



## County of Solano Community Healthcare Board

### REGULAR GOVERNING BOARD MEETING MINUTES

Wednesday, December 20, 2023

In Person Meeting

#### Members Present:

**At Roll Call:** Michael Brown, Etta Cooper, Charla Griffith, Gerald Hase, Deborah Hillman, Don O’Conner, Tracee Stacy, Brandon Wirth.

**Members Absent:** Ruth Forney, Anthony Lofton, Sandra Whaley, Robert Wieda.

#### Staff Present:

Dona Weissenfels, Cynthia Coutee, Pierce Leavell, Natasha Hamilton, Nina Delmendo, Raechel Leas, Krista McBride, Dr. Reza Rajabian, Noelle Soto, Kelly Welsh, Danielle Seguerre-Seymour and Patricia Zuñiga

#### 1) Call to Order- 12:08 pm

- a) Welcome
- b) Roll Call

#### 2) Approval of the December 20, 2023 Agenda

Motion: To approve the December 20, 2023 Agenda.

Motion by: Tracee Stacy and seconded by Don O’Conner.

Discussion: None

Ayes: Michael Brown, Etta Cooper, Charla Griffith, Gerald Hase, Deborah Hillman, Don O’Conner, Tracee Stacy, Brandon Wirth.

Nays: None

Abstain: None

Motion Carried.

#### 3) Public Comment

There was no Public Comment.

#### Regular Calendar

#### 4) Approval of Minutes

Approval of the November 15, 2023 draft minutes.



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Motion: To approve the November 15, 2023 Draft Minutes.

Motion by: Deborah Hillman and seconded by Charla Griffith.

Discussion: None

Ayes: Michael Brown, Etta Cooper, Charla Griffith, Gerald Hase, Deborah Hillman, Don O'Conner, Tracee Stacy, and Brandon Wirth.

Nays: None

Abstain: None

Motion Carried.

### 5) Clinic Operations Reports

#### a) **Staffing Update** — Dona Weissenfels

- Dona expressed how much happier she was from last month, with three significant hires. Two of those new hires were introduced at the meeting. Dona stated that Natasha Hamilton has tons of experience with clinical matter and healthcare. She is a returning County employee of Solano County and that Natasha has a calming presence and that the staff love her. She is the Senior Health Service Manager working with all the clinics. Pierce (Leavell) is the new Fairfield Health Services Manager over peds and adult clinic. Pierce has lots of experience and has been a CEO at another FQHC. He has deep experience on how to run a clinic. We also hired all supervising physicians. Dr. Ian Bennett; after 9 months ca medical license will be here in early January 2024. Dr. Rodney Faucett comes from Sacramento and recently departed Elica Health Center and has huge experience, which rounds out Dr. (Michelle) Stevens as the Peds Supervisor. We are, for the very first time, fully staffed in an administrative team and leadership team and has made huge progress. Dona also acknowledged Danielle (Seguerre-Seymour) and Patricia (Zuñiga-Gerhardt) as the core of recruiting madness; completing live scans, setting up interviews, etc.
- Natasha Hamilton stated that she had been in the field of human services and social work for over 25 years. She worked for Solano County 11 years prior and had been in every program such as the welfare section, child welfare, in-home supportive services, so she's very familiar with health & human services. Natasha mentioned that she had been in hospitals systems, worked with the homeless and behavioral health. She looks forward to working with everyone and happy to be back in Solano County.
- Pierce stated that he has 25 years of healthcare experience in a variety of different settings such as hospitals and several clinics, performing supportive services and managing. He also done project management work and saved FQHC's system. For 9 years, he provided alter chapel services, leading him to become an ordained minister. Pierce stated that he has a lot of different experience and is so glad to be part of this team. And that the 3 weeks that he has been here has been amazing. The people we have here are very dedicated and truly love what they are doing.



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- Dona explained that Family Health Services is continuing fill the rest of our vacant positions. Partnership HealthPlan of California (PHC) announced that they will be providing us with recruiting bonuses for people we bring on. During the first of the year, all the Contracts should be signed. PHC is offering bonuses for providers, as well as assistance with a national recruiting agency with deep discounts for recruiting. Dona is happy to have Partnership's help with those items, stating that things are looking good. There were no questions from the Board.
- b) **Credentialing Update** — Raechel Leas (left early).
  - Brandon confirmed the FHS Credentialing, Provider Enrollment and Sanction Screening Activities report that was included in the agenda packet. There were no questions from the Board.
- c) **HRSA Grants update** — Noelle Soto
  - Noelle reviewed her report. She explained that the new fiscal team will be working on the fiscal portion of this report. The team will be meeting weekly, next year, to start on getting the report officially. Noelle stated that the report cannot be used until all the charts from the calendar year are complete.
  - Noelle referenced two action items under Agenda Item #8: Business Governance, that will require the board's approval for d) HRSA Grant, Health Center Program (HCP) Non-Competing Continuation (NCC) Budget Period Progress Report (BPR); and e) HRSA Grant, Expanding COVID-19 Vaccination (ECV) No-Cost Extension (NCE). There were no questions from the Board.
- d) **Grievances/Compliments** — Rebecca Cronk (not present)
  - Dona stated that per the board's request, there is the Grievance category definitions document that will help better understand things such as "what is a quality of care" issue. The report includes a graph display with a breakdown of categories. From April to November 2023, scheduling is the biggest category. One of the OSV findings was that there was no follow up section for when the board had questions about Quality of Care issues and our clinical reports. We add a Standing Item, going forward. #6 CHB Follow-Up to Operational Clinic Reports. We are reporting this time that Rebecca brought back, to the meeting, the definitions and graph for further explanation. Dona reiterated that this is an OSV item that we need to reconnect and ensure that we follow-up on.
  - Tracee Stacy stated that she received no definitions. Cynthia Coutee referred Tracee to the Grievance Category Definitions located later in her agenda packet handouts.
  - Dona stated that there is a report from Partnership HealthPlan, Patient Satisfaction report every year that will be presented to the board next month to review and continue the conversation. Mike Brown commented on the graph reported from two people. Dona confirmed and explained that grievances were low because the staff address the issues before the patient leaves and the report reflected good management.
- e) **Compliance** — Cheryl was not present, so Krista McBride represented Compliance
  - Dona announced that Cheryl is retiring at the end of December, so Krista McBride will be the main contact in Compliance. Krista explained to that compliance matters should be sent to the HSS Compliance email, since Cheryl no longer was addressing emails after December 27, 2023.
  - Krista advised about upcoming mandated trainings and will be reporting to the board soon. There were no questions from the Board.



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### f) **Finance & Revenue Cycle Management** — Nina Delmendo

#### Finance

- Nina stated last meeting it was expected to have some preliminary mid-year numbers to present at the meeting, but did not have it available, due to staffing shortages, but should have a draft of the report at the January meeting. Had advised that there could be some changes because will be meeting with the CAO's office. But when the final report is complete, Nina will give a formal presentation.
- Nina reviewed her Finance report. Mike Brown commented that he liked the new format of the Finance Report.
- There were no questions from the Board.
- Nina reviewed two Revenue Cycle reports, that were first introduced at the November 15, 2023 meeting: Total Encounters and Total Unbilled Encounters.
- Nina reiterated that The Total Encounters has a very general target and may fluctuate due to more working days, etc. She explained the definition of an encounter. Since the COVID Pandemic telephone and video visits are also billable but is due to expire in December 2024.
- There were no questions from the Board.

#### Revenue Cycle Management

- Nina presented the Total Unbilled Encounters report.
- Nina also announced that the Finance Committee meeting is scheduled for Wednesday, December 27, 2023, from 1:30 pm to 3:30 pm. It is a Family Health Services (FHS) finance operations meeting that the board is invited to. Kelly Welsh explained that the meeting is staff-appointed, so no notice is required under the Brown Act. However, if the CHB members do wish to attend, it will have to be less than a quorum (of seven) and can be only be at the meeting to observe.
- Tracee Stacy asked if she can ask questions at the Finance Committee meeting. Kelly suggested that board members who attend observe, listen and email Nina if they wish to add to the CHB meeting agenda. Nina's contact email will be discussed and determined outside of the meeting with Dona Weissenfels.

### g) **Referrals** — Cynthia Coutee

- Cynthia stated that there was no physical report submitted but provided a verbal update. The Supervising Physician is currently looking at the referrals, and working with the referral coordinator, to help streamline the referral process. All staff will be working out of one box for all sites. Part of the process change includes tracking spreadsheet to log the referrals, who handled each referral, so that FHS can close the loop.
- Cynthia added that during the manager's meeting, Natasha provided a good tool that FHS can use the PDSA model (Plan, Do, Study and Act) as a guide. Dona mentioned that one of the reasons hiring Natasha and Pierce was for their project management and process improvement experience.

### h) **Major Project Updates** — Dona Weissenfels

- Dona provided an update on the OCHIN EPIC electronic medical records for 2024. All the vendors and project managers have been hired, with all contracts signed. Kelly has been working closely on this project. Dona mentioned that NextGen is starting to collapse as a business, with staff changes and layoffs, so FHS is going to work hard to come up with a coherent plan. Dona thanked Nina for assistance with the funding for this project.



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- Brandon Wirth asked about a marker of where FHS is at on this project and if the clinics are on track. Dona stated that FHS is currently on track. The expected start date was believed to be February 2024 but will conclude this project at the end of September 2024. Although IT has concerns about the timeline, Dona assures that they are working through those issues and does not anticipate that it is going to change.
- i) **QI update** — Dr. Michele Leary (not present) Dona Weissenfels reported on behalf of Dr. Leary.
  - Dona reported that although FHS does not have the staff to support the Quality Team, it is still doing good. Pediatrics measures are doing incredibly well because of supporting staff and supervising physician that are meeting those efforts. Dona stated that at the end of the year, there will be enough measures met and will not end up on the Corrective Action Plan. FHS is still working hard to get a Quality Team together; needing a leader and additional Medical Assistants and is work in progress. She also explained that she will have more information at the end of January.
  - Brandon asked if there will be a direct impact on the QI report with the new providers coming on and the increase of encounters occurring. Dona explained that with the increase of encounters will give FHS an opportunity to improve the QI scores, with leadership in the clinics.
  - Tracee inquired about a direct correlation with low staff and realizing the money not being met with the measures. Dona stated that there was a first Partnership Health meeting with Jerry (Huber) and Roger (Robinson) and was presented a graph were measures that were met and not met. She stated that \$2M will be needed. Tracee stated that, as a board member, the information needs to be shared with the Board of Supervisors and explain the reasons for the budget requests.
- j) **FHS Clinic Q-Matic Stats** — Noelle Soto
  - Noelle reviewed the report and that the numbers from October to November decreased slightly due to the start of illness and having to cancel appointments because of available providers. She also explained that the recent providers are Locum Tenens and are with the clinics for a short period, and still need to go through the preboarding process. FHS is still maintaining the trend from the beginning of the reporting period in March (when the data was first presented to the board). Noelle stated that we are continuing to serve our population. There were no questions from the Board.

### 6) CHB Follow-up to Operational Clinic Reports:

- a) Follow-up Action requesting additional information on Quality of Care activities and Reporting Definitions. To be brought back to the CHB by Rebecca Cronk, at the December 20, 2023 CHB Meeting.

Presentation: Dona Weissenfels (for Rebecca Cronk)

Discussion: CHB Board Members

Accept Report or Further Action is needed: CHB Board Members

- Dona asked the board if they have any questions regarding the Operational Clinic Reports presented. Tracee reiterated that the lack of staffing and \$2M deficit needs to be addressed and accounted for, so that the QI measures can be met. Dona stated that the matter will be added to next month's meeting agenda as "Staffing and Quality Improvement".



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### 7) HRSA Project Officer Report – Dona Weissenfels

#### a) Health Center HRSA Project Officer Update

- Dona stated that a major funding opportunity through CHDS called the Equity and Practice Transformation grant. Details were included in November 15 agenda packet. It was supposed to be announced on December 11, but no updates have been provided. Dona stated that it is likely related to the current deficit. She anticipates having more information in the next month. It would be a \$3.75M opportunity.
- #### i) Health Center Activities – Internal and External
- Dona mentioned a free virtual training opportunity for all board members called “Health Center Board Roles and Responsibilities” on January 16 at 6:00 PM est. She will send the registration link to those who are interested in attending.
  - Dona stated that the first corrective submission will be on January 2, 2024. She is confident that most issues will be resolved, but there are two items that are still outstanding; 1) the Co-Applicant Agreement between CHB and the County, which is currently with HRSA for review and 2) Referral Agreement with NorthBay Medical Center for radiology services. Dona explained that there was a recent upheaval in leadership and currently has one contact assisting with the contract, but the draft has been submitted to NorthBay. Dona doesn’t believe that it’ll be resolved by January 2 cut-off date but will go into the next review period which is 60 days. If it is not met within 60 days, then we will have 30 days.
  - Kelly Welch inquired about the OSV and January 2, 2024 deadline. She suggested that when HRSA reviews and approves the Co-Applicant Agreement, that it should be presented to the board that next CHB meeting. She also mentioned that if the January 2nd HRSA deadline is not met that there will not be a Corrective Action Plan. Dona reiterated that FHS has a 90-day review period from January 2. HRSA will look at all the documentation and determine met or not met by 60 days, FHS will have 30 days to correct.
  - Tracee asked about the language that needed to be changed and having access to the revised Co-Applicant Agreement. Kelly mentioned that she worked with Dona and Dr. Bela Matyas on the language before submitted it to HRSA for review. Dona stated that the changes are clarifying the wording in the documentation for the reader to understand and assured that the changes are not affecting operations. Dona agreed to bring it up next time.
- #### ii) Strategic Plan Report Update.
- Dona mentioned that she will start presenting items on a monthly basis, to keep everyone up to date on where we are.
- #### iii) Board membership recruitment update.
- Dona requested the board’s assistance with board membership. She stated that there is requirement to increase the board membership to Hispanic and Asian heritages. Dona and Patricia identified a Hispanic individual that will be attending the January 17, 2024 meeting, but there was still a need to find an Asian board member. Dona explained that she has exhausted her resources to locate a board member and asked the board to assist with finding someone that would be interested in serving. Tracee asked if it had to be a patient board member and Dona stated that it can be a non-patient board member.



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### 8) Business Governance

- a) Review and consider approval of the Medical Referrals to External Specialists & Follow-Up, Policy Number 300.05 – Cynthia Coutee
- Cynthia stated that the policy from May was reviewed by Dr. Michele Leary and edits were made regarding wording and language.
- i) **Action Item:** The Board will consider approval of the Medical Referrals to External Specialists & Follow-Up, Policy Number 300.05.

Motion: To approve the Medical Referrals to External Specialists & Follow-Up, Policy Number 300.05.

Motion by: Tracee Stacy and seconded by Deborah Hillman.

Discussion: None

Ayes: Michael Brown, Etta Cooper, Charla Griffith, Gerald Hase, Deborah Hillman, Don O’Conner, Tracee Stacy, and Brandon Wirth

Nays: None

Abstain: None

Motion Carried.

- b) Review and consider approval of the Quarterly Quality Improvement Report – Dr. Michele Leary
- Kelly asked if there was a deadline for this item to be approved by the board or can it be moved to next month’s agenda. Dona confirmed that there is not a deadline and can be moved to January 17th meeting.
- i) **Action Item:** The Board will consider approval of the Quarterly Quality Improvement Report.

Motion: To move the approval of the Quarterly Quality Improvement Report to the January 17, 2024 CHB meeting.

Motion by: Mike Brown and seconded by Don O’Conner.

Discussion: None

Ayes: Michael Brown, Etta Cooper, Charla Griffith, Gerald Hase, Deborah Hillman, Don O’Conner, Tracee Stacy, and Brandon Wirth

Nays: None

Abstain: None



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Motion Carried.

- c) Review and consider approval of the 2024 Community Healthcare Board Calendar
- i) **Action Item:** The Board will consider approval of the 2024 Community Healthcare Board Calendar.

Motion: To approve the 2024 Community Healthcare Board Calendar.

Motion by: Tracee Stacy and seconded by Deborah Hillman.

Discussion: None

Ayes: Michael Brown, Etta Cooper, Charla Griffith, Gerald Hase, Deborah Hillman, Don O'Conner, Tracee Stacy, and Brandon Wirth

Nays: None

Abstain: None

Motion Carried.

- d) Review and consider approval of the HRSA Grant, Health Center Program (HCP) Non-Competing Continuation (NCC) Budget Period Progress Report (BPR) – Noelle Soto
- Noelle reviewed the grant with the Board.
  - Mike asked if the funds are specifically delegated to the homeless population. Noelle stated that the \$1.7M FHS chooses to utilize it for overall personnel salary and benefits and not specific to the cost of the encounter, but those who are providing the service.
- i) **Action Item:** The Board will consider approval of the HRSA Grant, Health Center Program (HCP) Non-Competing Continuation (NCC) Budget Period Progress Report (BPR).

Motion: To approve the HRSA Grant, Health Center Program (HCP) Non-Competing Continuation (NCC) Budget Period Progress Report (BPR).

Motion by: Tracee Stacy and seconded by Mike Brown.

Discussion: None

Ayes: Michael Brown, Etta Cooper, Charla Griffith, Gerald Hase, Deborah Hillman, Don O'Conner, Tracee Stacy, and Brandon Wirth

Nays: None

Abstain: None

Motion Carried.





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- e) Review and consider approval of the HRSA Grant, Expanding COVID-19 Vaccination (ECV) No-Cost Extension (NCE) – Noelle Soto
- Noelle reviewed the grant with the Board.
  - Deborah Hillman asked if providers could go out into the community for COVID vaccinations, or do the patients have to go into the clinic for a COVID shot or testing. Noelle stated that if FHS chose the option, providers could, but the option selected, for the purpose of that grant, was for outreach and education activity. For example, expanding education on COVID Vaccination such as having a public relations firm call and survey patients about where to go, or to provide information on boosters, etc. The purpose of the grant is not to go out to the patient, which is typically handled by Public Health. Dona stated that FHS' original contractor got pulled, but there is a project plan in place. FHS is looking into a communication firm to assist.
- i) **Action Item:** The Board will consider approval of the HRSA Grant, Expanding COVID-19 Vaccination (ECV) No-Cost Extension (NCE).

Motion: To approve the HRSA Grant, Expanding COVID-19 Vaccination (ECV) No-Cost Extension (NCE).

Motion by: Tracee Stacy and seconded by Deborah Hillman.

Discussion: None

Ayes: Michael Brown, Etta Cooper, Charla Griffith, Gerald Hase, Deborah Hillman, Don O'Conner, Tracee Stacy, and Brandon Wirth

Nays: None

Abstain: None

Motion Carried.

- f) BOARD NOMINATIONS AND ELECTIONS FOR THE CHAIR, VICE CHAIR AND MEMBER AT LARGE – These will be an open vote process:
1. Each Nominee will make a brief statement
  2. One person will be elected for each position: Chair, Vice Chair and member at Large.
  3. After votes are tallied, the Board will vote to approve the appointments of Board Members elected.
  4. Election process will be turned over to the Community Healthcare Board Clerk, Patricia Zuñiga to announce the appointments.
    - Tracee mentioned that at the November 15, 2023 meeting, Brandon agreed to serve as Chair, Mike to serve another term as Vice Chair and Anthony nominated as Member At Large. She asked if there were any board members present that wished to nominate themselves for any position. She also asked if the Board can slate all nominees with Anthony Lofton not being present. Kelly advised that the Bylaws state that the nominees



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were already selected at the November 15, 2023 meeting and that each nominee will make a statement at the present meeting before the Board votes.

- Deborah Hillman inquired on how the Board can vote on Anthony's position if he is not present to make a statement. Kelly stated that the Bylaws can be changed, but it currently does not specify that nominee must be present in order to make a statement and be elected. She suggested to the Board to vote for Member At Large during the January 17, 2024 meeting.
- i) **Action Item:** The Board will consider and approve the appointments of the Board Members elected as the Chair, Vice Chair and the Member at Large.

**Motion:** To approve the appointments of the Board Members elected as the Chair and Vice Chair. Voting for the Member at Large position will be postponed to January 17, 2024 board meeting.

**Motion by:** Deborah Hillman and seconded by Etta Cooper.

- Discussion:**
- Brandon Wirth, elected Chair, thanked the Board and stated that he has enjoyed his role and acknowledged the hard work involved. He encouraged all the board members that this is something they can all do. He also stated that it was an enriching experience working with Dona and was a joy to be a facilitator to guide conversation. Everyone has equal voices and believes each of the board members is capable. Brandon looks forward to 2024 and thanks everyone for the confidence.
  - Mike Brown, elected Vice Chair, joked that the rules and the agenda is like the "Pirates of the Caribbean" movie; these are more suggestions than rules. He stated that within the last year, he learned a lot by taking the lead on a few of the board meetings, which he is used to. Mike would like to continue to provide more information to the Board to help the clinics. And he thanks FHS for responding to the Board so that they can make it a better operation. Mike stated that he would like these operations to be better than Kaiser, Sutter and NorthBay and wants the public to recognize it. His goal is to help along those lines. Mike mentioned that he looks forward to attending the FHS Finance Committee Meetings to learn and understand the clinic operations, so that he can inform the public and answer questions. Mike stated that he wants to help change what little bit he can to the County healthcare system, compare to television, Los Angeles, Philadelphia and New York healthcare systems. Thanked everyone for helping each other.
  - Kelly suggested to make a motion to elect Brandon as Chair position and vote.

**Motion:** To elect Brandon Wirth for Chair.

**Motion by:** Tracee Stacy and seconded by Gerald Hase.

**Discussion:** None



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Ayes: Michael Brown, Etta Cooper, Charla Griffith, Gerald Hase, Deborah Hillman, Don O'Conner and Tracee Stacy

Nays: None

Abstain: Brandon Wirth.

Motion Carried.

Motion: To elect Mike Brown for Vice Chair.

Motion by: Tracee Stacy and seconded by Deborah Hillman.

Discussion: None

Ayes: Etta Cooper, Charla Griffith, Gerald Hase, Deborah Hillman, Don O'Conner, Tracee Stacy and Brandon Wirth

Nays: None

Abstain: Mike Brown.

Motion Carried.

- i. Patricia Zuniga stated that the Community Healthcare Board Chair for 2024 is Brandon Wirth and the Vice Chair is Mike Brown.

### 9) Discussion

- a) Family Health Services Rebranding, Marketing Campaign and Website Design.
  - Brandon mentioned that Tracee Stacy and Ruth Forney were responsible for keeping that topic front and center. Dona stated that the County logo is changing and is currently reviewing preliminary logos.
- b) Compliance Training
  - Kelly reminded the Board that Cheryl Esters is retiring at the end of December and that on the approved 2024 CHB Calendar, at the January 17, 2024 meeting, it showed Compliance training. She suggested to move the Compliance Training to a further meeting so that Krista can plan accordingly. Dona stated that there has not been a Compliance Training since her employment with the County; 2 years and explained that it is important. Dona also mentioned that she can assist with the training, as she is certified in Compliance and is knowledgeable with OSV. Kelly requested that Dona outline what the board needs to be compliant and she will work with Krista.
- c) Robert's Rules Review
  - Kelly mentioned that she can assist with explaining Robert's Rules at the January 17, 2024 meeting. Brandon stated that training is needed and would like for it to be as scheduled but



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asked if it can be reviewed after the board meeting. Kelly confirmed that it needs to remain on the agenda, but not as an Action Item. She stated that the Board is following Robert's Rules, so it can be a refresher for existing board members and more informational for new board members (how meetings are run, etc.) Mike asked if there are handouts regarding Robert's Rules. Kelly can send a link (to the CHB Clerk) so that it can be printed and included in the agenda packet.

### 10) Board Member Comments

- Board Member Deborah Hillman stated that she has served on the board for a year and she learned a lot that relates to her because she is caregiver for her husband who is disabled and handicapped. What she had learned helps him; by making sure that his providers are doing what they should be doing for him. Deborah mentioned that she likes being on the Board because she received a lot of medical knowledge that she would've have known otherwise. She thanked the Board and stated that when she needs an appointment scheduled, it gets scheduled, although it may not be as quick as she wanted. Deborah also mentioned that the staff is very friendly, cordial and professional.

### 11) Adjourn: To the Community Healthcare Board Meeting of:

**DATE:** January 17, 2024  
**TIME:** 12:00 p.m. — 2:00 p.m.  
**Location:** Multi-Purpose Room  
2101 Courage Drive  
Fairfield, CA 94533

The Meeting was adjourned at 1:47 p.m.

#### Handouts

- November 15, 2023 draft minutes
- Clinic Operations Report – Family Health Services Staffing Update, December 20, 2023
- Clinic Operations Report – Employee Services Unit (ESU) Status Report, December 2023
- Clinic Operations Report – HRSA Grants Update(s), December 20, 2023
- Clinic Operations Report – Family Health Services Grievance Report, December 2023
- Clinic Operations Report – Family Health Services Finance Report, December 2023
- Clinic Operations Report – Revenue Cycle Report as of December 2023
- Clinic Operations Report – Queue Management (Q-Matic) Stats, March-December 2023
- Grievance Category Definitions
- Solano County Family Health Services – Strategic Plan Report – Strategic Plan July 1, 2022-June 30, 2025
- Medical Referrals to External Specialists & Follow-Up – Policy Number: 300.05 (redline version)
- Primary Care Provider Quality Improvement Program (PCP QIP) Report – Solano County, Health & Social Services, Family Health Services – November 2023
- Solano County Family Health Services – Community Healthcare Board 2024 Annual Calendar (redline version)
- County of Solano – Family Health Services Budget Narrative – FY 2024 Health Center Program, Grant Number H80CS04218, Support Year 20 – May 1, 2024 to April 31, 2025



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- County of Solano – Family Health Services Budget Narrative – FY 2021/2023 American Rescue Plan Act Funding for Health Centers, Grant Number H8FCS40398, May 1, 2021 to May 31, 2023
- County Holidays – 2023 & 2024