

Board of Directors Meeting, Executive team Summary-November 6, 2025

Medical Director Report:

- Kaylie Mendoza who was a patient service representative recently started as a medical assistant. She is a quick learner and has easily adjusted to new skills and workflows. We are very excited to have her on the team.
- Daisy Mendoza, MA, returned part time from maternity leave. It's great to have her back on the floor. Our MA team is now fully staffed.
- November 1 – April 30 is considered respiratory illness season. Staff who chose not to receive a flu vaccine will need to wear a mask at the health center during this time span.

Operations Director Report:

- Dr. Amador started mid-October.
- We've onboarded two front-desk staff, and are interviewing for another Dental Assistant. Blanca is out on leave and we have a certified enrollment counselor temporarily replacing her. Stephanie Alban is back from her leave.
- Harvest Festival was the best attended to date. We gave 187 flu vaccines.
- **Executive Director Report:**
 - Outreach began for all MediCal enrollees to notify people of upcoming changes. Flyers went out in school packets for back to school night, and direct phone calls occurred for anyone up for renewal in the next 90 days. We will begin outreach regarding dental changes in January. Unsatisfactory Immigration Status (UIS) people aged 19+ will lose their MediCal dental benefits in July 2026. We will also prioritize completing treatment plans for MediCal beneficiaries prior to that time period.
 - This month we are reviewing the Family Friendly workplace policy and the IT policies.
 - We will sign a revised quote from Casey Cupples once the additional expenditure is approved.
 - The budget for the HRSA NCC will be presented at the next board meeting.
 - The PHMI grant was submitted for the amount of \$150,000 for 2026.
 - The government shut-down is not affecting our grant drawdowns but is affecting the CalFresh program which will not have funds starting in November. They are seeking alternative pathways to fund the program while waiting for the government to re-open.
 - The onboarding process has started for our new billing platform, Athelis. The go live date is January 8th. Claims will be held for the first week of January to have a January 1, 2026 start date for the billing processes.
 - We have still not been notified of the date for our Operational Site Visit.
 - FTCA projects are; Q1: Minor consent audit and compliance Q2: Patients receiving lab and diagnostic results Q3: Communications with hospitals and medication list accuracy. Chloe is continuing to work on these quarterly reports and will send them out to the QI committee next month. Q4: Cybersecurity/AI protections
 - We've started some outreach to new patients (not seen in the last 12 months) to try to get them seen before the end of the year. This is due to the low unique patient count. Having full dental staffing will also help with this number.

Incidents: 2 incidents, both vaccine related

Visit data:

	*Annual targets are what are budgeted, they are the most conservative to meet a positive bottom-line.					
	Annual Target	Monthly Target	July	Aug	Sept	FY TOTAL
John Rochat	1432	119	154	130	107	391
Mark Apfel	248	21	38	24	6	68
Cindy Novella	1288	107	82	124	102	308
Jess Dawdy	1944	162	206	210	182	598
Cary Smeltzer	1863	155	145	113	123	381
Melanie Fuller	1468	122	106	140	115	361
Amanda Farrar	830	69	61	61	42	164
Gabby Espinoza	1067	89	105	104	98	307
VACANT DENTIST	1128	94	0	0	0	-1
Cyd Bernstein	1030	86	88	73	76	237
Christine Friedrich	623	52	71	76	35	182
Telepsychiatrist (Cayo Alba)	82	7	8	15	12	35
William Vainer	403	34	28	39	30	97
Stefan Cho-Polizzi	1009	84	117	112	78	307
Inactive Providers	0	0	0	-1	0	0
TOTAL	14415	1201	1209	1220	1006	3435
		Unduplicated patients	2518	2520		2450