

December 20, 2016

South Central Family Health Center

Operations Report

Genevieve Filmardirossian, COO

<p><u>The Fun Committee</u></p>	<p>Special thanks! to the fun committee for working very hard to put together a successful “2016 Employee Appreciation Luncheon” by doing the following:</p> <ul style="list-style-type: none">• Raised up to \$5,000 dollars from Health Plans and vendors in order to purchase door prizes, raffles, center pieces, Mariachis, photo booth, special guess singer and paid up to 50% of the cost of the restaurant.• Screened contestants for the Talent Show• Encouraged every department to make a Christmas Video. We received a total of 10 videos. The videos were shared with all staff at the event.• Created the Event’s Program• Ordered and presented the 2016 Years of Service Awards.• Secured the Venue• Choose the Menu	<p>12/16</p>
<p><u>L. A. Care Medi-Cal Renewal Update</u></p>	<p>Enrollments: Due to simultaneous increases in Medi-Cal caseloads volume and challenges with system upgrades, Medi-Cal renewal-related terminations were suspended from 2014 to July 2016. Clean-up</p>	<p>On-going</p>

<p><u>LAUSD</u></p>	<p>efforts included processing the January 2016-July 2016 backlog that was expected in July. However, it did not occur due to a synching issue between Leaders and Meds. As a result of the County's clean-up efforts, L.A. Care experienced a large increase in terminations in September 2016. After September 2016 the number of monthly terminations began to normalize. On average, the County is processing 104,000 renewals per month. With an estimated 30-35% termination rate based on beneficiary failure to complete the renewal process. The exception is December 2016, when as many as 200,000 renewals are expected as a result of the County Program, LIHP transition.</p> <p>SCFHC is working with the Department of Health Care Services (DHCS) and DPSS to develop retention member communications, which will not reference the redetermination date.</p> <p>The LAUSD Wellness Center met with us to discuss the short term plan and the long term plan for the Jefferson Clinic as we are at capacity in providing dental services and almost at capacity for medical services.</p> <ul style="list-style-type: none"> • The short term plan is to increase the number of dental operatories from two (2) existing operatories to a total of four (4) dental operatories by converting two existing exam rooms into two additional dental operatories. The two medical exam rooms will be moved to an existing provider's office and the mental health provider's office. • The long term plan is to move the existing clinic to another location in campus, closer to school. The new location will be larger by 	<p>On-going</p>
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<p>Dental Department Update</p>	<p>additional 1,200 square feet from the current location. The estimated construction date is approximately within the next two years.</p> <p>At this time the LAUSD Trust is helping us find funding for the two additional operatories needed. Last week we provided a tour for Mr. William Ahmanson from the Ahmanson Foundation. The LAUSD Trust was invited to apply for funding for the dental operatories.</p> <p>We continue the search for the Dental Director; in the meantime, the COO is serving as the interim Dental Director. The department is running smoothly, we are seeing the same number of patients. We are also short three (3) support staff in this department. In the meantime we were working with temps from an agency until we hire permanent employees. Evaluations for dental providers are being completed on a timely manner. It is a big challenge to run this growing department without a Dental Director.</p>	<p>On- Going</p>
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