



SUMMARY OF PROCEEDINGS

KERN COUNTY HOSPITAL AUTHORITY COMMUNITY HEALTH CENTER BOARD OF DIRECTORS

Community Health Center
Administrative Office
900 Truxtun Avenue, Suite 250
Bakersfield, California 93301

Regular Meeting
Wednesday, April 23, 2025

11:30 A.M.

BOARD RECONVENED – Ms. Smith convened the meeting of the Board at 11:31 A.M., as Chairman Martinez had not yet arrived, and established a quorum was present.

Board Members: Behill, Kemp, Lopez, Martinez, Nichols, Sandoval, Smith, Valdez, Williams

Roll Call: 5 Present; 4 Absent - Kemp, Lopez, Martinez, Valdez

Chairman Martinez joined the meeting at 11:34 A.M.

Director Valdez joined the meeting at 11:55 A.M.

NOTE: The vote is displayed in bold below each item. For example, Smith-Behill denotes Director Smith made the motion and Director Behill seconded the motion.

STAFF RECOMMENDATION SHOWN IN CAPS

NOTE: CHAIRMAN MARTINEZ JOINED THE MEETING AFTER ROLL CALL AND BEFORE THE VOTE ON THE CONSENT AGENDA

DIRECTOR VALDEZ JOINED THE MEETING AFTER THE START OF AGENDA ITEM 11 PRESENTATION, BEFORE THE VOTE

CONSENT AGENDA: As indicated below with a "CA" was reviewed, discussed, and approved as one motion -- **Smith-Behill: 6 Present; 3 Absent - Kemp, Lopez, Valdez**

PUBLIC PRESENTATIONS

- 1) This portion of the meeting is reserved for persons to address the Board on any matter not on this agenda but under the jurisdiction of the Board. Board members may respond briefly to statements made or questions posed. They may ask a question for clarification, make a referral to staff for factual information or request staff to report back to the Board at a later meeting. In addition, the Board may take action to direct the staff to place a matter of business on a future agenda.

NO ONE HEARD

BOARD MEMBER ANNOUNCEMENTS OR REPORTS

- 2) On their own initiative, Board members may make an announcement or a report on their own activities. They may ask a question for clarification, make a referral to staff or take action to have staff place a matter of business on a future agenda (Government Code section 54954.2(a)(2)) – Director Williams announced his upcoming retirement from the Board of Directors and need to move out of the area due to age and health. Board members thanked Director Williams for his services to the Board and wished him well.
Recommendations: Chairman Martinez requested Executive Director Villanueva to create a search for director applicants.

CA

- 3) Minutes for the Kern County Hospital Authority Community Health Center Board of Directors regular meeting on March 26, 2025 – Chairman Martinez asked for approval or changes to the minutes. No changes requested. The Board voted to approve the minutes as written –
APPROVED

Smith-Behill: 6 Present; 3 Absent - Kemp, Lopez, Valdez

CA

- 4) Proposed approval of the Kern County Hospital Authority Community Health Center Board of Directors revised training schedule – Executive Director Villanueva explained that the training schedule may change throughout the year due to different educational needs and scheduling issues.

APPROVED

Smith-Behill: 6 Present; 3 Absent - Kemp, Lopez, Valdez

CA

- 5) Proposed Amendment No. 1 to the Memorandum of Understanding 031-2025 with Kern Medical Center for the period April 1, 2025 through March 31, 2026, clarifying billing services, effective April 23, 2025 – No comments

APPROVED; AUTHORIZED CHAIRMAN TO SIGN AGREEMENT 043-2025

Smith-Behill: 6 Present; 3 Absent - Kemp, Lopez, Valdez

CA

- 6) Proposed approval of the Kern County Hospital Authority Community Health Center revised finance policies – No comments

Billing Collections Policy	LAL-BC-01
Waiver of Charges Policy	LAL-BC-02
Notification of Equipment and Supply Costs Policy	LAL-BC-03
Registration and Eligibility Policy	LAL-BC-04

Financial Management System	LAL-FIN-01
Maintenance of Internal Controls	LAL-FIN-02
Record Management and Retention	LAL-FIN-03
Bank Accounts	LAL-FIN-04
Program Income	LAL-FIN-05
Financial Statements and Reports	LAL-FIN-06
Annual Audits	LAL-FIN-07
Insurance Contracts	LAL-FIN-08
Month End Close	LAL-FIN-09
Cash Disbursements	LAL-FIN-10
Credit Cards	LAL-FIN-11
Fixed Assets	LAL-FIN-12
Real Property	LAL-FIN-13
Receipt of Funds	LAL-FIN-14
Payroll Processing	LAL-FIN-15
Out-of-Pocket Employees Exp	LAL-FIN-16
Legislative Mandates	LAL-FIN-17
Investment of Funds	LAL-FIN-18
Petty Cash Funds	LAL-FIN-19
Annual Budget Preparation	LAL-FIN-20

APPROVED

Smith-Behill: 6 Present; 3 Absent - Kemp, Lopez, Valdez

CA

- 7) Proposed Health Resources and Services Administration Health Center Program Form 5A: Services Provided (Required Services) – No comments

APPROVED

Smith-Behill: 6 Present; 3 Absent - Kemp, Lopez, Valdez

CA

- 8) Proposed update to the Patient Origin and Service Area Analysis and Form 5B: Service Sites – The purpose in doing the annual service area analysis is to validate the official service area as denoted by the zip codes on Form 5B and that those zip codes listed on Form 5B contain at least 75% of CHC patients. The analysis confirmed that at least 75% of our patients' origins are contained in the zip codes listed on Form 5B. No changes are being recommended to the Patient Origin and Service Area Analysis. M Street and Office Park administration sites were added to, and 34th St., Suite #204 was removed from Form 5B.

APPROVED

Smith-Behill: 6 Present; 3 Absent - Kemp, Lopez, Valdez

- 9) Proposed approval of the Amended and Restated Bylaws of Kern County Hospital Authority Community Health Center Board of Directors, effective April 23, 2025 – Amended language to the Bylaws were presented by Executive Director Villanueva, who explained to the Board that HRSA had updated its Compliance Manual and this amendment addressed the HRSA updated requirements.

APPROVED; AUTHORIZED CHAIRMAN TO SIGN; REFERED TO KERN COUNTY HOSPITAL AUTHORITY BOARD OF GOVERNORS FOR APPROVAL

Nichols-Behill: 6 Present; 3 Absent - Kemp, Lopez, Valdez

- 10) Presentation regarding Kern County Hospital Authority Community Health Center Patient Complaint and Grievance Reports – Medical Director Srivastava explained the differences between complaints and grievances. Dr. Srivastava recognized Alicia Gaeta and Carmie Magno to give more detail into the process of addressing complaints and grievances and an overview of what follow-up actions have been taken to improve performance. Director Smith requested that percentages be used, along with the raw data. This request was echoed by several other directors. Dr. Srivastava agreed to include percentages in his next presentation. Director Martinez asked if this presentation would be quarterly and Dr. Srivastava confirmed.
HEARD PRESENTATION; RECEIVED AND FILED
Smith-Behill: 7 Present; 2 Absent - Kemp, Lopez
- 11) Presentation regarding Kern County Hospital Authority Community Health Center Service Utilization – Executive Director Villanueva reviewed the data concerning when, where, and how patients are utilizing CHC services and what types of follow-up actions are being taken to continuously improve patient utilization statistics. Director Williams asked what a unique patient was and Director Martinez requested clarification on the unique patient numbers. Executive Director explained the definition of the unique patient and why their visits are tracked. Director Nichols asked about the no-show rate and if patients received a charge/fee for not showing up. Director Smith followed up with how patients were reminded of their appointments and Director Williams asked if it was known why patients failed to show. Executive Director explained that patients are not charged for a no show to an appointment, that patients receive warm call and text messages reminding them of their appointment and clarified that the clinic had the responsibility to get the patient in for their appointment as often lack of transportation or conflicting appointments are reasons for no shows. Director Sandoval asked about where and what clinics were included in the presentation data. Executive Director stated that all associated CHC clinics were included in the presentation and her goal was to decrease no shows and make sure patients were being seen by their provider by deploying the follow-up actions noted above. Director Smith and Behill requested that percentages of actual no-shows compared to our target goal be included in this presentation going forward, so there is a better understanding of what percentage of people are no showing to their appointments and those who are rescheduled. The Board has a whole stated that the presentation was very thorough and the information was very understandable.
HEARD PRESENTATION; RECEIVED AND FILED
Williams-Smith: 7 Present; 2 Absent - Kemp, Lopez
- 12) Proposed approval of the Kern County Hospital Authority Community Health Center initial annual project budget for the period of January 1, 2025 through June 30, 2026, including Form 2: Staffing Profiles, Form 3: Income Analysis, and Form 3A: Look-Alike – This item was corrected prior to review. The agenda language should state “Proposed approval of the Kern County Hospital Authority Community Health Center initial budget for the period of July 1, 2025 through June 30, 2026.
APPROVED; REFERED TO KERN COUNTY HOSPITAL AUTHORITY BOARD OF GOVERNORS FOR APPROVAL
Smith-Nichols: 7 Present; 2 Absent - Kemp, Lopez
- 13) Kern County Hospital Authority Community Health Center Executive Director report – Executive Director Villanueva presented Kern Medical’s new mobile unit to the Board, which will be providing clinical care to patients, including laboratory services, where they live. Although not within the scope of services of the KCHA CHC, Executive Director Villanueva thought the Board would like to participate in the grand opening of the new mobile unit when the event was scheduled. Director Nichols asked if there was any advertisement to be done on this new mobile clinic and Executive

Director stated that this information will be conveyed in local commercials. Executive Director further explained that these preliminary regular meetings have been mostly foundational to support the Look Alike application process and further meetings will be more data driven as the information is collected. Executive Director requested for the Directors to direct her if they have any questions regarding the CHC and the Directors agreed.

EXECUTIVE DIRECTOR RENEE VILLANUEVA HEARD; RECEIVED AND FILED

Williams-Smith: 7 Present; 2 Absent - Kemp, Lopez

ADJOURNED TO CLOSED SESSION

Valdez-Smith

CLOSED SESSION

- 14) PUBLIC EMPLOYEE PERFORMANCE EVALUATION - Title: Community Health Center Executive Director (Government Code Section 54957) – SEE RESULTS BELOW

RECONVENE FROM CLOSED SESSION

Valdez-Smith

REPORT ON ACTIONS TAKEN IN CLOSED SESSION

Item 14 concerning PUBLIC EMPLOYEE PERFORMANCE EVALUATION - Title: Community Health Center Executive Director (Government Code Section 54957) – HEARD; NO REPORTABLE ACTION TAKEN

ADJOURNED TO WEDNESDAY, MAY 28, 2025 AT 11:30 A.M.

Smith

/s/ Mona A. Allen
Clerk of the Board of Directors

/s/ Elsa Martinez
Chairman, Board of Directors
Kern County Hospital Authority Community Health Center