

**Sacramento County Department of Health Services
Health Center Co-Applicant Board (CAB)**

Meeting Minutes

July 15, 2022 9:30 AM to 11:00 AM

Meeting Location

Via Zoom: To see/share documents on the screen, go to

<https://www.zoomgov.com/j/1607171817?pwd=alprVXJvMlhqQnNibWRNQkNJVTEzUT09>

Meeting ID: 160 299 6161

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Meeting ID: 160 299 6161

In Person: Conference Room 2800

- Please RSVP at least 24 hours in advance to Mr. Safi at SafiM@saccounty.net to reserve a place.
- Please arrive 15 minutes before the meeting start so that someone can bring you behind the locked doors. Wait in the main lobby (entrance on garage side) for someone to bring you upstairs.
- Facemasks are still required in the Primary Care Center.

Meeting Attendees

Members Elise Bluemel, Laurine Bohamera, Vince Gallo, Nicole Miller, Namitullah Sultani, Jan Winbigler

Staff Sandy Damiano, John Dizon, Sharon Hutchins, Andrew Mendonsa, Susmita Mishra, Mehrabuddin Safi

Topic
Opening Remarks and Introductions <ul style="list-style-type: none">• <i>Chair Winbigler called roll and welcomed Dr. Damiano and Dr. Mendonsa.</i>• <i>The members reviewed and approved the minutes (with minor corrections) from 06/17/22 meeting.</i><ul style="list-style-type: none">○ <i>Mr. Gallo moved to approve the 6/17/22 minutes as amended.</i>○ <i>Ms. Bluemel seconded the motion to approve the 6/17/22 minutes as amended.</i>○ <i>All members in attendance voted to approve the 6/17/22 minutes as amended.</i>
Brief Announcements <ul style="list-style-type: none">• <i>Dr. Hutchins asked that members send their suggested edits to the minutes PRIOR to the meeting at which they will be reviewed and approved so that the meeting goes quicker and more smoothly.</i>

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- *Dr. Hutchins informed members that the laptops for consumer CAB members are now ready and staff expect to finalize the user agreement today (7/15). Dr. Hutchins will coordinate with the consumer member who requested one to receive it to “pilot test” the program.*

Health Resources and Services Agency (HRSA) Project Director / Medical Director Update

- **Dr. Mishra started her remarks with items from the Strategic Plan**
 - *Focus on serving patients experiencing homelessness:*
 - *Dr. Mishra said that SCHC is making progress in getting the mobile medical center ready for this purpose. Drs. Landefeld and Orsulak are meeting regularly and have identified the initial locations for outreach on Tuesday and Friday mornings: American River and United Methodist Church on J Street.*
 - *SCHC is meeting with County Pharmacist Sara Lee to ensure that we can store medications properly (according to regulations from the California Board of Pharmacy) in the van.*
 - *The consultant is looking into the financial side, to ensure the van is properly registered with Medi-Cal and costs can be billed properly. The van will serve people with multiple types of insurance, and we want to make sure we can bill to ensure the van is economically sustainable.*
 - **Sufficient Staffing**
 - *SCHC had identified a need for additional staffing for FY22-23. The Board of Supervisors has approved the permanent positions and supervisors are working to fill them. These positions include*
 - *Help for Mr. Dizon’s team on the Administration side;*
 - *Office Assistant support for our collaboration with SCOE; and*
 - *A Medical Assistant for SCHC Loaves & Fishes site and the mobile van.*
 - *SCHC is still working on obtaining additional providers. We experienced a number of changes with UCD faculty that resulted in decreased primary care availability and are working to get additional providers to restore appointment availability.*
 - **Sufficient Space**
 - *Dr. Mishra requested that Dr. Hutchins give an update on the space situation. Dr. Hutchins indicated that the first set of staff is about to move into Suite 2600. Due to limitations on capacity, only a small group can move at a time. It is exciting to be on the brink of gaining substantial new space for the Health Center. With all the approved positions mentioned by Dr. Mishra, seating is still quite tight and all new workstations have been assigned. We will fully utilize the new space.*
 - **Program Updates**
 - **Comprehensive Perinatal Services Program (CPSP)**
 - *In response to a request at the Clinical Operations Committee, Dr. Mishra provided additional information on CPSP. This is a program mandated by the California Department of Health Care Services for pregnant people with Medi-Cal. The services include obstetric care, nutrition, psychological support, and health education. Not only do pregnant patients get comprehensive culturally competent care, SCHC can also bill for these services.*
 - *During the last conversation with HER Health First, they agreed to provide a health navigator on site at the Broadway location to help enroll patients into CPSP. The County Coordinator, Jackie Washington, has been of help in setting up the program.*
 - *HER Health First gave SCHC a draft contract with budget. SCHC is reviewing these documents with our contractor to make sure they meet County needs.*
 - **COVID Update:**
 - *Pediatric COVID vaccines are now available for children 6 months and above. SCHC has recently ordered Moderna vaccine because it is only a two-dose vaccine while Pfizer is three*

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doses. Both are effective. For kids 6-72 months, we will be using Moderna vaccine, while for kid 5+ years we will be using Pfizer vaccine.

- SCHC is using its Televox messaging system to send the message that pediatric vaccines for younger children are not available.
- SCHC has had a separate COVID clinic for vaccination, but is working to integrate COVID vaccine into normal primary care appointments. Additional staff training is needed to do so as each vaccine formulation requires different storage and handling.

Organizational Chart and HRSA Project Director

- *Ms. Winbigler started the discussion by noting that the Co-Applicant Board was informed of the pending removal of Dr. Mishra as the HRSA Project Director and the hiring of Dr. Mendonsa. In a CAB Executive Team meeting, she raised the issue that such actions by the County are outside the parameters of the Bylaws and Co-Applicant Agreement.*
- *The CAB provided a proposal to reset the situation and resolve the problem. The proposal requested that the County 1) acknowledge the authority of the CAB in this regard; 2) identify the source of the error; 3) identify concrete steps that the County will take to avoid a situation like this in the future, and 4) identify concrete steps to remain in compliance with HRSA guidelines.*
- *The CAB Executive Team agreed that CAB members should be given the opportunity to review Dr. Mendonsa's bio and vote on whether to approve his selection as HRSA Project Director. Ms. Winbigler informed members that the task before CAB today was to determine if the County's response (in the handout provided) was adequate and whether CAB wishes to vote on the selection of Dr. Mendonsa today or at another time. Ms. Winbigler asked members to weigh whether these steps meet the CAB's obligations under HRSA regulations.*
 - *CAB members supplied the following feedback:*
 - *The County's proposal does a good job of addressing the needs of the role of the HRSA Project Director.*
 - *The County informed CAB that Dr. Mendonsa was going to be hired, but CAB was not consulted nor did it play a role in the search for the candidate. The Corrective Action Plan we completed after the 2020 HRSA Operational Site Visit required organizational changes. We need to be careful of making the same mistake again and to ensure we are in compliance with HRSA requirements.*
 - *The County's proposal does not guarantee that the CAB will have its appropriate role in the selection and removal of future HRSA Project Directors. That must be addressed. The proposal also fails to acknowledge that any error was made on the part of the County. The County's authority to hire staff is absolute; however HRSA requires that CAB participate in the selection and removal of any HRSA Project Director.*
- *Dr. Damiano, Interim Director of the Department of Health Services, responded to the comments. She apologized to CAB for the process. She opined that the timing was very unfortunate with the reorganization and the transition of new members of SCHC/departamental leadership at the same time. Ms. Kothari, former Director of Health Services, discussed with County Counsel what the rights of the County were. County Counsel does have the right to hire people and the Director has the right to*

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reorganize if needed. However, the CAB has a right to appoint or not appoint the HRSA Project Director, in this case the candidate offered: Dr. Andrew Mendonsa.

- Dr. Damiano indicated that the proposal includes that the CAB will conduct an evaluation of Dr. Mendonsa (if he is approved by CAB). Dr. Damiano will have the Deputy Director come to the CAB to do the performance evaluation together.
- Dr. Damiano also explained that Ms. Kothari expressed that, from her vantage point, either the Division Manager of the Deputy Director could function as the HRSA Project Director. Dr. Damiano reminded CAB that she was not a part of any of these meetings, as she is new to her role. Rather, she was summarizing information provided by Ms. Kothari.
- Dr. Damiano then presented the organizational structure for the Department of Health Services (see handout). She noted that due to the restructuring, some programs were removed from the Primary Health Division so that the Primary Health Deputy Director could focus on the vitally important clinical operations and services. The correctional programs include Adult and Juvenile Correctional Health. The Deputy Director has contract and budget authority over all of those programs and is responsible for some of the major decisions. As part of the reorganization that Ms. Kothari completed, a Division Manager was added to Clinical Services. Dr. Mishra and Ms. Kothari discussed the process collaboratively. The Division Manager has direct authority over all of the program lines within the County Health Center and [inaudible] with the clinic administration that is the budget, contracting, and facilities.
 - A CAB member commented that “it seems a little strange that all this happened without any CAB involvement or invitation for CAB involvement.”
 - Dr. Damiano agreed and apologized and indicated that she was not involved with those processes. She indicated that it was difficult to help resolve the issue when coming in after these events. Dr. Damiano could not offer an explanation of why the CAB was not involved or invited to have a member on the interview panel. She offered the judgment that the CAB could have been involved, but was not sure exactly what happened. She reiterated that the timing was unfortunately that the hiring of the Division Manager and the reorganization coincided in this way.
 - Dr. Damiano agreed that for future appointments, there should be a CAB designee on the interview panel. She offered to add either in the minutes or in the County proposal that a CAB designee will be on the interview panel in the future and that the Division Manager will be provided orientation on the role of the CAB and will attend CAB meetings.
 - Dr. Mendonsa recommended that Dr. Damiano and he work together on such language to get it out to CAB by early next week. The two items to be added to the proposal are 1) to ensure that CAB is represented on any interview panel for HRSA Project moving forward and 2) that CAB’s authority to approve and dismiss (or not) the HRSA Project Director is recognized and respected.
 - Dr. Mendonsa recommended that Dr. Damiano and he work together on such language to get a draft to CAB by early next week. The two items to be added to the proposal are 1) to ensure that CAB is represented on any interview panel for HRSA Project Director moving forward and 2) that CAB is involved with replacing and appointing the HRSA Project Director.
 - Dr. Hutchins said she wanted to make sure that the language added is compliant with HRSA requirements. HRSA specifies that the CAB has the sole authority to appoint or dismiss a HRSA Project Director.

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- *A CAB member suggested that language could also be added to the document that the CAB will be involved in any future organizational changes that affect the HRSA Project Director to ensure that SCHC remain in compliance with HRSA program requirements.*
- *Chair Winbigler reiterated that CAB wants to stay in compliance with HRSA regulations and feels that if it has no say in these decisions (as required by HRSA), then the CAB has no effective oversight role, which is a HRSA requirement.*
- *A CAB member then asked about the process moving forward. Once the revised County proposal draft is shared, how does CAB review it? Should we appoint one member (such as the Chair) to review and approve it? Do all members review it individually? What is the proper process?*
 - *Dr. Hutchins responded that the Chair of CAB does not have power to approve something on behalf of CAB. A quorum of CAB members must review and vote on the proposal during a properly advertised meeting. This could be done at the next monthly meeting or CAB could decide to hold a special meeting just for this purpose.*
 - *Ms. Bluemel made a motion that CAB discuss and vote on the County proposal as revised by Dr. Mendonsa at the August 19, 2022 meeting.*
 - *Mr. Gallo seconded the motion that CAB discuss and vote on the County proposal as revised by Dr. Mendonsa at the August 19, 2022 meeting.*
 - *All members in attendance voted to approve the motion that CAB discuss and vote on the County proposal as revised by Dr. Mendonsa at the August 19, 2022 meeting.*

Introduction of Dr. Andrew Mendonsa

- *Dr. Mendonsa introduced himself. He noted that he joined County service in 1997, first at the Oak Park Clinic, then transferred to the Behavioral Health Division at the County Mental Health Treatment Center. He then was promoted to Mental Health Counselor, after which he completed his doctorate in clinical psychology and became a licensed clinical psychologist. Dr. Mendonsa then took the opportunity to join the State's Department of Corrections at which he served as Chief Psychologist. While at the State, Dr. Mendonsa also worked for the Department of Managed Health Care where he worked as a regulator and surveyor in the Quality Assurance Program. Dr. Mendonsa also worked at Kaiser Permanente for a few years before coming back to the County to manage the Substance Abuse and Treatment Program within Behavioral Health Services.*
- *Dr. Mendonsa is excited to be promoted to Division Manager for the Health Center and is happy to be at the Health Center.*

Update on the Service Area Competition Application –

- *Dr. Hutchins requested that CAB permit staff to amend the agenda and minutes from 5/20/22 and 6/17/22, replacing where SAC was mistakenly written as “Special Area Competition” rather than “Service Area Competition.”*
 - *Ms. Bohamera made a motion to amend any place where SAC was described as “Special Area Competition” rather than “Service Area Competition” in previous agendas and minutes.*

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- *Ms. Bluemel seconded the motion to amend any place where SAC was described as “Special Area Competition” rather than “Service Area Competition” in previous agendas and minutes.*
- *All members in attendance voted to amend any place where SAC was described as “Special Area Competition” rather than “Service Area Competition” in previous agendas and minutes.*
- *“Dr. Hutchins requested that CAB members submit new information for their bios, as these are needed for the SAC application to demonstrate that CAB has the proper number of members, that members represent the populations we serve, and that we have the proper balance of consumer and community members. The handout for the bio was included in today’s materials. For members who have been on CAB for some time please be sure to ensure that the information is updated. Dr. Hutchins offered to send their seat number to any member who does not remember it.*
- *Dr. Hutchins indicated that the updated bio can be mailed to 4600 Broadway or emailed to Mr. Safi, whichever is easier.*

***Review and Approval of Year 2022-2023 behavioral health school sites**

- *Dr. Hutchins reminded CAB that one of their responsibilities is to review and approve operational changes such as site locations, programs and hours of operations.*
- *As members may remember, SCHC and SCOE wish to expand our mental health program at school sites. Members were provided a handout identifying the schools chosen to be added for the next school year. The criteria used for selecting schools were 1) the socioeconomic level of students, and 2) geographic representation of the County. The Health Center and SCOE chose these sites to improve access in areas where mental health access has been most crucially missing.*
- *Dr. Hutchins indicated that there are still two high schools to be chosen. Negotiations are continuing with the school district in Galt. The local school boards need to be involved and supportive of participation.*
- *Dr. Hutchins asked if members had any questions before voting on whether to expand our sites as proposed.*
 - *Ms. Bohamera made a motion to approve the list of school sites for expansion.*
 - *Mr. Gallo seconded the motion to approve the list of school sites for expansion.*
 - *All members in attendance voted to approve the list of school sites for expansion.*

***Quality Improvement**

- *When opening the handout, Dr. Hutchins realized that she had provided an incomplete draft of the 2022 SCHC Quality Improvement Plan to members.*
 - *Ms. Bohamera made the motion to withdraw the QI Plan from the agenda today and bring back the final draft for consideration at the August 19, 2022 CAB meeting.*
 - *Ms. Bluemel seconded the motion to withdraw the QI Plan from the agenda today and bring back the final draft for consideration at the August 19, 2022 CAB meeting.*
 - *All members voted to withdraw the QI Plan from today’s agenda and to bring back the final draft for consideration at the August 19, 2022 CAB meeting.*

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- *Dr. Hutchins then spoke about Quarter 2's No Show Report. Prior to the pandemic, CAB reviewed this report quarterly. CAB deferred the report for a while, and looked at it annually instead. Staff would like to get back to looking at the report more frequently. The handout provided shows the number and percentage of visits for which the patient did not attend. "No shows" impact other patients' ability to get appointments and result in no payment to SCHC. This is a metric we look at carefully regarding access and financial sustainability.*
- *As members can see, the handout created by Rachel Callan separates patients by clinical program and by payor (Medi-Cal vs. Healthy Partners). There were too few patients with Medicare or on Sliding Fee Scale to separate them out; they are included in the overall rates.*
- *Highlights of the report included that the highest no show rate was for Medi-Cal patients scheduled with one of our specialists (34% no show rate), while the lowest no show rate was at SCHC Loaves & Fishes (due to the schedule being composed mostly of walk in appointments). Traditionally, the Pharmacy appointment has had the lowest no show rate. For Quarter 2, the COVID vaccination clinic and specialty had high no show rates.*
- *As members may remember, last year the no show rate for telehealth appointments was substantially lower than for in person appointments.*
 - *A CAB member asked what approach can address the no show rate?*
 - *Dr. Hutchins responded that the use of Televox can help; this program sends reminders to patients 1-2 days before the appointment, either by phone or text at the patient's preference. The patient may also be experiencing barriers (e.g. transportation or childcare) that could be addressed through case management.*

***CAB Governance**

- **Committees Updates to CAB**
 - **Clinical Operations Committee – NA – Committee did not meet**
 - **Finance Committee**
 - **Ms. Bohamera reported for Chair Winbigler.**
 - **May Financial Status Report (FSR)**
 - **Ms. Bohamera indicated that SCHC was on track with the budget in May and is doing well with some unexpected revenue for the year.**
 - **Update on grants – existing and potential**
 - **The HRSA Enhancing Coronavirus Testing (ECT) grant was completed and closed.**
 - **The County ARPA second request was sent to the Sacramento County Board of Supervisors (BOS) on July 13.**
 - **County budget update**
 - **The final budget for the Health Center was approved by the BOS, including growth positions as noted by Dr. Mishra earlier.**
 - **Supervisors are in the process of recruiting and hiring for these positions.**
 - ***Approval of annual comprehensive Federal Grant Audit**
 - **Ms. Bohamera reported that we received the annual single audit report for the County of Sacramento (as required by HRSA).**
 - **Review of the Sliding Fee Discount Policy was deferred to the next meeting.**

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- *Governance Committee
 - *Ms. Winbigler reported for the Governance Committee.*
 - Strategic Plan monitoring
 - *There were no deliverables for July.*
 - Recruitment update
 - *We have received an application for membership from a Health Center patient. The Governance Committee has vetted the application from Ms. Suhmer Fryer, verified her eligibility, and recommends that CAB vote to approve her membership.*
 - *We still need to continue recruitment efforts for at least one more consumer member. Ms. Miller has helped by creating a new recruitment flyer.*
 - *Vote on possible new CAB member
 - *Ms. Bluemel moved to approve the application for CAB membership by Ms. Suhmer Fryer*
 - *Ms. Bohamera seconded the motion to approve the application for CAB membership by Ms. Suhmer Fryer*
 - *All members in attendance voted to approve the application for CAB membership by Ms. Suhmer Fryer.*

Next Meeting Items – All

- HRSA Project Director/Medical Director Report
- Update on Service Area Competition Application process
- Quality Improvement: *Quarter 2 Provider Report Card Summary*
- Program Review: Healthy Partners
- June Financial Status Report
- Committee Updates
 - *Policy and Procedure Review

Public Comment – *Mr. Sultani, Vice-Chair*

- *There were no public comments.*

Closing Remarks and Adjourn

- *Chair Winbigler adjourned the meeting at 11:10 AM.*

Next Meeting: Friday, August 19, 2022 9:30-11:00 via Zoom or in person

*Items that require a quorum and vote.

The Co-Applicant Board welcomes and encourages participation in the meetings.

Matters under the jurisdiction of the Co-Applicant Board and not on the posted agenda may be addressed by the public following completion of regular business.

The agenda is posted on-line for your convenience at <https://dhs.saccounty.net/PRI/Pages/Health%20Center/Co-Applicant%20Board/County-Health-Center-Co-Applicant-Board.aspx>

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