

# The County of Santa Cruz Integrated Community Health Center Commission

**Minute Taker: Mary Olivares**

Minutes of the meeting held November 12, 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
Rahn Garcia	Member
Dinah Phillips	Member
Marco Martinez-Galarce	Member
Michelle Morton	Member
Maximus Grisso	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
<b>Meeting Commenced at 1:00 pm and concluded at 1:45 pm</b>	
Excused/Absent:	
Absent: Nicole Pfeil	
1. Welcome/Introductions	
2. Oral Communications:	
3. October 1, 2025, Meeting Minutes – Action Required	
Review of October 1, 2025, Meeting Minutes – Recommended for approval. Marco motioned to accept minutes as presented. Dinah second, and the rest of the members present were all in favor. Maximus abstained as he was not present at the previous meeting.	
4. Policy 300.06 No Show Policy - Action Item	
Raquel presented a draft copy of policy 300.06 no show policy to commissioners. Raquel reported the language that was added to this policy was Medication Assistance Treatment (MAT) appointments and Integrated Behavioral Health appointment. There were many questions and concerns from commissioners, such as what is the scope of no shows, and how big a problem is this. Raquel will share concerns and comments with the policy committee for feedback and will bring back this policy in the next 1-2 months.	
5. Quality Management Plan - Action Required	
Raquel reported on the quality improvement project presentation from the Watsonville Health Center colorectal cancer screening. She reported numbers were a little down because they have lost a community health worker but reported MA's and other staff will assist in calling patients. Raquel reported on Adverse Childhood Experiences Screening (ACEs), She stated they reviewed workflow and this is a newer screening in accessing childhood trauma and determining if they need to be connected to resources in the community. She also reported on the care-based incentive data preliminary quarter 3 and reviewed data with commissioners and stated that they are starting to look at quality improvement goals for 2026. Raquel lately reported on the peer review tracking form. She stated the Medical Director wants to create a form streamlining the process and automating, due to the current process is a bit difficult to track.	
6. Financial Update	
Raquel presented on behalf of Julian. She reported fiscal data as of 9/30/25 health center financials are in a deficit of \$6,846,410.00. Raquel next presented data on fiscal year Q1 completed billable comparison from the last three years. There is a sustained growth of 40% across all health centers this demonstrates improved operational performance, patient access, and capacity utilization entering FY 25-26. Raquel then presented on Health Center Financials total payments per payment post month and week and the average was \$3,938,812.00. Lastly Raquel presented on Medicaid completed encounters and they are increasing and presented on completed encounters of uninsured patients and that seems to be decreasing.	
7. CEO Update	
Raquel reported on behalf of Amy. She reported they are in communications with their safety net program to see how they can increase their ability to have their uninsured patients covered under the MediCruz program.	

Next meeting: December 3, 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) [+1 831-454-2222,191727602#](tel:+18314542222191727602) United States, Salinas Phone Conference ID: **191 727 602#**

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