

The County of Santa Cruz Integrated Community Health Center Commission

Minute Taker: Mary Olivares

Minutes of the meeting held April 8, 2026

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

Attendance	
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
Jennifer Phan	County of Santa Cruz, Health 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 Excused: Len Finocchio Absent: Nicole Pfeil	
1. Welcome/Introductions	
Introductions were done at this time.	
2. Oral Communications:	
Marco reported on a 60 Minutes segment about an organization on the East Coast that provides weekend services to individuals who cannot afford healthcare. He will send Mary the link so she can share it with the commission.	
3. March 4, 2026, Meeting Minutes – Action Required	
The minutes from March 4, 2026, meeting were reviewed and recommended for approval. Rahn motioned to accept the minutes as presented. Marco seconded the motion. All members present voted in favor. Maximus abstained, as he was not present at the previous meeting.	
4. Referral Process – Report Back	
Jessica McElveny gave an in-depth report back on the referral process. Jessica reported the referral volume for fiscal year 2025/2026 is projected at 22,000 patients. Jessica reported on referral center tasks, referral processing, and referral closure process. Jessica reported some of the referral center challenges have been 5 medical leaves since January of 2025, 231 lost working days, 1 FTE Vacancy, 304 lost working days and Santa Cruz Health Information Exchange – An automatic process to send the provider the results changed to a multi-step manual process. Lastly jessica reported on strategies to reduce days to process	
<ul style="list-style-type: none"> • Improve manual workflows and increase the use of technology whenever possible. • Re-assign direct referrals that are currently assigned to the referral center to the medical assistants. • + Increase referrals per medical assistant per month by 8 • - Decrease referrals per referral center staff per month by 33 	
It was requested by commissioner to e-mail out presentation to commission staff, Mary to send out.	
5. Central California Alliance for Health-Health Care Technology Grant Submission Approval - Action Item	
Raquel presented that an application will be submitted to the Central California Alliance for Health for approval of a \$50,000 Health Care Technology Grant, due May 5. The grant funds will be used for immunization and medication scanners and electronic enhancements. The anticipated award date for this grant is October 30 th . Dinah motioned to accept the grant as presented, and Marco seconded the motion. All members present voted in favor.	
6. X-Ray Expansion – Action Item	
This is not an action item. Staff reported that they are working on a partnership with Community Health, which is in need of X-ray services. As part of being a strong community partner, no revenue will be generated from this arrangement. The collaboration is intended to strengthen relationships and support Community Health’s service needs.	
7. Rate Review – Action Item	
Amy presented the rate review and reported on the sustainability plan. In collaboration with the organization’s consultant, staff have determined that a rate study is needed. She explained that a triggering event is required in order to initiate this process and reviewed the steps with the commissioners. Staff requested that the commission authorize moving forward with pursuing a rate increase with	

the state. Dinah motioned to approve the request as presented, and Marco seconded the motion. All members present voted in favor.

8. Quality Management Update

Raquel provided a Quality Management update. She reported on the Homeless Persons' Health Project (HPHP) colorectal cancer screening initiative, which aims to increase screening rates among HPHP primary care providers (PCPs) by 25% by May 1, 2026. Currently, screening completion is at 18% of 1,200 patients identified on a "screening due" report; however, only 400 of those patients are confirmed to be assigned to HPHP PCPs. Due to discrepancies in patient assignments, an additional quality improvement project has been initiated. This effort will focus on reviewing patient panels, assigning appropriate PCPs, and ensuring patients are properly routed through the screening process. Raquel also reported on the Ryan White Work Plan deliverables for HIV patients. Raquel also provided an update from the Peer Review and Risk Management Committee. She reported that 19 monthly peer review chart audits were conducted, and none raised concerns. Raquel further shared that the Watsonville Health Center presented a report on grievance and compliance review. Timely access to appointments had previously been identified as a concern; however, there has been significant improvement, with waiting times reduced from 60 days to 1 day for new patients and 6 days for follow-up appointments. Lastly, she reported that the committee finalized a report analyzing the types of medications prescribed, based on findings from chart audits.

9. Financial Update

At this time Rahn motioned to increase the meeting time by another 5 minutes. Dinah motioned to extend meeting time to another 5 minutes as requested, and Marco seconded the motion. All members present voted in favor.

Amy reported in their adjusted budget, they expected to spend about \$178K more than they brought in so they planned for a loss. Based on the latest estimated division actuals, that loss is now projected to be only about \$19K. Amy reported they improved their financial position by roughly \$159K compared to plan. Amy reported they are they improved negatively, but it does mean their operations performed significantly better than expected. Amy also reported on fiscal year July-March completed billable appointments comparison, fiscal year July-March unique patient comparison, and total uninsured completed appointments.

Amy lastly reported overall, the key takeaway is that their financial position is improving compared to plan. However, they need to stay focused on sustaining revenue growth, managing uninsured exposure, and ensuring billing accuracy and efficiency.

10. CEO Update

Amy reported that we have a new commissioner coming on board in the next 1-2 months.

Next meeting: May 13, 2026, 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:+18314542222) United States, Salinas Phone Conference ID: **191 727 602#**

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