December 31, 2026.

Raquel also reported that the secondary clinical quality goals for 2026 will be Initial Health Appointment, and Depression Screening for Adolescents and Adults. Raquel also shared the patient satisfaction survey; Mary will send survey out to commissioners for review. Lastly Raquel reported on My Chart Enhancements she will ask Jessica how secure MyChart on the phone is and report back on security levels to MyChart.

7. Financial Update

Julian reported there was 9.2 million in expenses he reported this could be due to two contracts increased salaries. Julian also reported they are meeting on the 26/27 budget this afternoon and the county is looking at 50 million in cuts, and they have been asked to create multiple scenarios and look at a 5% cut, he will report back in February. Julian reported on fiscal data as of 10/31/25. He reported overall, their net charges and net payments are continuing to increase. Julian reported billable appointment comparison Sustained growth of 37.8% across all health centers this demonstrates improved operational performance, patient access, and capacity utilization entering FY 25-26. There has been a slight decrease of 8.4% between 24-25 and 25-26 for Santa Cruz Health Center. Watsonville Health Center (WHC) 46%, HPHHP 39% Integrated Behavioral Health (IBH) 26% show the strongest growth, driven by staffing stabilization and workflow gains.

8. CEO Update

No CEO update at today's meeting.

Next meeting: January 7, 2026, 1:00pm - 2:00pm

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Minutes approved _____

(Signature of Board Chair or Co-Chair)

(Date)



Health Centers Division

Integrated Community Health Center Commission Fiscal Report

12-3-25

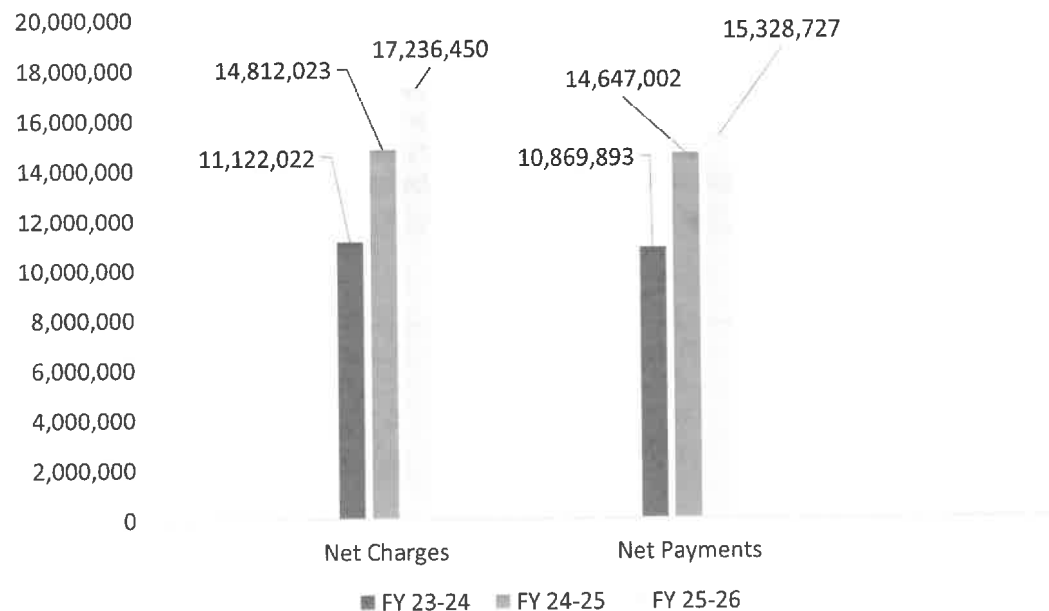
**Fiscal Data as of
10/31/25**

Health Centers Financials

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

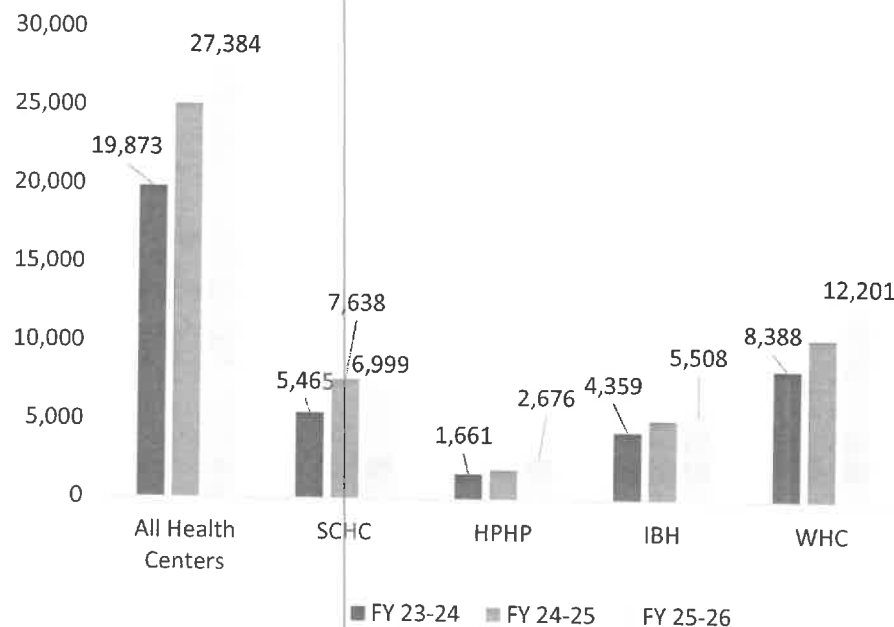
Row Labels	Adopted Budget	Adjusted Budget	Actual	Percent of Budget Remaining	Percent of Budget Used
REVENUE	(45,152,444)	(53,804,726)	(6,736,652)	87.48%	12.52%
15-INTERGOVERNMENTAL REVENUES	(6,700,158)	(6,700,158)	(168,781)	97.48%	2.52%
19-CHARGES FOR SERVICES	(37,992,288)	(46,424,570)	(6,362,506)	86.29%	13.71%
23-MISC. REVENUES	(459,998)	(679,998)	(205,365)	69.80%	30.20%
EXPENDITURE	45,086,477	53,788,759	15,986,240	70.28%	29.72%
50-SALARIES AND EMPLOYEE BENEF	35,791,862	36,266,243	12,131,545	66.55%	33.45%
60-SERVICES AND SUPPLIES	7,211,706	15,521,840	1,902,771	87.74%	12.26%
61-SERVICES AND SUPPLIES-ISF	1,230,030	1,212,324	127,773	89.46%	10.54%
70-OTHER CHARGES	48,404	48,404	17,206	64.45%	35.55%
80-FIXED ASSETS	0	0	0	0.00%	0.00%
95-INTRAFUND TRANSFERS	804,475	739,948	1,806,945	-144.20%	244.20%
Grand Total	(65,968)	(15,967)	9,249,588	58027.59%	-57927.59%

Net Charges and Payments by Service Date July – Oct comparison



Overall, our net charges and net payments are continuing to increase.

Fiscal Year July-October completed billable appointment comparison



Sustained growth of 37.8% across all health centers demonstrates improved operational performance, patient access, and capacity utilization entering FY 25-26.

There has been a slight decrease 8.4% between 24-25 and 25-26 for SCHC.

Watsonville Health Center (WHC) 46%, HPHP 39% Integrated Behavioral Health (IBH) 26% show the strongest growth, driven by staffing stabilization and workflow gains.



HEALTH CENTERS
HEALTH SERVICES AGENCY

Encounter Dates Available: 01/01/20 - 09/04/88

Last Refresh Date

Saturday, November 29, 2025

Week/Month

Provider/Location

Encounter Date 11/1/2023 11/30/2025	Department All	Encounter Type All	Visit Type All
Provider All	Payor MEDICAID	Visit Program All	

Total Completed Appointments

164,030

Avg. Completed Encs per Week

1,505

Number of Unique Patients

13,612

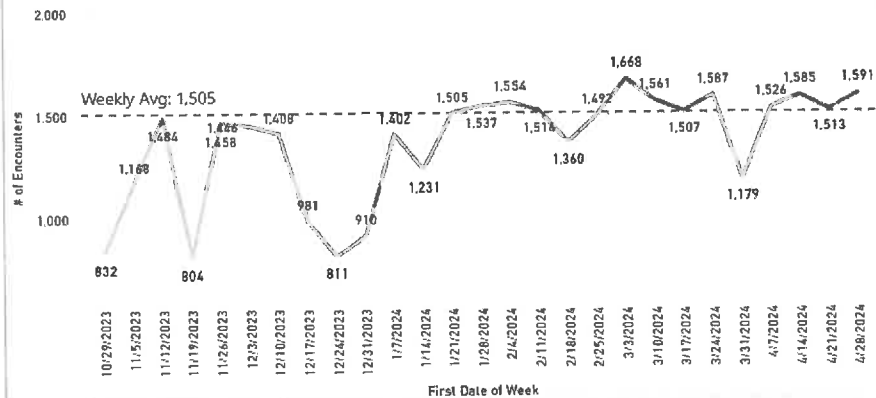
Avg. Number of Encs per Patient

12.1

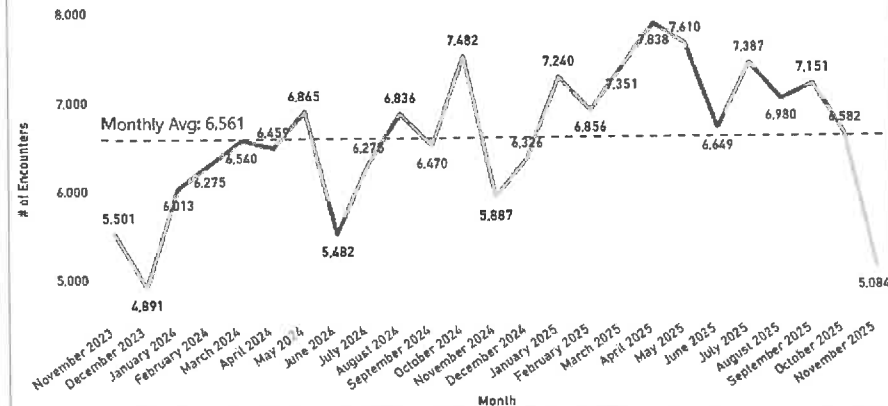
Avg. Provider Lag

1.9
Days

Completed Encounters by Week



Completed Encounters by Month/Year





HEALTH CENTERS
HEALTH SERVICES AGENCY

Encounter Dates Available: 01/01/20 - 09/04/88

Last Refresh Date

Saturday, November 29, 2025

Week/Month

Provider/Location

Encounter Date
11/1/2023 11/30/2025

Department
All

Encounter Type
All

Visit Type
All

Provider
All

Payor
UNINSURED

Visit Program
All

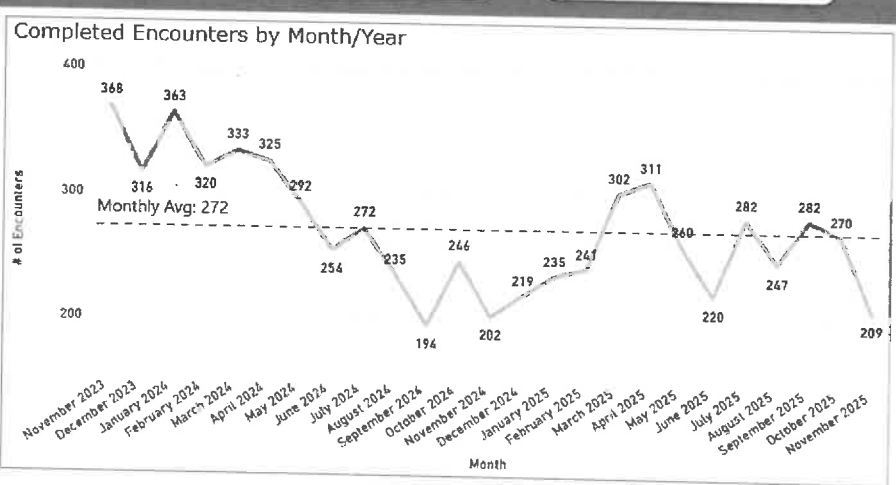
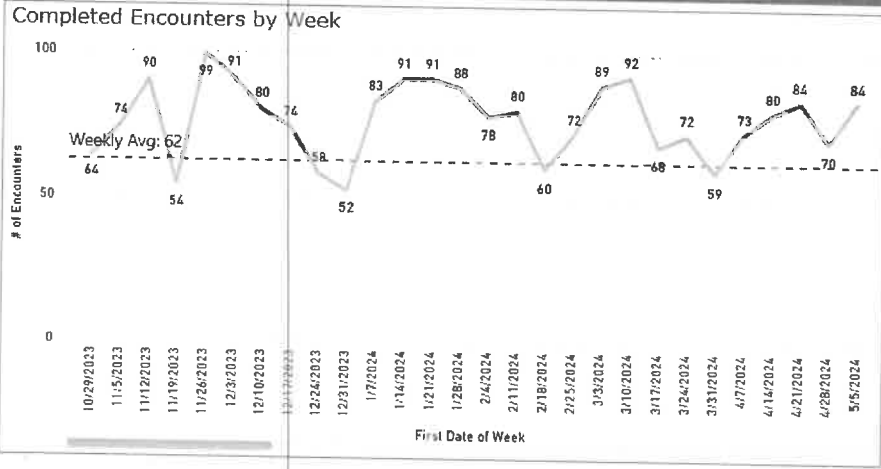
Total Completed Appointments
6,798

Avg. Completed Encs per Week
62

Number of Unique Patients
1,989

Avg. Number of Encs per Patient
3.4

Avg. Provider Lag
2.0
Days



**Is there anything I
can answer for you?**

Thank You





Health Centers Division

Quality Management Report

12/10/2025



Quality Management Committee

- Quality Management Clinical Quality Improvement Goals for 2026
- Patient Satisfaction Survey Results
 - My Chart Enhancement

2026 Clinical Quality Goals

Cervical Cancer Screening

- Increase cervical cancer screening rates at Santa Cruz County HSA Health Centers from 58.46% (Q2 2025) to 67.46% by December 31, 2026.

Breast Cancer Screening

- Increase breast cancer screening from 57.31% (Q2 2025) to 63.48% by December 31, 2026.

Colorectal Cancer Screening

- Increase colorectal cancer screening rates at Santa Cruz County HSA Health Centers from 52.46% (Q2 2025) to 60% by December 31, 2026.

Secondary Clinical Quality Goals 2026 Draft

Initial Health Appointment

- Increase Initial Health Appointments from 17.54% (Q2 2025) to 30% by December 31, 2026.

Depression Screening for Adolescents and Adults (greater than or equal to the 75th percentile)

- Increase depression screening for Adolescents and Adults in children from 38.41% (Q2 2025) to 40% by December 31, 2026.

Proposed Additional Clinical Quality Goal 2026

Controlling High Blood Pressure

- Increase the percentage of patients 18–85 years old who have a diagnosis of hypertension and blood pressure below 140/90 from 70.8% (Q2 2025) to 72.75% by December 31, 2026.

Well-Child Visits in the First 15 Months of Life

- Increase the percentage of patients 15 months of age who had six or more well child visits within the first 15 months of life from 70.97% (Q2 2025) to 75% by December 31, 2026.

Questions?

Thank You

