

# The County of Santa Cruz

## Integrated Community Health Center Commission

### MEETING AGENDA

February 4, 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, 40 Eileen Street, Watsonville CA 95076, 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. January 7, 2026, Meeting Minutes – Action Required
4. Quality Management Update
5. Sliding Fee Scale Survey Report
6. Financial Update
7. CEO Update

| <b><u>Action Items from Previous Meetings:</u></b><br>Action Item | <b>Person(s)<br/>Responsible</b> | <b>Date<br/>Completed</b> | <b>Comments</b> |
|---|----------------------------------|---------------------------|-----------------|
|   |                                  |                           |                 |
|   |                                  |                           |                 |

**Next meeting:** Wednesday, March 4, 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#](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 February 4, 2026

**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   |
| 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: Maximus Grisso  |  |
| Absent: Nicole Pfeil  |  |
| 1. Welcome/Introductions  |  |
|   |  |
| 2. Oral Communications:   |  |
| Amy is out today.   |  |
| 3. January 7, 2026, Meeting Minutes – Action Required   |  |
| Review of January 7, 2026, Meeting Minutes: The minutes were reviewed and recommended for approval. Len motioned to accept the minutes as presented. Rahn seconded the motion, and all members present voted in favor.  |  |
| 4. Quality Management Update  |  |
| Raquel provided a Quality Management update. She reported that the Watsonville clinic is discussing restarting a pilot program for Retinal Eye Exams for patients with diabetes. The pilot would include performing retinal eye exams and sending images to a designated provider for diabetic retinopathy (DR) review.   |  |
| Raquel also presented the Staff Satisfaction Survey that is distributed at the end of the year. She reviewed the survey results with the committee. The results will be brought to the upcoming managers’ meeting to identify areas for improvement.  |  |
| Lastly, Raquel provided an update on the Peer Review and Risk Management Committee. She reported a change in the Peer Review Chart Audit process: three clinicians will be reviewed each month by six different clinicians. She also reported that the committee has completed two chart reviews.   |  |
| A Commission member raised concerns regarding delays in referral processing. The member expressed frustration with the lack of timely follow-through. Raquel stated she will follow up to determine why the referral took four weeks to process. The Commission member reported having to make multiple follow-up calls due to the delay.   |  |
| 5. Sliding Fee Scale Survey Report  |  |
| Julian presented the Sliding Fee Scale Survey results. He reported this survey is part of their regular sliding fee discount scale review and meets HRSA compliance expectations. It was distributed through MyChart to all patients. He reported the purpose today is program improvement, not evaluation of staff or patients. The survey went to all patients, regardless of income or enrollment status, Julian reviewed the results with the commissioners. Based on these results, their focus is improving communication, not redesigning the program. This includes clearer MyChart messages, clearer enrollment confirmation, and better explanations at intake and renewal. Outreach to patients which are critical comments, these changes are within our control and directly address what patients raised. |  |
| 6. Financial Update   |  |

Julian reported on the Health Centers FY 26/27 budget proposal. Julian reported they are proposing a budget that uses the following as a foundation:

- **Access:** maintain staffing and revenue levels to support providing services to the patients that need it
- **Quality:** maintain staffing and increase revenue to the levels needed to continue to provide quality services
- **Cost:** continuing to implement strategies to reduce supply costs, eliminate/reduce costs that are less directly related to our core functions, increase revenue to cover expenditure budget
- **Workforce:** submitting budget with no change to current staffing FTEs to support to increase our PPS Rate

Julian reported the proposed budget reflects deliberate choices, not across-the-board increases. Revenue growth assumptions are tied to volume, PPS mechanics, and known grants. Expense growth is targeted and justified. This is a controlled glide path, not an expansion. The key takeaway is that revenue increases are doing heavy lifting, not staffing growth. Services and supplies move where they support care delivery, billing and salary growth. This is consistent with their PPS objective. Lastly Julian reported This budget respects County constraints while still positioning the division for long-term self-support.

7. CEO Update

No updates at today's meeting.

Next meeting: March 4, 2026, 1:00pm - 2:00pm

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

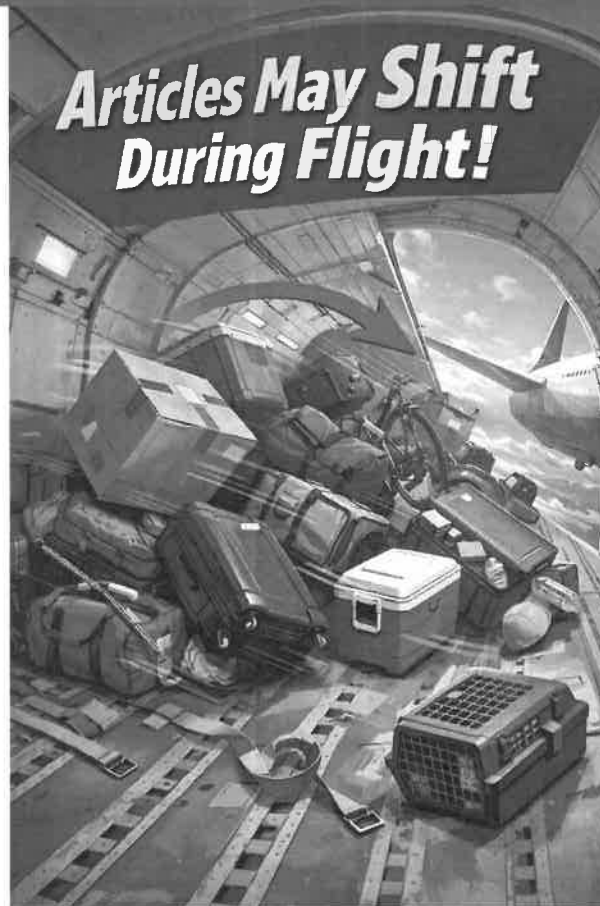


Health Centers Division

# Health Centers FY 26/27 Budget Proposal

1-26-26

**Our budget environment is Dynamic**



# Proposed Budget Principles

We are proposing a budget that uses the following as a foundation:

- **Access:** maintain staffing and revenue levels to support providing services to the patients that need it
- **Quality:** maintain staffing and increase revenue to the levels needed to continue to provide quality services
- **Cost:** continuing to implement strategies to reduce supply costs, eliminate/reduce costs that are less directly related to our core functions, increase revenue to cover expenditure budget
- **Workforce:** submitting budget with no change to current staffing FTEs to support us increasing our PPS Rate



# Proposed Budget Strategies

- Maximize MAA (HPHP, Special Ops-Referral Center, Population Health, and expand to Admin team and Billing teams) → **Cost, Equity, Workforce**
- Once we get to 100 completed billable encounters of Alliance TotalCare (HMO D-SNP) we will request a "519" contract with DHCS → **Cost, Equity, Workforce**
- Propose a budget that supports our goal of increasing our PPS through DHCS review → **Cost, Equity, Workforce**
- PPS Rate Review formula: ↑ expenses + (</=) baseline productivity levels + Addition of a new service = ↑ PPS Rate → **Cost, Equity, Workforce**
- Propose a 25/26 mid-year triggering event to request our PPS rate reviewed → **Cost, Equity, Workforce**
- Conservative post PPS review estimate is a move from \$438 to \$540 per visit → **Cost, Equity, Workforce**



# Our financials at 12/31 have improved

County of Santa Cruz (HSA)  
 FY 24/25 HEALTH CENTERS (Multiple Items)(All)  
 As of 12/31/2024

Division HEALTH CENTERS Choose Division  
 GLKey (Multiple Items)  
 Object (All)

| Row Labels                     | Budget             | Budget Forecast  | Actual            | Difference (Forecast to Actual) | Percent of Forecast |
|--------------------------------|--------------------|------------------|-------------------|---------------------------------|---------------------|
| - REVENUE                      | (50,948,757)       | (25,474,379)     | (11,818,124)      | (13,656,254)                    | 46.39%              |
| 15-INTERGOVERNMENTAL REVENUES  | (6,893,054)        | (3,446,527)      | (758,402)         | (2,688,125)                     | 22.00%              |
| 19-CHARGES FOR SERVICES        | (43,445,117)       | (21,722,589)     | (11,071,395)      | (10,651,164)                    | 50.97%              |
| 23-MISC. REVENUES              | (610,586)          | (305,293)        | 11,672            | (316,965)                       | -3.82%              |
| = EXPENDITURE                  | 49,860,383         | 24,930,192       | 25,145,443        | (215,251)                       | 100.86%             |
| 50-SALARIES AND EMPLOYEE BENEF | 36,952,899         | 18,476,450       | 19,443,741        | (967,291)                       | 105.24%             |
| 60-SERVICES AND SUPPLIES       | 8,398,065          | 4,199,033        | 3,726,441         | 472,591                         | 88.75%              |
| 70-OTHER CHARGES               | 48,404             | 24,202           | 29,138            | (4,936)                         | 120.40%             |
| 80-FIXED ASSETS                | 1,271,132          | 635,566          | 388,528           | 247,038                         | 61.13%              |
| 95-INTRAFUND TRANSFERS         | 3,189,883          | 1,594,942        | 1,557,595         | 37,347                          | 97.66%              |
| <b>Grand Total</b>             | <b>(1,088,374)</b> | <b>(544,187)</b> | <b>13,327,319</b> | <b>(13,871,506)</b>             | <b>-2449.03%</b>    |

County of Santa Cruz (HSA)  
 FY 25/26 HEALTH CENTERS (Multiple Items)(All)  
 As of 12/31/25

Division HEALTH CENTERS Choose Division  
 GLKey (Multiple Items)  
 Object (All)

| Row Labels                     | Budget         | Budget Forecast | Actual            | Difference (Forecast to Actual) | Percent of Forecast |
|--------------------------------|----------------|-----------------|-------------------|---------------------------------|---------------------|
| - REVENUE                      | (53,804,726)   | (26,902,363)    | (14,511,935)      | (12,390,428)                    | 53.94%              |
| 15-INTERGOVERNMENTAL REVENUES  | (6,700,158)    | (3,350,079)     | (1,597,216)       | (1,752,863)                     | 47.68%              |
| 19-CHARGES FOR SERVICES        | (46,424,570)   | (23,212,285)    | (12,708,828)      | (10,503,457)                    | 54.75%              |
| 23-MISC. REVENUES              | (679,998)      | (338,999)       | (205,890)         | (134,109)                       | 60.56%              |
| = EXPENDITURE                  | 53,977,952     | 26,988,976      | 24,664,852        | 2,324,124                       | 91.39%              |
| 50-SALARIES AND EMPLOYEE BENEF | 36,266,243     | 18,133,122      | 18,111,713        | 21,409                          | 99.88%              |
| 60-SERVICES AND SUPPLIES       | 15,483,116     | 7,741,558       | 3,183,061         | 4,558,497                       | 41.12%              |
| 61-SERVICES AND SUPPLIES-ISR   | 1,440,241      | 720,121         | 673,175           | 46,946                          | 93.68%              |
| 70-OTHER CHARGES               | 48,404         | 24,202          | 24,088            | 114                             | 99.53%              |
| 80-FIXED ASSETS                | 0              | 0               | 0                 | 0                               | 0.00%               |
| 95-INTRAFUND TRANSFERS         | 739,948        | 369,974         | 2,672,815         | (2,302,841)                     | 722.43%             |
| <b>Grand Total</b>             | <b>173,226</b> | <b>86,613</b>   | <b>10,152,917</b> | <b>(10,066,304)</b>             | <b>11722.20%</b>    |

Source:  
 HSA Financials 12/31/24  
 HSA Financials 12/31/25



# Estimated Actuals 25/26: data up to 11/28/25

| Row Labels                     | Adopted Budget  | Adjusted Budget | Actual            | Encumbrance      | Estimated Actuals  | Division EA's 12.21.25 |
|--------------------------------|-----------------|-----------------|-------------------|------------------|--------------------|------------------------|
| REVENUE                        | (45,152,444)    | (53,804,726)    | (14,511,935)      | 0                | (53,804,691)       | (48,882,593)           |
| 15-INTERGOVERNMENTAL REVENUES  | (6,700,158)     | (6,700,158)     | (1,597,216)       | 0                | (6,700,158)        | (6,293,895)            |
| 19-CHARGES FOR SERVICES        | (37,992,288)    | (46,424,570)    | (12,708,828)      | 0                | (46,424,570)       | (41,908,700)           |
| 23-MISC. REVENUES              | (459,998)       | (679,998)       | (205,890)         | 0                | (679,963)          | (679,998)              |
| EXPENDITURE                    | 45,086,477      | 53,977,952      | 24,664,852        | 9,463,754        | 51,709,513         | 48,866,626             |
| 50-SALARIES AND EMPLOYEE BENEF | 35,791,862      | 36,266,243      | 18,111,713        | 0                | 36,493,565         | 36,265,409             |
| 60-SERVICES AND SUPPLIES       | 7,211,706       | 15,483,116      | 3,183,061         | 9,444,843        | 12,749,657         | 10,600,542             |
| 61-SERVICES AND SUPPLIES-ISF   | 1,230,030       | 1,440,241       | 673,175           | 1,705            | 1,685,048          | 1,212,324              |
| 70-OTHER CHARGES               | 48,404          | 48,404          | 24,088            | 17,206           | 41,295             | 48,404                 |
| 80-FIXED ASSETS                | 0               | 0               | 0                 | 0                | 0                  | 0                      |
| 95-INTRAFUND TRANSFERS         | 804,475         | 739,948         | 2,672,815         | 0                | 739,948            | 739,948                |
| <b>Grand Total</b>             | <b>(65,968)</b> | <b>173,226</b>  | <b>10,152,917</b> | <b>9,463,754</b> | <b>(2,095,178)</b> | <b>(15,967)</b>        |

Sources:  
HSA Financials 12/31/25  
Health Centers Projections Report  
Finance Enterprise



GLKey  
Division

(Multiple Items)   
3610-HEALTH CENTERS 

| Row Labels                        | FY 24-25 Adopted Budget | FY 24-25         | FY 24-25         | FY 25-26        | FY 25-26        | FY 25-26          | FY 25-26         | FY 26-27                | FY 26-27 | Difference of changes |
|-----------------------------------|-------------------------|------------------|------------------|-----------------|-----------------|-------------------|------------------|-------------------------|----------|-----------------------|
|                                   |                         | Adjusted Budget  | Actuals          | Adopted Budget  | Adjusted Budget | Actuals           | Proposed Budget  | Proposed Budget Updated |          |                       |
| REVENUE                           | (50,835,554)            | (51,321,383)     | (46,894,756)     | (45,152,444)    | (53,804,726)    | (10,560,185)      | (45,152,444)     | (45,152,444)            | 0        |                       |
| 05-LICENSES, PERMITS AND FRANCHIS | 0                       | 0                | 0                | 0               | 0               | 0                 | 0                | 0                       | 0        |                       |
| 15-INTERGOVERNMENTAL REVENUES     | (6,815,851)             | (7,265,680)      | (4,901,826)      | (6,700,158)     | (6,700,158)     | (1,089,938)       | (6,700,158)      | (6,700,158)             | 0        |                       |
| 19-CHARGES FOR SERVICES           | (43,445,117)            | (43,445,117)     | (41,260,835)     | (37,992,288)    | (46,424,570)    | (9,264,882)       | (37,992,288)     | (37,992,288)            | 0        |                       |
| 23-MISC. REVENUES                 | (574,586)               | (610,586)        | (732,095)        | (459,998)       | (679,998)       | (205,365)         | (459,998)        | (459,998)               | 0        |                       |
| EXPENDITURE                       | 49,747,180              | 50,483,765       | 46,082,352       | 45,086,477      | 53,977,952      | 21,598,303        | 50,221,475       | 50,221,475              | 0        |                       |
| 50-SALARIES AND EMPLOYEE BENEF    | 36,922,899              | 36,952,899       | 37,765,437       | 35,791,862      | 36,266,243      | 16,176,750        | 40,358,523       | 40,358,523              | 0        |                       |
| 60-SERVICES AND SUPPLIES          | 7,007,056               | 7,462,885        | 6,906,765        | 7,211,706       | 15,483,116      | 2,478,666         | 7,211,706        | 7,211,706               | 0        |                       |
| 61-SERVICES AND SUPPLIES-ISF      | 1,307,806               | 1,558,562        | 1,376,115        | 1,230,030       | 1,440,241       | 671,538           | 1,798,368        | 1,798,368               | 0        |                       |
| 70-OTHER CHARGES                  | 48,404                  | 48,404           | 56,527           | 48,404          | 48,404          | 17,206            | 48,404           | 48,404                  | 0        |                       |
| 80-FIXED ASSETS                   | 1,111,100               | 1,223,429        | 873,406          | 0               | 0               | 0                 | 0                | 0                       | 0        |                       |
| 95-INTRAFUND TRANSFERS            | 3,349,915               | 3,189,883        | (895,897)        | 804,475         | 739,948         | 2,254,143         | 804,475          | 804,475                 | 0        |                       |
| 98-APPROP FOR CONTINGENCIES       | 0                       | 47,703           | 0                | 0               | 0               | 0                 | 0                | 0                       | 0        |                       |
| <b>Grand Total</b>                | <b>(1,088,374)</b>      | <b>(837,618)</b> | <b>(812,404)</b> | <b>(65,968)</b> | <b>173,226</b>  | <b>11,038,118</b> | <b>5,069,031</b> | <b>5,069,031</b>        | <b>0</b> |                       |

# Proposed 26/27 Budget

GLKey  
Division

(All)  
3610-HEALTH CENTERS

| Row Labels                         | FY 24-25 Adopted Budget | FY 24-25 Adjusted Budget | FY 24-25 Actuals | FY 25-26 Adopted Budget | FY 25-26 Adjusted Budget | FY 25-26 Actuals  | FY 26-27 Proposed Budget | FY 26-27 Updated Budget | Difference of changes |
|------------------------------------|-------------------------|--------------------------|------------------|-------------------------|--------------------------|-------------------|--------------------------|-------------------------|-----------------------|
| REVENUE                            | (61,118,056)            | (61,603,885)             | (54,735,818)     | (55,178,889)            | (63,831,171)             | (14,290,707)      | (55,178,889)             | (61,545,827)            | 6,366,938             |
| *05-LICENSES, PERMITS AND FRANCHIS | 0                       | 0                        | 0                | 0                       | 0                        | 0                 | 0                        | 0                       | 0                     |
| *15-INTERGOVERNMENTAL REVENUES     | (6,815,851)             | (7,265,680)              | (4,901,826)      | (6,700,158)             | (6,700,158)              | (1,089,938)       | (6,700,158)              | (7,491,086)             | 790,928               |
| *19-CHARGES FOR SERVICES           | (53,727,619)            | (53,727,619)             | (49,101,898)     | (48,018,733)            | (56,451,015)             | (12,995,404)      | (48,018,733)             | (53,568,453)            | 5,549,720             |
| *23-MISC. REVENUES                 | (574,586)               | (610,586)                | (732,095)        | (459,998)               | (679,998)                | (205,365)         | (459,998)                | (486,288)               | 26,290                |
| EXPENDITURE                        | 60,034,314              | 60,771,008               | 53,902,941       | 55,117,602              | 64,009,124               | 25,524,006        | 60,247,920               | 61,750,678              | (1,502,758)           |
| *50-SALARIES AND EMPLOYEE BENEF    | 36,922,899              | 36,952,899               | 37,765,437       | 35,791,862              | 36,266,243               | 16,176,750        | 40,358,523               | 40,402,696              | (44,173)              |
| *60-SERVICES AND SUPPLIES          | 7,007,056               | 7,462,885                | 6,906,765        | 7,211,706               | 15,483,116               | 2,478,666         | 7,211,706                | 11,453,415              | (4,241,710)           |
| *61-SERVICES AND SUPPLIES-ISF      | 1,312,438               | 1,563,303                | 1,380,121        | 1,234,710               | 1,444,968                | 671,538           | 1,798,368                | 1,795,232               | 3,136                 |
| *70-OTHER CHARGES                  | 48,404                  | 48,404                   | 56,527           | 48,404                  | 48,404                   | 17,206            | 48,404                   | 42,297                  | 6,107                 |
| *80-FIXED ASSETS                   | 1,111,100               | 1,223,429                | 873,406          | 0                       | 0                        | 0                 | 0                        | 248,000                 | (248,000)             |
| *95-INTRAFUND TRANSFERS            | 13,632,417              | 13,472,385               | 6,920,686        | 10,830,920              | 10,766,393               | 6,179,846         | 10,830,920               | 7,809,038               | 3,021,882             |
| *98-APPROP FOR CONTINGENCIES       | 0                       | 47,703                   | 0                | 0                       | 0                        | 0                 | 0                        | 0                       | 0                     |
| <b>Grand Total</b>                 | <b>(1,083,742)</b>      | <b>(832,877)</b>         | <b>(832,877)</b> | <b>(61,288)</b>         | <b>177,953</b>           | <b>11,233,299</b> | <b>5,069,031</b>         | <b>204,851</b>          | <b>4,864,180</b>      |
|                                    |                         |                          |                  |                         |                          |                   | <b>NCC Running Total</b> | <b>204,851</b>          |                       |
|                                    |                         |                          |                  |                         |                          |                   | <b>Estimated deficit</b> | <b>266,139</b>          |                       |
|                                    |                         |                          |                  |                         |                          |                   | <b>Goal NCC</b>          | <b>-61,288</b>          |                       |

## Summary of Differences from FY 25/26

- Intergovernmental Revenues Increase (Character 15) by \$790,928
- Clinic Revenue Increase by (Character 19) \$5,549,720
- Misc Revenues increase by (Character 23) \$26,290
- Salaries and Benefits Increase by (Character 50) \$44,173
- Services and Supplies Increase by (Character 60) \$4,245,803
- Services and Supplies-ISF decrease by (Character 61) \$3,136 (JH Nursing adjustment)
- Other Charges Decreased by (Character 70) \$6,107

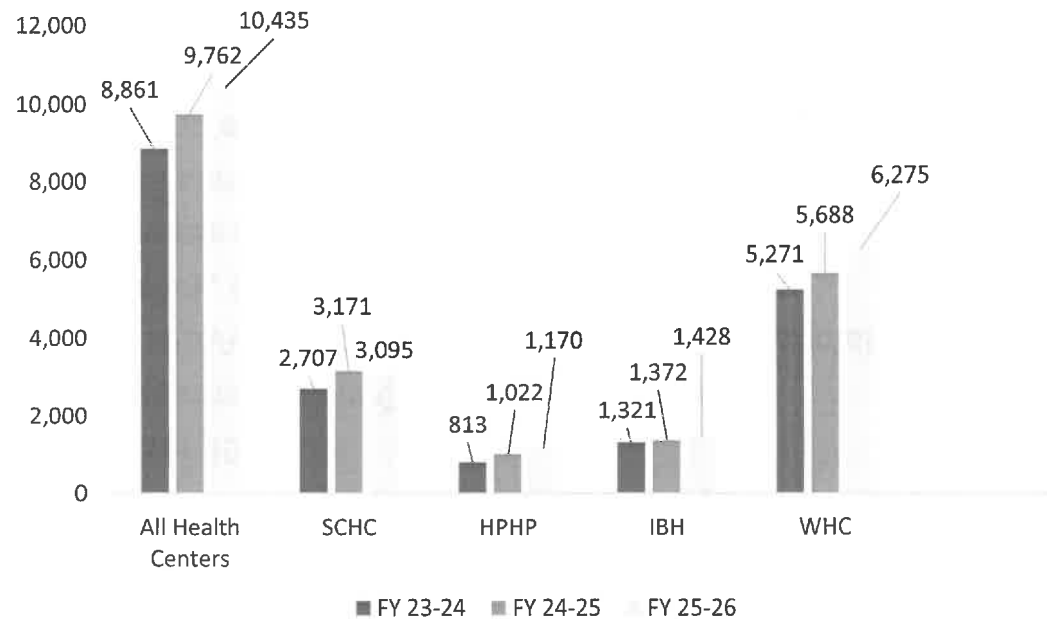
## Specific Changes

- Reviewed all Contracts and Purchase Orders for trending spend and reduced and increased where appropriate. (e.g. Henry Schein and Cardinal Health)
- Charges for Services estimates are based on staffing levels expected MEI PPS increase and completed billable visit history trend
- Included net-zero revenue and expenses for Digital Optomap services.
- Included revenue and expenditures from additional Dental office in Watsonville.
- Included Ryan White grant as it is safe through December 31, 2026
- Included HUD MATCH, as it is active for at least another term (Mar.1.2026 through Feb.28.2027)

## Specific Changes cont'd

- Included SORIV (Medication Assisted Therapy) as it is safe through September 29, 2027
- Assume same level of Care Based Incentives
- Included MAA for Health Center Admin 600k, Special Ops-Referral Center 640k, and HPHP 897k
- Removed lab related costs except for Quest
- Budgeted some additional Salary and Benefits to right size JH Medical and extra help based on current trends

# Fiscal Year July-Dec Unique Patient comparison



Continue to see sustained increases in monthly unique patients.



**HEALTH CENTERS**  
HEALTH SERVICES AGENCY

Encounter Dates Available: 01/01/18 - 09/04/88

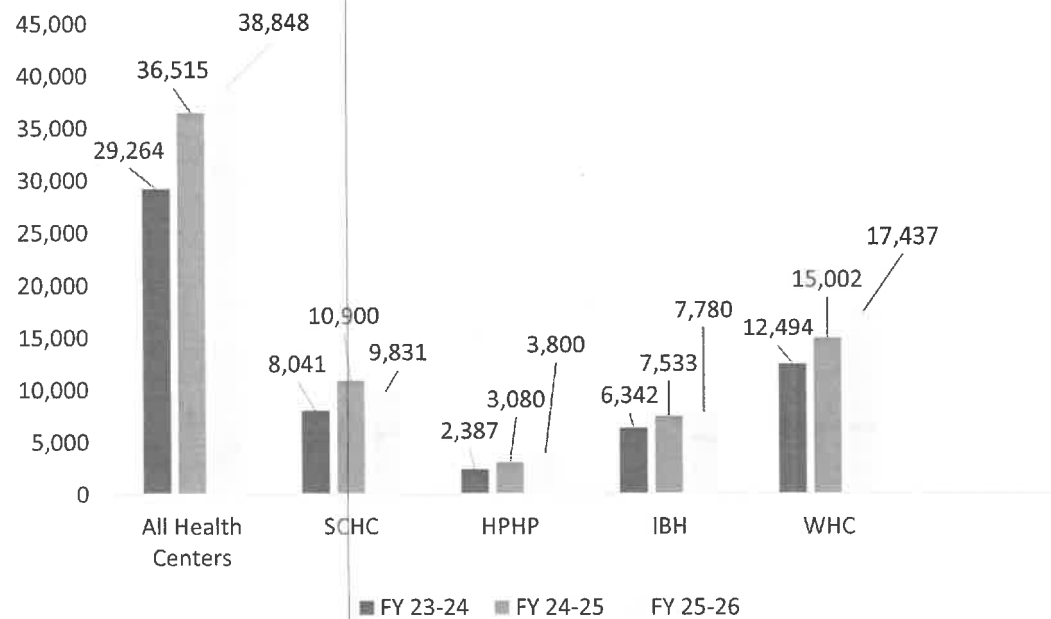
Last Refresh Date

Thursday, January 22, 2026

Week/Month

Provider/Location

# Fiscal Year July-Dec completed billable appointment comparison



Continue to see sustained increases in billable completed appointments.

Reminder that SCHC is down a clinic physician.

**HEALTH CENTERS  
HEALTH SERVICES AGENCY**

Encounter Dates Available: 01/01/18 - 09/30/20

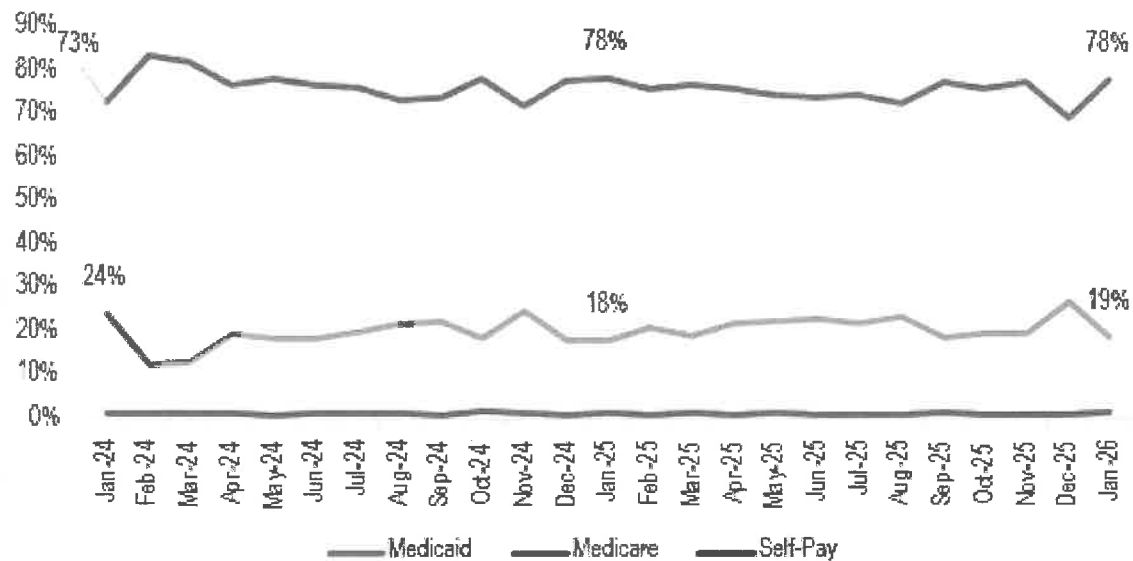
Last Refresh Date

Friday, January 20, 2024

Week/Month

# Payor Mix: Charges

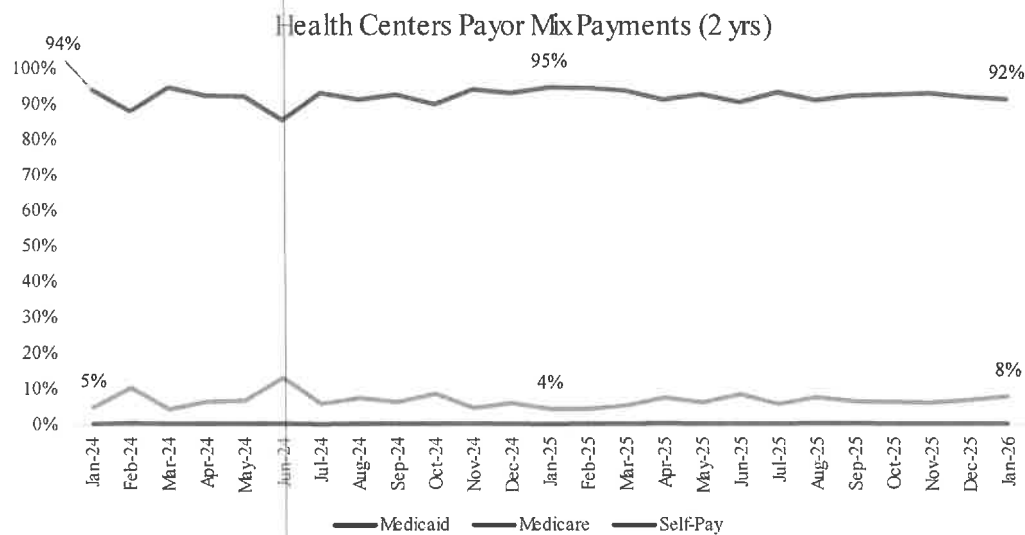
Health Centers Payor Mix Charges (2 yrs)



Charges are overwhelmingly Medicaid.

Source:  
Epic Financial Cubes 1/22/26

# Payor Mix: Payments



Payments are overwhelmingly Medicaid.

Source:  
Epic Financial Cubes 1/22/26

# Proposed Budget Strategies

- Maximize MAA (HPHP, Special Ops-Referral Center, Population Health, and expand to Admin team and Billing teams) → **Cost, Equity, Workforce**
- Once we get to 100 completed billable encounters of Alliance TotalCare (HMO D-SNP) we will request a "519" contract with DHCS → **Cost, Equity, Workforce**
- Propose a budget that supports our goal of increasing our PPS through DHCS review → **Cost, Equity, Workforce**
- PPS Rate Review formula: ↑ expenses + (</=) baseline productivity levels + Addition of a new service = ↑ PPS Rate → **Cost, Equity, Workforce**
- Propose a 25/26 mid-year triggering event to request our PPS rate reviewed → **Cost, Equity, Workforce**
- Conservative post PPS review estimate is a move from \$438 to \$540 per visit → **Cost, Equity, Workforce**



**Is there anything I  
can Clear up for you?**

Thank You





Health Centers Division

# Ability to Pay (Sliding Fee Scale) Survey Results

Integrated Community Health Commission February 4, 2026

# Purpose of the Survey

This survey is part of our regular sliding fee discount scale review and meets HRSA compliance expectations.

It was distributed through MyChart to all patients.

The purpose today is program improvement, not evaluation of staff or patients.



## Commission Role

This item is informational.

We welcome the commission's advice on patient-centered messaging and outreach.

Your feedback will help guide how we improve clarity and access going forward



## Who Responded

The survey went to all patients, regardless of income or enrollment status.

Only patients already on the sliding fee discount scale were shown the follow-up questions about experience.

You'll see smaller sample sizes later in the survey because of that skip logic.



# Awareness Findings

**Awareness (n=67 reached the question)**

Yes aware: **35 (52.2%)**

No: **11 (16.4%)**

Not sure: **9 (13.4%)**

Other/ends/unrecognized make up the rest.



# Enrollment and Experience

## Enrollment status (n=36)

Yes enrolled: **11 (30.6%)**

No: **13 (36.1%)**

Not sure: **10 (27.8%)**

## Application experience (n=12)

Easy (very + somewhat): **7 (58.3%)**

Neutral: **3 (25.0%)**

Difficult: **1 (8.3%)**



## Impact on Access and Affordability

### **Impact on access to care (n=12)**

More likely to seek care: **10 (83.3%)**

(7 "much more" + 3 "somewhat more")

### **Affordability without discount (n=20)**

Not affordable: **6 (30.0%)**

### **Affordability after discount (n=12)**

Affordable (very + somewhat): **10 (83.3%)**

### **Satisfaction (n=12)**

Very satisfied: **7 (58.3%)**

Somewhat satisfied: **4 (33.3%)**



## What Patients Told Us

**Communication / awareness** (requests for more info, texts, clearer explanation)

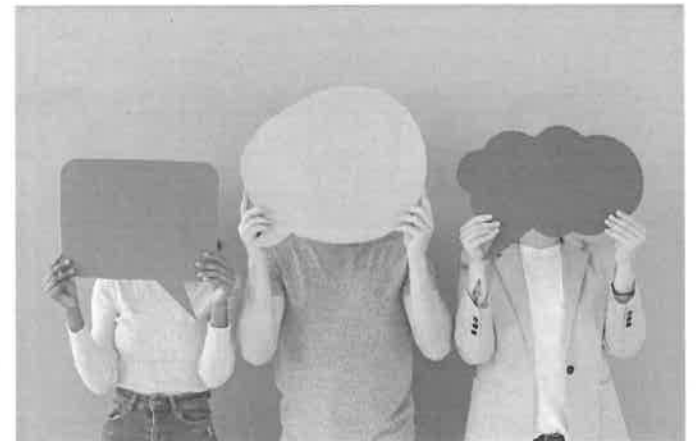
**Affordability pressure** (requests to lower fees; questions about perceived fairness)

**Eligibility / thresholds** (income high but high rent/expenses; “raise threshold/median income”; “requirements too hard”)

**Service experience** (one clear “be more kind” type comment)

**Value / keep the program** (gratitude; “don’t remove it”)

**Expand usefulness** (one comment about ER/pharmacy/meds)



# Improvement Actions

Based on these results, our focus is improving communication, not redesigning the program

That includes clearer MyChart messages, clearer enrollment confirmation, and better explanations at intake and renewal

Outreach to patients which critical comments

These changes are within our control and directly address what patients raised



# Can I clear anything up for you?

Thank You





Health Centers Division

# Quality Management Report

February 4, 2026



## **Quality Management Committee**

- Watsonville Health Center –Retinal Eye Exam for patients that have diabetes
- Staff Satisfaction Survey



## **Peer Review and Risk Management Committee**

- Chang in Peer Review Chart Audit Process
  - 3 clinicians will be reviewed by 6 different clinicians per month.
- Completed 2 chart reviews as a committee

# Questions?

Thank You

