



**South Central Family Health Center
Board of Directors' Meeting Minutes
October 30, 2017**

Present: Fernando Almodovar, Dr. Tumani Leatherwood, Martha Munoz, Amir Johnson (phone), Jaime Moreno, Adrian DeVargas, Tia Strozier
Absent: Jan Brittain, Rosie Rios, Erica Hernandez, Elmer Roldan
Staff: Richard Veloz, Paul Ramos, Dr. Jose Perez, Dr. Ryan Huang, Dr. Keith Fukuyama, David Roman
Guests: Angel Obregon, Chief of Administration/Compliance

Agenda Items	Discussion Items	Action Items
Meeting called to order	The meeting was called to order at 6:30 pm	
Roll Call	Roll was called; there was a quorum present.	
Administrative Report Richard Veloz	<p>Richard Veloz presented staff reports to the Board and discussion followed answering questions and providing feedback to the Board members. He indicated that he attended numerous meetings and events this month which is detailed in his report.</p> <p>Strategic Planning Richard and Senior Management have been working with Maura Harrington, Center for Nonprofit Management, to finalize the Strategic Plan for the organization. A presentation will be given to the Board at the next Board meeting.</p> <p>Affordable Care Act When the Affordable Care Act was enacted in 2010, it increased the funding for our grants for five years for 330s. Richard shared with the Board a graph "The Cliff Basics" which outlined health centers program annual funding for FY11-FY18. On the graph, the blue portion details discretionary funds that is received every year based on</p>	

the overall Congressional budget. The Affordable Care Act expanded for five years until 2015 and Congress enacted a renewal for two additional years until September 30, 2017. Congress has not renewed the grant portion. SCFHC budget in approximately \$20 million and the grant portion is about \$4 million. If not renewed, this would reflect a 70% cut in the grant portion which would impact SCFHC approximately by \$3 million and the budget would be \$17 million. If this happens, the organization may have to cut back on services offered. The House has passed a bill to extend the grant portion for two years. The Senate as well as NACHC has a bill out to extend for five years. To get anything passed, the House and Senate must agree. Health care organizations are writing letters to Congress to address these issues and by Thanksgiving, we should have a better idea as where this might be going. Martha Munoz offered her services to address these issues and she was referred to David Roman.

Business Continuity Plan

Community Clinic Association of Los Angeles County developed a MOU in conjunction with SCFHC for an Emergency Disaster Preparedness Plan for an alternate site in case of an emergency. The Board questioned Richard on the financial implications of the plan, and also if SCFHC has a Business Continuity Plan as well. Adrian DeVargas indicated that he would like to volunteer his services and assist staff in developing a Business Continuity Plan for SCFHC. Recommendation made to approve the Business Continuity Plan for an alternate facility.

Angel Obregon

Richard introduced Angel Obregon to the Board who worked at Altamed for approximately ten years and encouraged them to read his Bio. He stated that SCFHC was in great need for a Compliance Officer; someone who could do the investigations, someone who could keep track with Human Resources and the licensing issues taking place in administration. The Director of Human Resources resigned and SCFHC needed someone to fill that position and deal with compliance issues. SCFHC incurred large costs in attorney fees and hopefully, these costs will go down. Richard stated that we are very fortunate to have Angel join our organization as the Chief of Administration and Compliance. Angel shared his background and

Motion by Dr. Leatherwood to approve the Business Continuity Plan for an alternate facility. Second by Adrian DeVargas. The motion was unanimously approved.

	<p>experience with the Board and expressed it is a great honor to join SCFHC and he is committed to the mission of the organization.</p>	
<p>Development Report David Roman</p>	<p>David Roman announced that SCFHC has been approved for a \$100,000 grant from the Ahmanson Foundation in which he applied for the grant in March. This grant will be used to purchase dental chairs at Jefferson High School. We also received a NSI grant through the Southside Coalition of Community Health Centers to expand the issue regarding transportation among the of community clinics of the Southside Coalition. SCFHC will take the lead on this grant and receive \$39,000. Richard met with the CEO of T.H.E. Clinic and discussed areas that they felt they could work together on a joint venture and it was agreed to focus on transportation. The Southside Coalition drafted a proposal which was submitted to Ms. Alvarez with NSI. David reported that he submitted a proposal to Kaiser Permanente Downey for \$50,000 for STD prevention at Huntington Park and Cudahy Clinic. David indicated that he is working on a plan to submit a grant to the Everychild Foundation next year. David stated he will be meeting with Board members to discuss their annual giving to SCFHC which is stated in the bylaws regarding Board members making a meaningful contribution to the organization. A year-end campaign will be launched November 15th and the theme this year is "South Central Rising". 49.9% of our staff reside in the 13 zip codes that are centrally located to our clinic. SCFHC creates great opportunities for the community by revitalizing the community that we are in through our buildings, but we provide a platform where the community gets to demonstrate their capacity for resilience. We would like to highlight how the SCFHC staff contributes to the community and supports why people should support SCFHC at the end of the year. David announced that Lauren Brunet is an Americorps Vista member who joined our organization this year. One of her projects was to research and discuss re-usable feminine hygiene products with residents of the community. The County of Los Angeles in partnership with CCALAC, DHS and the Department of Public Health have an annual fast pitch competition in which Lauren applied using the research question of re-usable feminine products. Lauren is the youngest person to date to qualify for this competition which was highly competitive. Lauren will be invited to attend an</p>	

<p>Operations Report</p>	<p>upcoming Board meeting.</p> <p>Dr. Jose Perez indicated that Genevieve Filmardirossian is on vacation, and he will report on her behalf.</p> <p>He stated that for more than a year, The Accelerated School (TAS) has had technical issues. It is a charter school so they are not bound by the same rules as District schools. For more than a year, we have informed TAS that the WIFI and the phone infrastructure is not up to par. The providers have to come to the main site to document because the WIFI is not working, phone calls get lost from patients, and for more than a year SCFHC has requested a lease agreement with TAS. It is the recommendation to close TAS temporarily at least until the technical difficulties are resolved. David Roman has been in contact with our Program Officer at HRSA who indicated that unless we close the clinic permanently, there is nothing we should do and work with the school to resolve the issues. Staff further explained many challenges SCFHC is encountering with TAS which is a liability issue. Will keep the Board informed on the status of TAS.</p> <p>Recently, a Thai Restaurant (three buildings from the Cudahy Clinic) went up in flames a week ago. Even though our clinic was not physically damaged, there was a lot of smoke damage. A thorough clean-up will be conducted and the Cudahy Clinic will be closed for business until the issues are addressed. Patients will be re-routed to the Elizabeth Learning Center as well as SCFHC staff. The Fire Marshall will be called next week for an inspection and clearance to resume services at the clinic.</p>	
<p>Medical Report Dr. Jose Perez</p>	<p>Dr. Jose Perez reported that he is working on the development and better usage of the Electronic Medical Record (EMR) using NextGen. In the past years, the usage of the EMR system has not been optimized; thus, we are having a gap in the kinds of data in reports that can be generated. He has identified one of his providers, Dr. Michael Kemmer, who has become the new EMR champion. He will be providing training to the providers, make sure they are documenting in the proper place, and when they run reports, it will reflect more accurate work that the providers are doing. Dr. Perez and Dr. Kemmer will be attending a NextGen conference next week for intense training and will implement the strategies learned at the training. Hopefully in a year we will be able to track the results from</p>	

	<p>the training and see the areas of improvement. The ultimate goal is to improve the quality of care that we provide to our patients and identify who has not had specific tests, i.e. pap smear, cholesterol screening, colorectal screening. There is money available based on quality of performance for example Pay for Performance from the health plans to the IPA. Dr. Perez stated that if he and his team can accomplish some of the goals over the next year, not only will they be serving the patients better but financially the organization would benefit tremendously.</p> <p>Dr. Perez stated that in terms of productivity, the providers were able to see over 7,200 patient visits. We were a little short of what was reported a month before, partly because the patients were unsure if they should go to the new building or the main clinic. We also lost a Dentist which impacted our patient visits as well, and some of the providers were out on vacation. We anticipate that we will rebound in the month of October.</p> <p>Dr. Perez reviewed the Diabetes Quality Report with Dr. Leatherwood and Martha Munoz. In some areas we are doing very well, above the average for most of the clinics. There are some areas like hemoglobin where we need improve. Dr. Leatherwood and Dr. Perez have some suggestions as to ways to improve these scores. Overall, our providers are working extremely hard in providing diabetic care to the patients.</p> <p>The Medical Committee made the recommendation to approve the temporary credentialing for Dr. Jannae Navarro, Brian Kozackza, FNP, Lavina Shahini, FNP and Elisabeth Youn, DPM.</p> <p>Dr. Perez indicated that he, Paul Ramos and Genevieve Filmardirossian visited a clinic in Whittier and Huntington Park recently and staff is considering the possibility of purchasing or leasing to expand services to patients. The Board questioned the possibility and staff indicated they would do a competitive analysis and research the business continuity of the clinics. Staff will give a report to the Board at the November meeting.</p>	<p>Motion by Dr. Leatherwood to approve the temporary credentialing for Dr. Jannae Navarro, Brian Kozackza, FNP, Lavina Shahini, FNP and Elisabeth Youn, DPM. Second by Tia Strozier. The motion was unanimously approved.</p>
<p>Dental Report Dr. Ryan Huang</p>	<p>Dr. Ryan Huang reported he is working on the infrastructure in his department. He had to fire a dentist; currently working on</p>	

	<p>interviewing candidates to fill positions in the Dental Department. Striving to open the department to the public on a full time basis, six days a week.</p>	
<p>Pharmacy Report Keith Fukuyama, PharmD</p>	<p>Dr. Keith Fukuyama referred the Board to his report in the packet for a chart that reflects the accomplishments for the month. Stated that with L.A. County, there is a moratorium on the pharmacy Medi-Cal license. The State has put a moratorium on them for quite some time. There is an exemption for FQHCs that have a Pharmacy and we applied under that exemption. The second part of that exemption, is that it has to be at the same address as our grant which is at 4425 S. Central Avenue, Los Angeles, CA 90011.</p> <p>He sought advice from CCALAC, CPCA and they indicated that we should work with the Provider Enrollment Division at Medi-Cal. The moratorium expired in September, so immediately we submitted the application. Conversations with the Medi-Cal Division went back and forth; finally it was determined that SCFHC would receive their Medi-Cal Pharmacy license.</p>	
<p>Finance Report Paul Ramos</p>	<p>Paul Ramos stated that the Finance Committee met and reviewed the following documents:</p> <ol style="list-style-type: none"> 1. Statement of Revenue and Expenses for September 30, 2017 2. Balance Sheet as of September 30, 2017 3. Statement of Revenue and Expenses by Sites 4. Budgeted Statement of Revenue and Expenses 5. Productivity Report Overall (graph) 6. Actual Visits by Sites (graph) 7. Personnel Cost by Department 8. Expenditure Report by Month 9. Accounts Receivable Ageing and Detail 10. Accounts Payable Ageing and Detail 11. Cash Receipts and Disbursement Report 12. Payer Mixed <p>Total Revenue: September 2017: \$1,884,295 September 2016: \$1,564,441 Revenue increased by 16% on a year-to-date basis compared to the previous year. Total MHLA charges for the month of September 2017</p>	

	<p>was \$206,090.</p> <p>Total Expenses: September 2017: \$1,900,571 September 2016: \$1,494,304 Expenses increased by 18% on a year-to-date basis over prior year. There was a deficit of \$16,275. Expanded on contractual services for increase in per diem physicians; and radiology are reflected in the expenditures report.</p> <p>Assets and Liabilities: Total cash and investment balance as of September 30, 2017 was \$1,719,535. This money was in checking and investment accounts at Chase, Bank of the West, ProAmerica and Smith Barney Salomon and Unemployment Services Trust. Total Net Assets as of September 30, 2017 was \$8,942,820.</p> <p>Productivity: During September 2017, there were 7,234 visits compared to a projected of 7,712 or 6% under budget. Total visits for the year has a variance of 1,635 or 3% over compared to last year.</p> <p>Budget: Total adjusted revenue for the year is \$1,232,234 over budget or 8% patient revenue net is \$458,499 or 5% under budget. Total expenses for the year is \$259,826 under budget or 2%.</p> <p>Cash Flow: For the month, there was an excess of \$33,000 (Cash Receipts minus Cash Disbursements). As per year-to-date, there was an excess of \$736,000.</p>	
<p>Human Resources Report Angel Obregon</p>	<p>Angel Obregon stated he is working with Ingrid Hernandez to develop a new recruitment plan and a recruitment retention plan onboarding. One of the things he was able to see is that we lose many employees within the first year. Within the 60 days of hiring, you want to do a 60 day survey. What has your experience been like, give me feedback, and do the same thing with supervisors which will help us retain that employee. What is being done and said by the department. Many times an employee is informed that he job responsibilities is one thing and when he starts the job, the responsibilities change. Job descriptions will be reviewed as well so it is consistent and accurate</p>	

	<p>with the job duties of the job. We also want to make sure that we have the right skill-set. Angel indicated that he will be reviewing benefits. Individuals come to an organization because they are looking for health care benefits. People are getting less health care benefits and paying more out of pocket. With our organization, 24% of base pay from any salary is being utilized to pay benefits which is “benefit rich”, because in most of the jobs in the economy, most employers are paying 15% top. SCFHC needs to do a better job at explaining what our benefits are, and the advantages of coming to SCFHC when we do our recruitment. SCFHC plans to automate signing up for benefits so employees can enroll online which is faster, more efficient and accurate. Finally, policies and procedures will be revised the end of January/first of February. The Board needs to approve the personnel policies and procedures every two years. Angel is working on a new Compliance Plan. A series of trainings will be conducted for supervisors and managers on compliance.</p>	
Action Items Continued:		
Board of Directors’ Minutes	<p>Motion made to approve the Board of Directors’ Minutes for May and September, 2017.</p>	<p>Motion by Tia Strozier to approve the Board minutes for May and September, 2017. Second by Martha Munoz. The motion was unanimously approved.</p>
Thanksgiving Gift Cards	<p>Motion made to approve Thanksgiving Gift Cards for employees in the amount of \$50. After much discussion with the Board and staff, Martha Munoz made the recommendation to amend the motion and change the amount of the gift card to \$60.</p>	<p>Motion by Martha Munoz to approve Thanksgiving Gift Cards for employees in the amount of \$60. Second by Jaime Moreno. The motion was unanimously approved.</p>
Submission of SAC Grant	<p>Every third year, SCFHC has to apply to HRSA for the Service Area Competition grant which is highly competitive. If fully funded, this could be in the amount of \$4.6 million which requires Board approval.</p>	<p>Motion by Adrian DeVargas to approve the submission of the SAC grant to HRSA. Second by Tia Strozier. The motion was unanimously approved.</p>

Executive Session	The Board went into Executive Session with the Chief Executive Officer, Richard Veloz, to discuss a Board and SCFHC personnel issue.	
Adjournment	There being no further business, the meeting was adjourned.	

Minutes respectively submitted by Anita Mossett

Approved by: _____