



Board Meeting October 24, 6:30 PM

Location
Sonrisas San Mateo Conference Room
Teleconference

MINUTES

1. **CALL TO ORDER AND ROLL CALL** – Chair Taverner called the meeting to order at 6:36 pm.
 - A. **Present:** Board Chair Nigel Taverner, Secretary Clyde Hinshelwood, Board Members: Larry Cappel, Larissa Cutler, Dennis Kneepel, Rick Navarro, Steve Stielstra, Sheryl Young
 - B. **Also Present:** CEO Tracey Fecher, CFO Vickie Yee, Community Resources Director Spandan Chakrabarti, Administrative Assistant Veronica Le

Chair Nigel Taverner proposed to add to the agenda item: Enforced Clinic Closure due to termites. Director Rick Navarro seconded the motion and was approved by roll call. Ayes: Nigel Taverner, Clyde Hinshelwood, Larry Cappel, Larissa Cutler, Dennis Kneepel, Rick Navarro, Steve Stielstra, Sheryl Young.

[Vice Chair Henry Sanchez arrived at 6:38 pm.]

2. **MISSION MOMENT** –CEO Fecher shared the staff members humor when finding termites in the clinic.
3. **PUBLIC COMMENTS**—No public in attendance.
4. **APPROVAL OF SEPTEMBER BOARD MINUTES**

Director Larry Cappel moved to approve the minutes of September 26th's meeting. Vice Chair Henry Sanchez seconded the motion and was approved by roll call. Ayes: Nigel Taverner, Henry Sanchez, Clyde Hinshelwood, Larry Cappel, Larissa Cutler, Dennis Kneepel, Steve Stielstra, Sheryl Young. Abstained: Rick Navarro, Steve Stielstra.

5. **STRATEGIC PLAN FY23-FY25**
 - A. **Sustainable Growth**
 - a. FQHC Project Update –Researching pathways for Sonrisas to have an FQHC rate for all medical visits is a strategic project. The pathways include a subrecipient contract, becoming a look-alike FQHC or expanding the contract with the SMMC.
 - b. Sonrisas currently has a contract with the SMMC and every September, the rate increases.
 - The current per visit rate is \$318 a visit and there is a proposal to increase it since SMMC received an increase in their FQHC rate.
 - **Vice Chair Sanchez**—what percentage of Medi-Cal patients are SMMC patients?
 - The target of overall FQHC SMMC patient visits is 14% with 72% of total patient visits being low income.
 - c. FQHC Pathways Project Update—there are three partners the team is actively working with.
 - The first meeting with the SMMC will be in early November.

- Sonrisas is exploring the option of expanding the current contract with the county; and requested that pediatric patients be moved into the contract.
- The Sonrisas team will also present the subrecipient pathway to the SMMC team.
- A first meeting with the Samaritan House was held to discuss applying for a look-alike FQHC contract together, where they can provide medical care, and Sonrisas provides most of the dental care.
 - A potential downside could be that patients who are at 200% above the Federal Poverty Level cannot have visits funded by the FQHC contract.
 - **Director Young** suggested looking at Samaritan House's 990 for a better understanding of their funding sources.
 - There are other questions, such as needing a single taxpayer ID to apply for a HRSC FQHC contract, that make it unclear if a partnership with the Samaritan House would be a fit.
- **CEO Fecher** opened discussion with Board members to discuss thoughts on how to best move forward.

6. Other Business

- A. San Mateo Clinic Closure**—There were findings of drywood termites located in the ceilings of the San Mateo clinic building. The situation has progressed where the termites can no longer be spot treated and the whole building will need to be tented and fumigated for three days. The fumigation is tentatively scheduled for three days in November, causing approximately \$24,000 loss revenue.
- a. While the clinic is getting fumigated, there are alternatives for staff to temporarily relocate for those three days:
 - Operating the Half Moon Bay clinic on Saturday.
 - Operating the La Honda clinic on Thursday and Friday, possibly Saturday.
 - Dr. Bonnie has an outreach event on that Friday and could possibly schedule another event for staff to go.
 - Set up training for staff.
 - Offer staff to take time off.
 - Offer staff to work hours the Wednesday evening and Sunday if they want to schedule hours to put the clinic back together to prepare for operating the clinic the following Monday.
 - b. Although PHCD will pay for the fumigation, Sonrisas' business insurance does not cover damage or treatment from pests. It would only cover if an extreme event occurred, such as a wall falling. Once the fumigation is completed, there will be a full inspection to determine if repairs are necessary. Any repairs will be a landlord expense.
 - c. This situation fits the criteria to implement the Cash Reserves Policy to cover the loss.
- B. Professional Employment Organization Proposal – Action REQUESTED**
- a. **CEO Fecher** explained to the Board what a Professional Employment Organization (PEO) is and recommended Sonrisas to move to TriNet for those services. Co-employment is a contractual allocation sharing of employer responsibilities between the PEO and client. There's shared liability between the two organizations but control of the organization is still at the discretion of the Board of Directors.
 - b. Moving to a PEO should improve overall HR compliance, improved employee experience of HR, and better medical plans at an affordable cost offered to full-time employees.
 - c. Concerns were raised regarding the security of sharing employee data and whether TriNet will hold onto that data if the contract is terminated.
 - The data could be exported for payroll and accounting purposes monthly.
 - The state of California has strict requirements for data security around HR data.
 - d. There was a lengthy discussion on the fees proposed by TriNet and if there

are local TriNet staff for support.

- e. Concerns were raised on the contract terms and length, but since the contract has not yet been sent to CEO Fecher and Chair Taverner to review, **CEO Fecher** requested a vote pending review of the contract.

Director Rick Navarro** moved to approve TriNet's contract contingent upon review by legal counsel and Board Chair Nigel Taverner. **Vice Chair Henry Sanchez** seconded the motion, and it was approved by roll call. Ayes: **Nigel Taverner, Henry Sanchez, Clyde Hinshelwood, Larry Cappel, Larissa Cutler, Dennis Kneappel, Rick Navarro, Steve Stielstra, Sheryl Young.

C. CEO FY24 Goals – CEO Fecher reviewed her goals and the Q1 status of those goals in dashboard.

- a. Leadership management and team development.
 - With the funding from the Cal Wellness grant, there will be six to eight leadership lab workshops to cover topics such as emotional intelligence and shared language amongst the supervisors.
 - Creating a succession plan for the Board President, CEO, Dental Director, Outreach Director, and Community Resources Director is a goal.
- b. Another goal is around the FQHC Pathways project, including engaging with the FQHC Task Force, meeting with potential partners and expanding organizational knowledge through consultants as well as implementing one FQHC requirement.
- c. For Fundraising, **CEO Fecher** and Mr. Chakrabarti have shared the goal of improving the Major Donor Program since the largest growth area is individual and corporate donations.
 - **Vice Chair Sanchez** asked for the definition of a "Major Donor". Will that limit increase in future years?
 - Anyone who gives a cumulative of \$1,000 or more in a 12-month period is considered a major donor.
- d. Another goal in Patient and Community Engagement is completing an annual patient survey. Last year it was found that the tool used to pilot a patient survey in HMB required a manual data analysis, so the team is looking for a tool focused on patient feedback from medical settings.

D. FY24 Budget Revision – Action REQUESTED

- a. Sonrisas received a \$75,000 grant from Sutter Health for the FQHC Pathways Project and the team requested an adjustment to the budget to reflect the grant in both areas of revenue and expense, so the net impact is zero. In addition to the budget revision, **CFO Yee** would like to add the additional \$10,000 funds to Outreach that was approved by the Board in September board meeting.
- b. **Director Kneappel** asked for clarification on the budget process since most organizations' budgets rarely change and despite the direction, everything is a variance to the budget.
 - Without a Board approval for this revision, the variance of the revenue and expenses would require explanation every month.

Vice Chair Henry Sanchez** moved to approve the FY24 Budget Revision. **Director Rick Navarro** seconded the motion and was approved by roll call. Ayes: **Nigel Taverner, Henry Sanchez, Clyde Hinshelwood, Larry Cappel, Larissa Cutler, Dennis Kneappel, Rick Navarro, Steve Stielstra, Sheryl Young.

- E. **Investment Account Changes – CFO Yee** shared that the City National Bank (CNB) has an updated fee schedule. After CNB reviewed the fee agreement, they found we have an old fee structure. Now, they have a nonprofit fee structure with different tiers, offering to combine the balance of PHCD and Sonrisas with a blended rate—which will lower the Sonrisas' fees.
- F. **November Board Meeting Date –** The Board decided to reschedule the November Board meeting to November 28, 2023, at 6:30 pm. **Vice Chair Sanchez** will chair the meeting.

7. REPORTS

- A. **CEO Report** – No comments or questions.
- B. **CFO Report**—Chair **Taverner** noted that we're \$152k ahead of the budget.
- C. **Fundraising Report**
 - a. **CEO Fecher** shared a \$14,500 grant was received from Sunlight Giving for a capital improvement project to install TVs over the chairs in the San Mateo clinic for pediatric patients.
 - b. At this year's Cooking for a Cause event, a total of \$146,600 revenue and the total expenditures were \$70,145, resulting in a net revenue of \$76,455.
- D. **Outreach Report** – No report.
- E. **Board Nomination Committee** – **Director Hinshelwood** will schedule a meeting with the Board Nomination Committee to search for potential candidates to join the board. He will also connect with PHCD's CEO, Ana Pulido, to discuss candidates that she interviewed.

[Director Larry Cappel left the meeting at 8:34 pm.]

8. SUGGESTED AGENDA ITEMS FOR NEXT MEETING

- A. Board Nominations
- B. PEO Contract
- C. Staff holiday party

9. ADJOURN—The meeting was adjourned at 8:53 pm.

Written By
Veronica Le

Approved By



Nigel Taverner, Board Chair