

**The County of Santa Cruz**  
**Integrated Community Health Center Commission**  
**MEETING AGENDA**

June 7, 2022 @ 3:00 pm

**MEETING LOCATION:** Microsoft Teams Meeting or call in (audio only) +1 916-318-9542, 500021499# United States, Sacramento Phone Conference ID: **500 021 499# / 1080** Emeline Ave., Bldg. D, Santa Cruz, CA 95060

ORAL COMMUNICATIONS - Any person may address the Commission during its Oral Communications period. Presentations must not exceed three (3) minutes in length, and individuals may speak only once during Oral Communications. All Oral Communications must be directed to an item not listed on today's Agenda and must be within the jurisdiction of the Commission. Commission members will not take actions or respond immediately to any Oral Communications presented but may choose to follow up at a later time, either individually, or on a subsequent Commission Agenda.

1. Welcome/Introductions
2. Oral Communications
3. May 3, 2022 Meeting Minutes – Recommend for Approval
4. Quality Management Committee Update
5. Subrecipient Audit
6. Social Justice
7. Financial Update
8. CEO/COVID-19 Update

**Action Items from Previous Meetings:**

| Action Item                                                                                               | Person(s) Responsible | Date Completed | Comments |
|-----------------------------------------------------------------------------------------------------------|-----------------------|----------------|----------|
| was asked by one of the commissioners if there was a form that acknowledge an employee's great service.   | Raquel                |                |          |
| Commission would like a report back on recruitment practices as it relates on seeking diverse candidates. | Amy                   | 3/1/2022       |          |

Next meeting: July 5, 2022 3:00pm - 5:00pm

Meeting Location: Microsoft Teams Meeting Or call in (audio only) +1 916-318-9542, 500021499# United States, Sacramento Phone Conference ID: **500 021 499# / 1080** Emeline Ave., Bldg. D, Santa Cruz, CA 95060

# The County of Santa Cruz Integrated Community Health Center Commission

**Minute Taker: Mary Olivares**

Minutes of the meeting held June 7, 2022.

**TELECOMMUNICATION MEETING:** Microsoft Teams Meeting - or call-in number +1 916-318-9542 – PIN# 500021499#

| Attendance                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |                                                |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------|
| Christina Berberich                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           | Chair                                          |
| Len Finocchio                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 | Vice Chair                                     |
| Caitlin Brune                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 | Member at Large                                |
| Rahn Garcia                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   | Member                                         |
| Dinah Phillips                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                | Member                                         |
| Marco Martinez-Galarce                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        | Member                                         |
| Gidget Martinez                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               | Member                                         |
| Kim "Coach" Campbell                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          | Member                                         |
| Amy Peeler                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    | County of Santa Cruz, Chief of Clinic Services |
| Diana Mokaya                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  | County of Santa Cruz, Medical Director         |
| Julian Wren                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   | County of Santa Cruz, Admin. Services Manager  |
| Mary Olivares                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 | County of Santa Cruz, Admin Aide               |
| <b>Meeting Commenced at 3:06 pm and concluded at 4:03 pm</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |                                                |
| Excused/Absent:                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |                                                |
| Absent: Ardella Davies                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |                                                |
| Absent: Michelle Morton                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |                                                |
| 1. Welcome/Introductions                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |                                                |
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| 2. Oral Communications:                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |                                                |
| Rahn stated he had read there had been a revision of holding remote meetings and wants to make sure we are in compliance with the Brown Act. He asked if we had received any guidance from County Counsel. Amy will check into this and report back.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |                                                |
| 3. May 3, 2022, Meeting Minutes - Action item                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |                                                |
| Review of May 3, 2022, Meeting Minutes – Recommended for Approval. Rahn moved to accept minutes as presented. Len second, and the rest of the members present were all in favor. Caitlin abstained as she was not present at the meeting.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |                                                |
| 4. Quality Management Committee Update                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |                                                |
| Raquel reported the Quality Management Committee met last month. She stated they are starting a new pediatric task force for clinicians that focus on pediatrics. The task force will do some guided work on various pediatric topics, Raquel will report back on progress. Raquel also reported that on June 15, 2022 they will have their first skills check day. The clinics will be closed the first part of the day and they will have various stations set up for staff to circle through on various of topics that Medical Assistants and Nurses go through in a day. Raquel stated the various divisions in clinics such as labs, x-ray, business office, etc. will be doing the same, she stated this will be a day of re-set and team building. Raquel also reported that she is working with OCHIN to see the various patient satisfaction surveys they offer. Raquel stated they want a patient satisfaction survey embedded into MyChart to help streamline, send out and compile data. Raquel also reported that the Watsonville Health Center has created a patient and family advisory panel. This panel is to help guide the quality improvement projects and to do some targeted questions on how we operate at our clinics. Raquel stated there are ten patients that will be part of this panel. Raquel reported that the Peer Review Committee had met this morning and they met with the County Risk Manager, Enrique Sahagun and had a great dialog on how we can utilize him as a resource as we are dealing with Risk Management issues within clinics. Lastly, Raquel reported our Medicated Assisted Treatment (MAT) was invited by CCI Academy to participate in the MAT Bootcamp. This is a 6-module course that is learning to network with teams to share tips-n-tricks by sharing lessons learned on the implementation of their MAT program. These are intended to be short 7–10-minute recorded interviews. |                                                |
| 5. Subrecipient Audit                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |                                                |
| Raquel stated this is a report back and that this was mentioned when we closed all our conditions from our HRSA site audit. Raquel stated we had a few conditions that were left pending on us and we had closed the loop on all of them and reported this to the commission. Raquel reported that our County Auditor and Dientes our subrecipient that we contract with, that their audit did not happen in time for our HRSA site visit. Raquel stated that Dientes had their audit finalized and approved                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |                                                |

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| by their board. Raquel presented the highlights of the 45-page document to our commission. Raquel stated this was informational only and no approval is required from the commission. Mary will e-mail document to the commissioners.                                                                                                                                                                                           |
| <b>6. Social Justice</b>                                                                                                                                                                                                                                                                                                                                                                                                        |
| Caitlin stated she e-mailed out some information earlier, and that June is LGBTQIA month. There was much conversation within the commission regarding LGBTQIA rights and the discrimination that persists for those living with LGBTQIA identities. Caitlin asked the commission to please take a bit of time to reflect on what assumptions you hold.                                                                          |
| <b>7. Financial Update</b>                                                                                                                                                                                                                                                                                                                                                                                                      |
| Amy reported on financials and stated we are about \$3.2 million dollars short. Amy stated this is a concern and we are looking at various reports and investing into a better data collection and most likely are going to need intragovernmental transfers to bring us up. Amy also reported on the filled and vacant positions that are funded in whole or in part by federal section H8F grant funds.                       |
| <b>8. CEO/COVID-19 Update</b>                                                                                                                                                                                                                                                                                                                                                                                                   |
| Amy reported covid numbers are not going well and the positive rate has shifted more to North County. Amy stated in the last week 67% tested positive at HPHP, 60% at the Emeline Clinic and 5% at the Watsonville Clinic. Amy also reported that we had lost our Public Health Microbiologist and that they had decided not to have microbiology lab services. Amy stated any specimens and PCR test will have to be sent out. |
|                                                                                                                                                                                                                                                                                                                                                                                                                                 |

**Next Meeting:** July 5, 2022, 3:00 pm - 5:00 pm  
Microsoft Teams Meeting: 1080 Emeline, Santa Cruz, CA

Minutes approved \_\_\_\_\_ / / \_\_\_\_\_  
(Signature of Board Chair or Co-Chair) (Date)



Clinic Services Division

# Quality Management Report

June 2022



## Quality Management Committee

- Pediatric Task Force **Photo Example**
- Staff Training Day June 15<sup>th</sup>
- Patient Satisfaction Survey-OCHIN
- Ryan White (HIV/AIDS) Program Update

# Patient & Family Advisory Panel

First Meeting May 25<sup>th</sup>  
@ Watsonville Health Center

## PATIENT & FAMILY ADVISORY PANEL

Location: Suite A, Atrium  
Date: May 25th, 2022  
Time: 2pm  
Facilitator: Andrea Perez (Community Health Worker)

### Agenda Items:

|                             |                                                                                                                                  |
|-----------------------------|----------------------------------------------------------------------------------------------------------------------------------|
| WELCOME                     | Introduction/Ice Breaker                                                                                                         |
| PRESENT NEW CLINIC MATERIAL | "How was your visit?" form.                                                                                                      |
| NEW TECHNOLOGY              | Aiming to use new system to identify patients with their picture. This system will also be used to help prevent insurance fraud. |
| SOGI FORMS                  | Cultural challenges.                                                                                                             |
| REGISTRATION FLOW           | Seeking panel input. Ideal concept.                                                                                              |
| CONCLUSION                  | Closing statements.                                                                                                              |



## **Peer Review Risk Management Committee**

- Risk Management Plan
- Grievance Process
- Complaints

**Photo Example**



# Medication Assisted Treatment

The MAT Bootcamp is a 6-module course that will live on the CCI Academy (like the ABCs of QI). We plan to include a supplemental section called *Voices from the Field*, where we are asking learning network teams to share tips-n-ticks by sharing lessons learned on the implementation of your MAT program. These are intended to be short 7–10-minute recorded interviews. This is an approach we are using to replicate the "peer-learning" experience in a self-direct, virtual course.

**Module 1 | Creating a Culture of Compassion and Support for Patients with Addiction**

**Module 2 | Building Your MAT Care Team**

**Module 3 | Medication First Approaches - How Do We Get Started Prescribing**

**Module 4 | Setting Your MAT Clinic Aims and Measuring Opportunities**

**Module 5 | Patient Engagement & Retention**

**Module 6 | Honoring the Humanity and Dignity of our Patients: Addressing Equity, Trauma Informed Resilience Care, and Harm Reduction**



# Questions?

Thank You



# Fiscal Report

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BY DR. JULIAN N WREN, MSW, ED.D.

6/7/22 INTEGRATED COMMUNITY HEALTH CARE COMMISSION MEETING



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# Clinic Financials as of 4/30/22

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| Row Labels                        | Budget             | Actual            |
|-----------------------------------|--------------------|-------------------|
| <b>REVENUE</b>                    | (53,722,378)       | (30,731,784)      |
| 05-LICENSES, PERMITS AND FRANCHIS | 0                  | 0                 |
| 07-FINES, FORFEITURES & ASSMNTS   | 0                  | 0                 |
| 15-INTERGOVERNMENTAL REVENUES     | (12,941,624)       | (6,583,201)       |
| 19-CHARGES FOR SERVICES           | (39,969,745)       | (24,109,504)      |
| 23-MISC. REVENUES                 | (811,009)          | (39,079)          |
| <b>EXPENDITURE</b>                | <b>52,479,193</b>  | <b>34,002,121</b> |
| 50-SALARIES AND EMPLOYEE BENEF    | 30,383,866         | 22,226,508        |
| 60-SERVICES AND SUPPLIES          | 8,021,848          | 5,231,056         |
| 70-OTHER CHARGES                  | 3,367,280          | 1,745,843         |
| 80-FIXED ASSETS                   | 1,210,146          | 103,717           |
| 95-INTRAFUND TRANSFERS            | 9,496,053          | 4,694,997         |
| <b>Grand Total</b>                | <b>(1,243,185)</b> | <b>3,270,337</b>  |

| Row Labels                        | Forecasted as of 4-30-22 | Actual       | Difference   | % of Forecasted | Notes                                                  |
|-----------------------------------|--------------------------|--------------|--------------|-----------------|--------------------------------------------------------|
| <b>REVENUE</b>                    | (44,768,648)             | (30,731,784) | (14,036,864) | 69%             | April 30 = 82% of the year                             |
| 05-LICENSES, PERMITS AND FRANCHIS | 0                        | 0            | 0            | #DIV/0!         |                                                        |
| 07-FINES, FORFEITURES & ASSMNTS   | 0                        | 0            | 0            | #DIV/0!         |                                                        |
| 15-INTERGOVERNMENTAL REVENUES     | (10,784,687)             | (6,583,201)  | (4,201,486)  | 61%             |                                                        |
| 19-CHARGES FOR SERVICES           | (33,308,121)             | (24,109,504) | (9,198,617)  | 72%             |                                                        |
| 23-MISC. REVENUES                 | (675,841)                | (39,079)     | (636,762)    | 6%              |                                                        |
| <b>EXPENDITURE</b>                | 43,732,661               | 34,002,121   | 9,730,540    | 78%             | Expenditures should be in line with Revenue Around 70% |
| 50-SALARIES AND EMPLOYEE BENEF    | 25,319,888               | 22,226,508   | 3,093,380    | 88%             |                                                        |
| 60-SERVICES AND SUPPLIES          | 6,684,873                | 5,231,056    | 1,453,817    | 78%             |                                                        |
| 70-OTHER CHARGES                  | 2,806,067                | 1,745,843    | 1,060,224    | 62%             |                                                        |
| 80-FIXED ASSETS                   | 1,008,455                | 103,717      | 904,738      | 10%             |                                                        |
| 95-INTRAFUND TRANSFERS            | 7,913,378                | 4,694,997    | 3,218,381    | 59%             |                                                        |
| <b>Grand Total</b>                | (1,035,988)              | 3,270,337    | (4,306,325)  | -316%           |                                                        |

# Percentage of Forecasted Budget

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# Revenue Vs. Expenditures by Month

| County of Santa Cruz (HSA) |                      |                 |                    |                |                 |                  |                    |                 |                  |                |                    |
|----------------------------|----------------------|-----------------|--------------------|----------------|-----------------|------------------|--------------------|-----------------|------------------|----------------|--------------------|
| FY 21/22 CLINIC (All)(All) |                      |                 |                    |                |                 |                  |                    |                 |                  |                |                    |
| As of 4/30/2022            |                      |                 |                    |                |                 |                  |                    |                 |                  |                |                    |
| Division                   | CLINIC               | Choose Division |                    |                |                 |                  |                    |                 |                  |                |                    |
| Sub Program                | (All)                |                 |                    |                |                 |                  |                    |                 |                  |                |                    |
| GLKey                      | (All)                |                 |                    |                |                 |                  |                    |                 |                  |                |                    |
| <b>Actual</b>              | <b>Column Labels</b> |                 |                    |                |                 |                  |                    |                 |                  |                |                    |
| <b>Row Labels</b>          | <b>July</b>          | <b>August</b>   | <b>September</b>   | <b>October</b> | <b>November</b> | <b>December</b>  | <b>January</b>     | <b>February</b> | <b>March</b>     | <b>April</b>   | <b>Grand Total</b> |
| + REVENUE                  | 41,100               | (2,659,227)     | (3,889,351)        | (2,562,082)    | (2,576,105)     | (4,098,933)      | (5,055,464)        | (3,316,629)     | (3,940,708)      | (2,674,384)    | (30,731,784)       |
| + EXPENDITURE              | 1,577,231            | 2,927,304       | 2,884,119          | 3,427,725      | 3,528,892       | 5,951,661        | 3,543,365          | 3,545,794       | 3,254,190        | 3,361,839      | 34,002,121         |
| <b>Grand Total</b>         | <b>1,618,331</b>     | <b>268,077</b>  | <b>(1,005,232)</b> | <b>865,643</b> | <b>952,787</b>  | <b>1,852,727</b> | <b>(1,512,099)</b> | <b>229,165</b>  | <b>(686,518)</b> | <b>687,455</b> | <b>3,270,337</b>   |

# Mid-Year FY 21/22 Position Add Progress

**Additional Budget Narrative: Personnel Object Class Category Justification**  
**Information required for staff positions supported in whole or in part by federal section H8F grant funds**

| GL KEY | Name | Position Title               |
|--------|------|------------------------------|
| 361100 | TBD  | MEDICAL CARE SERVICE WORKERS |
| 361100 | TBD  | MEDICAL CARE SERVICE WORKERS |
| 361100 | TBD  | MEDICAL CARE SERVICE WORKERS |
| 361100 | TBD  | MEDICAL CARE SERVICE WORKERS |
| 361100 | TBD  | CLERICAL SUPERVISOR II       |
| 361112 | TBD  | MEDICAL BILLING TECH         |
| 361233 | TBD  | SR MH CLIENT SPECIALIST      |
| 361333 | TBD  | SR MH CLIENT SPECIALIST      |
| 361933 | TBD  | SR MH CLIENT SPECIALIST      |
| 361233 | TBD  | MH SUPVG CLIENT SPEC         |
| 361331 | TBD  | CLINIC PHYSICIAN             |
| 361951 | TBD  | CLINIC PHYSICIAN             |
| 361341 | TBD  | CLINIC NURSE                 |
| 361100 | TBD  | MEDICAL CARE SERVICE WORKERS |
| 361100 | TBD  | MEDICAL CARE SERVICE WORKERS |
| 361951 | TBD  | MEDICAL ASSISTANT            |
| 361233 | TBD  | MEDICAL ASSISTANT            |
| 361341 | TBD  | MEDICAL ASSISTANT            |
| 361341 | TBD  | MEDICAL ASSISTANT            |
| 361341 | TBD  | MEDICAL ASSISTANT            |
| 361241 | TBD  | MEDICAL ASSISTANT            |
| 361241 | TBD  | MEDICAL ASSISTANT            |
| 361250 | TBD  | LAB DIRECTOR                 |

\* Positions in Yellow are filled



# References

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HSA Financials 4/30/22.

