

HRSA Project Director Updates

August 21, 2026 – CAB Meeting

Staffing Updates

SCHC is engaged in ongoing staffing efforts to fill position vacancies. These include:

- Nurse Practitioner
- Nursing
 - Contingent offer to Supervisor RN in clinical operations team; recruiting for Medical Case Management RN
- Medical Assistants
 - Backfilling County and registry positions in Referrals; one position in clinical operations team
- Office Assistants
 - Front Desk/clinical operations team; SCOE support
- Sr. Office Assistant

We are having productive conversations and focused action planning in our **internal Referrals workgroup comprised of clinical and operational leaders**. We have been focusing on an in-depth review of the Referrals department including staffing, operations, inter-department communication, and access to specialists. The team is comprised of senior administrative and clinical leaders, referrals leaders, and EMR leaders. We have already made **improvements on coordination between referrals specialists and providers**, as well as **built and improved referrals and communication templates in the EMR**. We are continuing to evaluate referrals data and staffing levels to develop recommendations for long-term resource needs. We have moved quickly to backfill staff due to a recent retirement and anticipate strong internal interest in the newly opened County permanent position.

We're seeing tremendous success with our recently launched **volunteer program**. We currently have **7 volunteers** – with more joining our team soon – working throughout the clinic to work on critical projects such as training to **support the referrals team**, creating comprehensive **community resource lists**, **standardizing exam room supplies** and storage and **calling patients** to schedule appointments for quality improvement clinics.

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Clinical Operations

The Clinical Operations team is working diligently to **develop and implement Clinic Standard Operating Procedures (SOPs)**, which are essential for ensuring safe, consistent, and high-quality patient care across both clinical and administrative functions. These procedures provide clear guidance that helps staff perform tasks accurately and in compliance with regulatory and organizational standards.

Our team is currently focused on supporting and implementing two key SOPs:

1. **Provider of the Day (POD)** – a structured daily coverage model that ensures patients have reliable access to a provider when unexpected needs arise.
2. **Temperature Excursion Response Protocol** for the Vaccines for Children (VFC) program – a standardized, Centers for Disease Control and Prevention (CDC) aligned process for identifying, responding to, documenting, and reporting temperature excursions (deviation from defined, approved temperature range/limits) in vaccine storage units.

In addition, we are excited to share that we are moving forward with expanding our Clinical Operations team. We are currently in the hiring process for two new positions: one Supervisor RN and one Medical Assistant (MA).

Quality Improvement & Compliance

- **Strategic Plan Surveys:** Surveys were distributed to clients, staff, and key stakeholders, and we have received a good response rate so far. Data analysis will be completed by the end of August. Findings will guide the development of strategic priorities, draft goals, and planned activities throughout September.
- **Audit Preparation:** Preparations are underway for the upcoming **340B audit** scheduled for September 2026. In addition, an **eRad audit** is planned for November 2026, with early readiness activities in progress.
- **Well Child Clinic Collaboration:** We continue working closely with Health Net to support the dedicated Well Child Clinics held every Monday afternoon. These began on August 3rd and are operating successfully.

School-Based Health Center Sites

The Health Center continues to meet with School Based Health contractors, Sacramento County Office of Education (SCOE) on expansion of the program following the **recent CAB approval of 35 additional sites**. The Health Center **clinic/admin team meet with SCOE monthly**. This meeting includes collaboration with Sacramento County's Behavioral Health Services team, which has been valuable for appropriate training, guidance to schools, and support to youth considering recent high-profile incidents of self-harm and suicide on social media.

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Based on feedback from our HRSA Project Officer, these 35 applications have all been **updated and submitted for review from the HRSA policy team**. We are eager for approval with the start of the school year. We continue to collaborate with Sacramento County's Behavioral Health Services team

FQHC and Community Collaboration

We are participating regularly in a **Medical Care for Uninsured Individuals workgroup** with other FQHCs, hospital systems, health plans, Community Based Organizations, and County leaders. This partnership allows for information and best practice sharing, care coordination, and proactive approaches to strengthen Sacramento's health safety net in response to significant changes in federal, state, and local policies (such as H.R.1).

SCHC is also engaging in **monthly coordinating meetings with other FQHCs**. Rachel Kay and Michelle Besse recently toured Elica Health Center as part of National Health Center Week. The tour spanned clinic and community resource center sites and included Elica Health Center leaders, other FQHC partners, and Health Plans leaders, facilitating in-depth Q&A and knowledge sharing.

CAB Recruitment & SCHC Welcome Videos

Lights, camera, action! Soon you'll see some familiar faces gracing the video screens of our lobbies. We recently partnered with the Sacramento County Public Information Officer team to **film a series of informational and welcome videos**. These included **testimonials and calls for SCHC patients to join CAB** from our very own Jan & Laurine, as well as **welcome messages and services overviews** from our Chief Medical Officer/Medical Director (Dr. Gonzalez), Division Manager/CAB Project Director (Rachel Kay), HPM Michelle Besse, and **greetings and gratitude from some of our engaging and compassionate staff!** We were able to feature providers, Medical Assistants, Office Assistants, Human Services Program Planners, and more, with messages filmed in English and all our threshold languages. We're excited to have these videos bring a warm welcome and valuable information to our patients.

As a result of the video shoot, our staff learned more about CAB and were excited to start talking to patients about the opportunity to participate on the board. Since then, **one of our amazing MAs from Pediatrics, Kristina, has had four patients/guardians of patients submit applications to join CAB!**

Thinking of you all from the beautiful Salmon River in Idaho and looking forward to seeing you next month! – Rachel Kay