



Ventura County Community Health Center (CHC) Board Meeting Agenda

Theresa Cho, MD
Ventura County Ambulatory Care
Chief Executive Officer
Medical Director
CHC Executive Director

John Polich
County of Ventura
Assistant County Counsel

Chaya Turrow
Ventura County Ambulatory Care
CHC Co-Applicant Board Clerk

**Meeting Minutes
December 15, 2022
12:30 - 2:00 PM**

Zoom Virtual Meeting

Link:

<https://us02web.zoom.us/j/85346169225?pwd=NXFIWndXSHJuS1c2b01IYXc4Z1R3UT09>

**Meeting ID: 853 4616 9225
Passcode: 547149**

**Teleconference:
+1 669 900 6833**

CHC BOARD MEMBERS:

DAVID TOVAR, District 1
Chair

JAMES MASON, District 5
Vice Chair

RALPH REYES, District 3
Secretary

RENA SEPULVEDA, District 1
Treasurer

MANUEL MINJARES, District 3

RENEE HIGGINS, MD, District 3

SUSAN WHITE WOOD, District 5

MELISSA LIVINGSTON, District 4

ESPY GONZALEZ, District 2

ROBERT RUST, District 3

MONIQUE NOWLIN, District 1

Call to Order:

David Tovar called the meeting to order at 12:33 PM.

1. Roll Call

| | |
|--------------------|----------------------------|
| David Tovar | Present via teleconference |
| James Mason | Present via teleconference |
| Ralph Reyes | Absent |
| Rena Sepulveda | Present via teleconference |
| Manuel Minjares | Present via teleconference |
| Renee Higgins, MD | Present via teleconference |
| Susan White Wood | Present via teleconference |
| Melissa Livingston | Present via teleconference |
| Espy Gonzalez | Present via teleconference |
| Robert Rust | Present via teleconference |
| Monique Nowlin | Absent |

Roll call confirmed that a quorum was present.

2. Ventura County Staff Present

Theresa Cho, MD, HCA – Ambulatory Care
Lizeth Barretto, HCA – Ambulatory Care
Tim Hawkins, HCA – Ambulatory Care
Christina Woods, HCA - VC Health Care Plan
Dee Pupa, HCA - Deputy Director Managed Care
Martin Hahn, HCA – Ambulatory Care

Public Present – None

3. Public Comments - None

Action Items:

4. Approval of CHC Board Meeting Agenda for December 15, 2022

Board Member Rust motioned to approve the agenda. Board Vice Chair Mason seconded. The motion passed with no dissensions or abstentions.

5. Approval of CHC Minutes for November 17, 2022

Board Member Rust motioned to approve the minutes. Board Vice Chair Mason seconded. The motion passed with no dissensions or abstentions.

6. Review the Approval of the Annual Activity Report

Ms. Turrow shared the Annual Activity Report in the Board Meeting invite. Ms. Turrow requested suggestions and discussion from the Board prior to approving. Board Vice Chair Mason moved to approve the Annual Activity Report. Board Member Minjares seconded. The motion passed with no dissensions or abstentions.

7. Review and Ratify the Uber Health Contract

Ms. Barretto said the organization is required to provide transportation services, so patients do not have any barriers to care - previously used taxi vouchers and tokens for this purpose. But there were challenges with receiving vouchers, taxis not showing up, or oversight. VC HCA has contracted with Uber to help with some of the challenges. There is a small amount in the budget available for Uber. Hospital is also using this for their services.

Ms. Turrow explained how Uber Health works – essentially the same as regular Uber used through the app, but VC HCA will book the rides for patients through a desktop portal. The Ambulatory Care team has full oversight over the driver, tracking the route, the cost, and who booked the ride. Depending on the location of the rider, there is the option for wheelchair accessibility, and assist, which is where the driver assists the patient in and out of the car.

Board Member Livingston asked if the program accommodates for different languages. The program has over a dozen different languages, the coordinator just needs to specify which language is needed.

Board Member Gonzalez asked if this can be used for any type of appointment or prescription pickup. As long as the trip is booked through the VC HCA coordinators, the patient can go to an appointment, get lab testing, or pick up medication.

Board Chair Tovar asked about the financing behind the Uber Health Program. Ms. Barretto said that it is part of the annual budget. For patients that have Medi-Cal, there is transportation available through Gold Coast that gets booked in advance. Uber Health will be used as a last option.

Board Member Higgins asked if Uber Health has accommodations for non-ambulatory patients. Ms. Turrow said that there are wheelchair accessible vehicles within the Uber system. The coordinator needs to specify if the ride will be wheelchair, assist, or comfort. Uber Comfort are newer cars, larger back seats, and the potentially larger trunk space to hold a walker.

Board Member White Wood started a conversation regarding terms and agreement amount. After a brief discussion, Mr. Hahn said this is a blanket purchase order to not exceed \$50K, no term date. It just applies to the regular Uber fees – increased rates for peak time and driver availability.

Board Member White Wood makes a motion to ratify and approve. Board Vice Chair Mason seconds the motion. The motion passes with no dissensions or abstentions.

8. Review and Approval of determination that the legally required circumstances to meet virtually still exist: (*Government Code, § 54953, subdivision (e)(3)*)

Due to the next meeting not being within 30 days, Board Chair Tovar suggests having the Special Meeting on Thursday, January 12, 2023. Board Member Minjares moved to approve to continue meeting virtually. Board Member Sepulveda seconded. The motion passed with no dissensions or abstentions.

Discussion Items:

9. Review the Updates made by the Bylaws Committee

Board Chair Tovar reviewed some of the updates and suggestions the committee made regarding the bylaws. The consulting firm provided feedback initially, then it was brought to the committee to review the consulting firm's suggestions. Board Chair Tovar mentioned that since the bylaws have previously been approved through HRSA and County Counsel, they discussed if it was worth it to make amendments, unless there are areas where we would be liable.

Board Chair Tovar and Board Member White Wood said that most changes were grammar and slight changes on specific verbs used throughout. Board Vice Chair Mason said that the County Counsel will ultimately have to put their approval on any changes made.

Board Member Higgins said when the bylaws were developed initially, there was a lot of back and forth with the interpretation of how things should be written. She suggested that it might be helpful to reach out to other regions to see how they handle some of the verbiage. Board Member White Wood said it is important for people to know that in other communities, the CHC Board is the only one who oversees, whereas this CHC Board works off a co-applicant

agreement. Ms. Barretto said that along with the Gary Bess team, her team researched other co-applicant agreements and made some tweaks.

The OSV is expected between April – June 2023. The actual date will probably be sent about two months prior, but the goal is to finalize by February. After adjusting the bylaws with the suggestions made, the committee will bring a draft by the January or February meeting. This will also go to County Counsel before bringing to the Board.

10. Presentation of Updates to the Sliding Fee Discount Program

Mr. Hawkins shared the updates made to the Sliding Fee Discount Program. The sliding fee scale and the discounted service program is one of the key service programs for low-income patients to ensure equity of care. This program represents approximately 4,000 encounters per year, about 6% of total encounters.

Mr. Hawkins and his team have been fine tuning the application process. The new application form will ask for basic demographic information and will be simplified for both patients and staff. Additionally, the application will allow for a patient to sign off on a declaration of income in the absence of income documents.

Mr. Hawkins is also working through how to display VCCHC's scope of services as they are relevant to the sliding fee scale. He is developing a series of various schedules, which include all FQHC services.

The Sliding Fee Discount Program packet will include the current federal poverty level information for the calendar year, published by the federal government.

Board Member Gonzalez asked about income in-kind. This used to be seen with families who would apply for food stamps, Medi-Cal, where they really cannot provide proof of income, yet they still needed medical services. Mr. Hawkins said the expectation is to capture this information with the self-declaration form.

11. Continued Business

a. Grants Update

HRSA has allocated \$914K to VCCHC to focus on increasing vaccine confidence and providing vaccines to vulnerable populations. The budget is due by January 6th, therefore the CHC Board will ratify the budget piece during the January meeting. The funding will be mainly used for temp staff and a few community events. HRSA is requesting the funding to be used within six months, but the majority in the next three months.

12. CEO Update – Dr. Theresa Cho, HCA, Ambulatory Care

Dr. Cho shared that the first phase of folks had a successful move into the centralized call center. It is anticipated to move more people in within the new year. The bidirectional text messaging clinic is live with all but two clinics, Magnolia and Las Islas, with Magnolia today.

The team applied for a grant with CDPH, Test-to-Treat, which is providing treatment for COVID-19. The parameters for who qualify for the treatment medications have become looser

in time. The team is working to develop a plan on how to do the outreach to the community because not many people know the medication exists and is free.

Dr. Cho has been looking at patient satisfaction surveys with respect to disparities - added zip code and ethnicity data. This will allow more meaningful analysis.

The Board has approved two big contracts relating to specialty care – Oceanview (adult medicine specialty care) and orthopedics. The updates made will serve the patients better and ensure the encounters are timely and comprehensive.

13. Board Comments

Board Member Rust said that given what CHC’s mission is, it would be very unfortunate to turn someone down for fiduciary problems. Dr. Cho said no one will ever be turned away. As an FQHC, we are required to have a Sliding Fee Discount Program, but VCCHC will not allow money to be a barrier. Ms. Pupa added that those who are above 200% of the FPL, and do not qualify for the sliding fee program, do qualify for the self-pay discount program, so everybody has access to discounts.

14. Staff Comments

No staff comments.

15. Adjourn – 1:24 adjourn.

Audio files of the CHC Co-Applicant Board meetings are available by contacting the CHC Co-Applicant Board Clerk at chcboardclerk@ventura.org

Minutes submitted by: Chaya Turrow, CHC Board Clerk

**Next Meeting: Thursday, January 12, 2023 (Special Meeting)
Thursday, January 26, 2023**