

VENTURA COUNTY COMMUNITY HEALTH CENTER BOARD FY 2023-24 ANNUAL ACTIVITY REPORT

December 2024



*"The CHC Board shall assist and advise the Ventura County Health Care Agency
in promoting its vision of healthy people in healthy communities."*



VENTURA COUNTY
COMMUNITY HEALTH CENTER BOARD



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EXECUTIVE SUMMARY

The following Annual Activity Report provides a summary of the Ventura Community Health Center (CHC) and the Community Health Center Board projects, programs, and activities for FY 2023-24.

Highlights from this report include:

- CY 2023 Community Snapshot.
- Operational Improvement Initiatives

The Ventura County Community Health Center and the Community Health Center Board continue to promote the vision of healthy people in healthy communities and to uphold its mission to provide high-quality, comprehensive, compassionate, and cost-effective care for Ventura County residents regardless of ability to pay; and to demonstrate organizational resilience and responsiveness in meeting the challenge of caring for and supporting the Ventura County community.

INTRODUCTION

Ventura County Community Health Center

The Health Resources and Services Administration (HRSA) Health Center Program, authorized by Section 330 of the Public Health Service Act (42 USC 254b), provides federal grant funding to community-based healthcare organizations designated as community health centers (CHCs) to improve the health of underserved and vulnerable populations. CHCs can leverage a variety of federal programs otherwise unavailable, including access to higher Medicare and Medicaid

reimbursement rates, 340B Drug Pricing Program pharmaceutical discounts, free vaccines through the Vaccines for Children Program, and primary care provider recruitment and retention assistance through the National Health Service Corps.

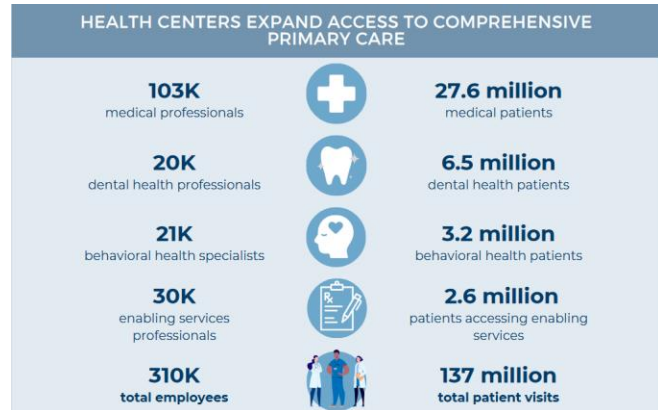


Figure 1. Health Center Services. 2023

The County of Ventura's designation as a section 330(e) CHC is thus critical to its continued ability to provide high-quality, patient-centered healthcare. Eighteen (18) Ventura County Health Care Agency (VCHCA) primary care clinics operate under the CHC as Federally Qualified Health Centers (FQHCs). In 2024, VCHCA opened a pediatric dental clinic, bringing the total FQHCs to nineteen (19). In CY 2023, the VCHCA FQHCs provided care for approximately 95,000 patients over 348,000 clinic in-person and telehealth visits, including more than 5,600 patients experiencing homelessness¹.

CHC FQHCs play vital role as the healthcare "safety net" for underserved communities in Ventura

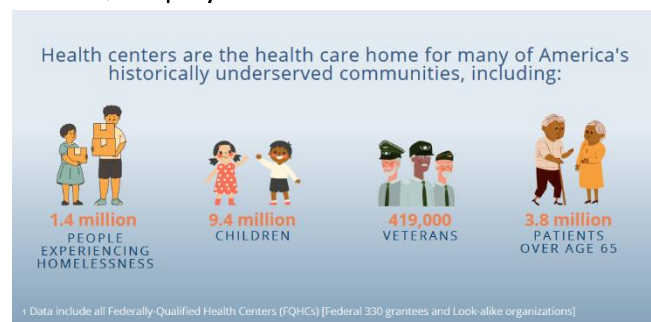


Figure 2. FQHC patients served in America. 2023

County by providing high-quality, culturally competent, comprehensive primary and preventative healthcare services, promoting community health and well-being, and facilitating equitable access to care. HRSA supplemental funding, again available only to Section 330-designated CHCs, makes it possible to have a variety of other projects including dental care for children and

¹ [HRSA Unified Data System \(UDS\) 2024.](#)

adults experiencing homelessness, mental health services, substance use disorder screening and treatment, and HIV programs.

Ventura County Community Health Center Board

The Ventura County Community Health Center (CHC) Board was established in May 2015 by Ventura County Board of Supervisors in collaboration with leadership from the Ventura County Health Care Agency (HCA) and Ventura County Counsel. The CHC Board is the governing body that provides oversight of the CHC as required for compliance with the HRSA Health Center grant. It promotes the VCHA mission to provide high-quality, affordable healthcare to the Ventura County community, advances its vision of healthy people in health communities, and ensures Ventura County residents access to comprehensive, compassionate, and cost-effective healthcare regardless of ability to pay. The CHC Board guides the CHC in the development and furtherance of patient-centered, integrated care that is responsive to the unique and dynamic needs of diverse medically underserved areas and populations.

Organizational Structure

As a public entity, the Ventura County CHC ensures compliance with HRSA Health Center grant requirements and all federal, state, and local regulations through a “co-applicant” organizational structure that combines independent oversight with public accountability. Under the co-applicant structure, the County of Ventura receives and manages the awarded federal funds while the CHC Board provides the governing oversight of CHC activities, projects, programs, and services carried out by the FQHCs.

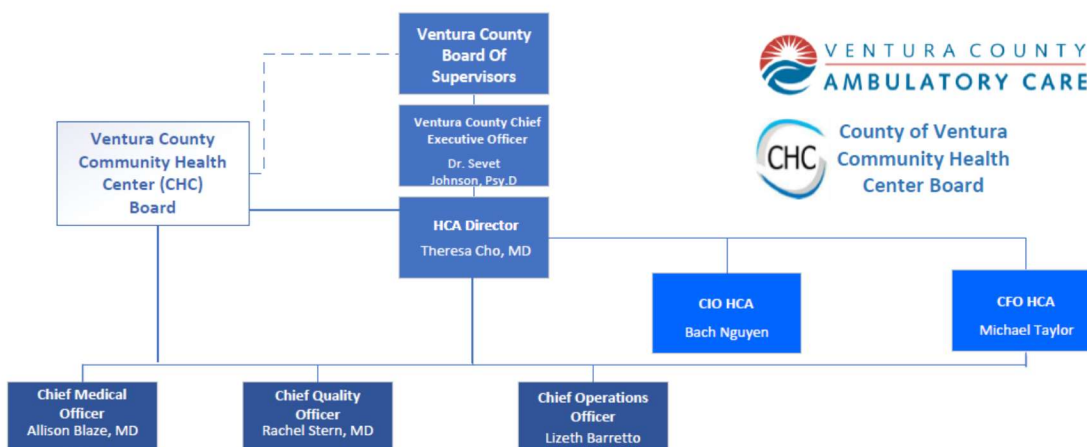


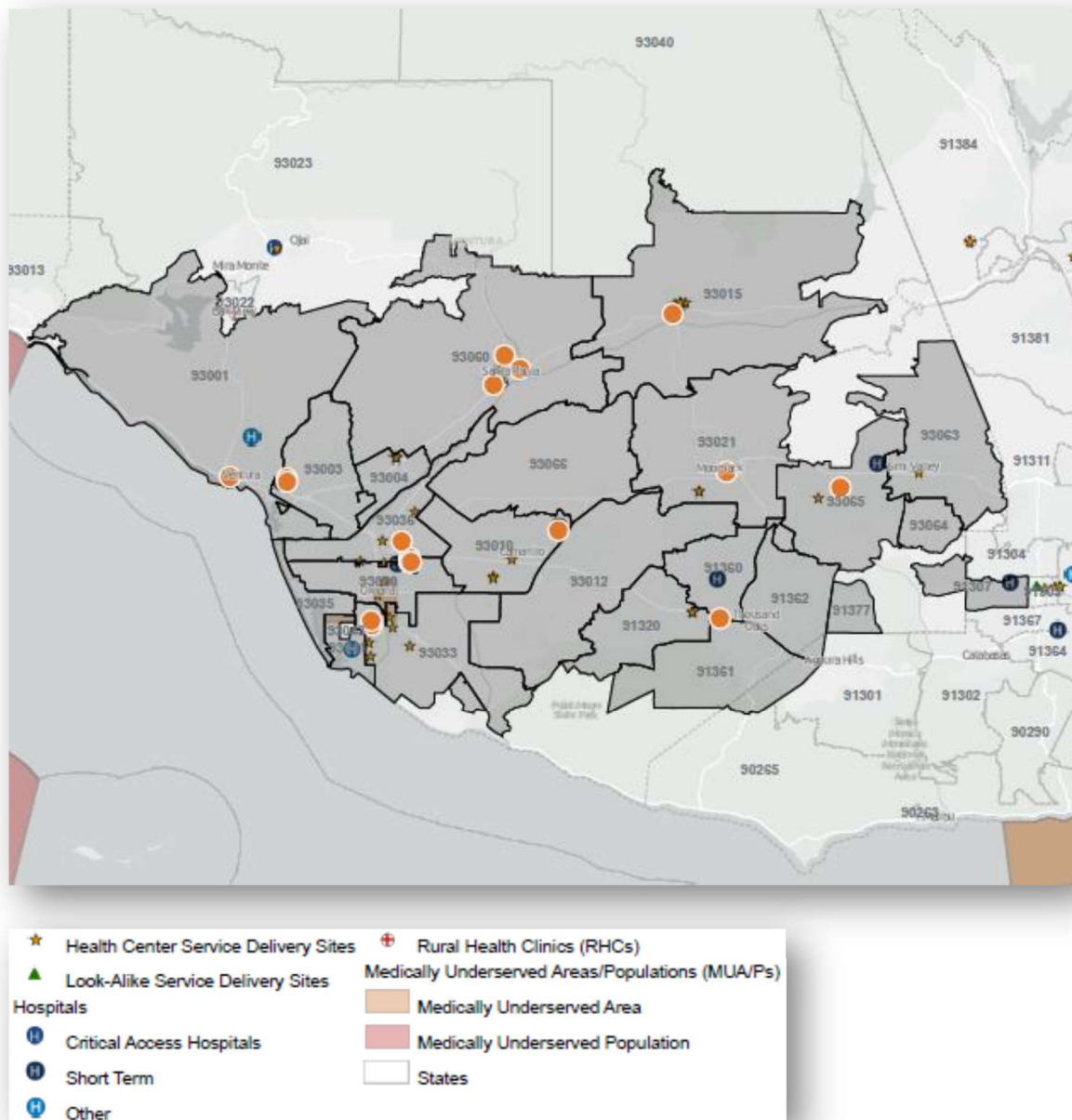
Figure 3. Ventura County Community Health Center Structure.

VENTURA COUNTY COMMUNITY HEALTH CENTER

CY 2023 Community Snapshot

The CHC FQHCs provided services to 95,314 individuals through 296,064 clinic in-person visits and 57,634 telehealth visits in CY 2023². Approximately 5,300 of those served were persons experiencing homelessness. The following sections describe selected patient demographics, diagnoses, and health indicators for CY 2023.

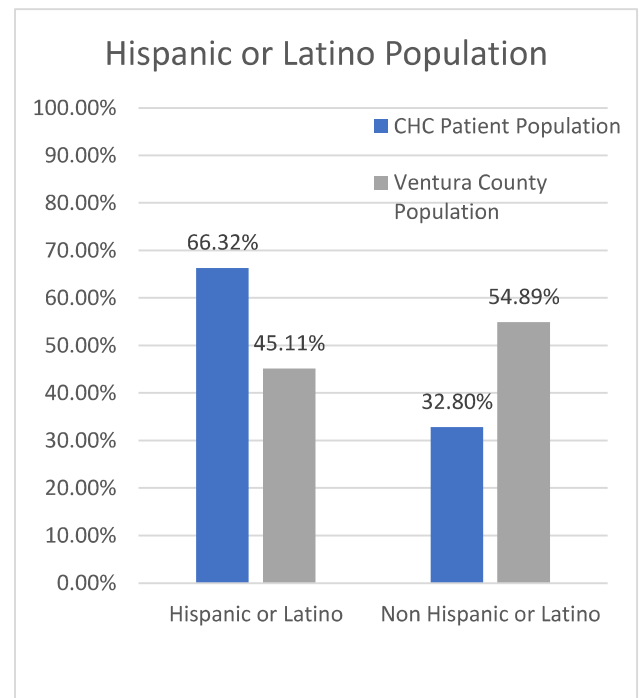
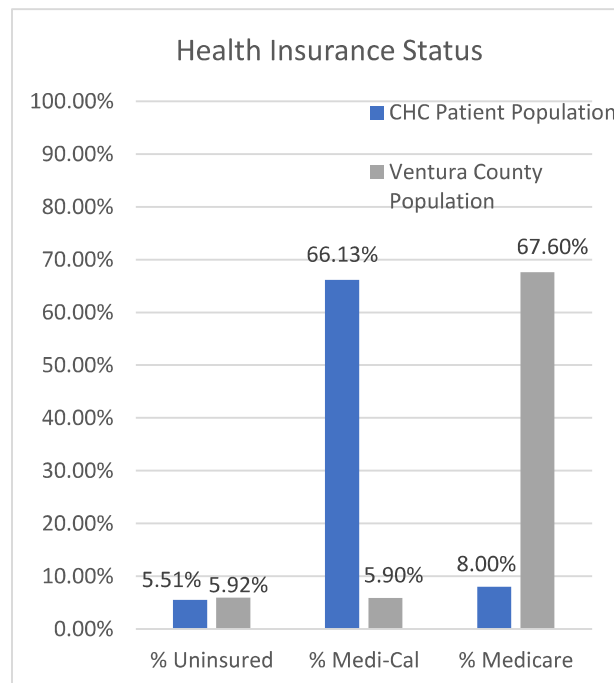
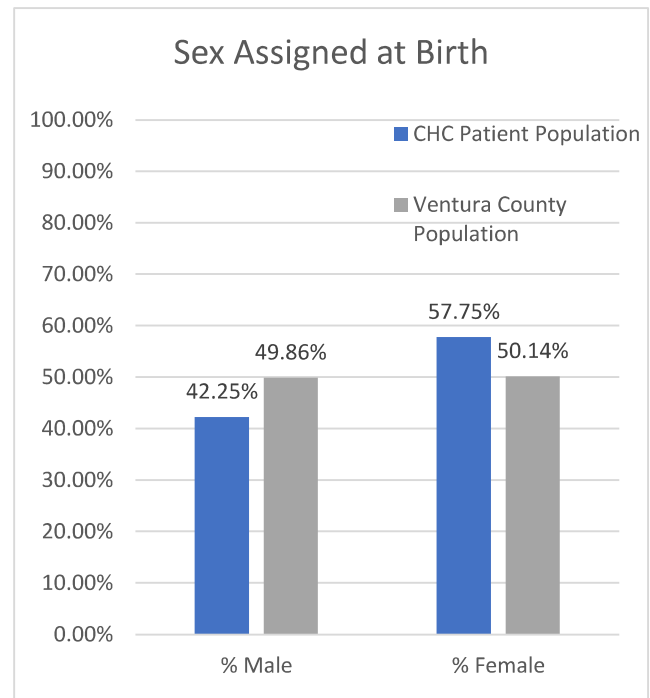
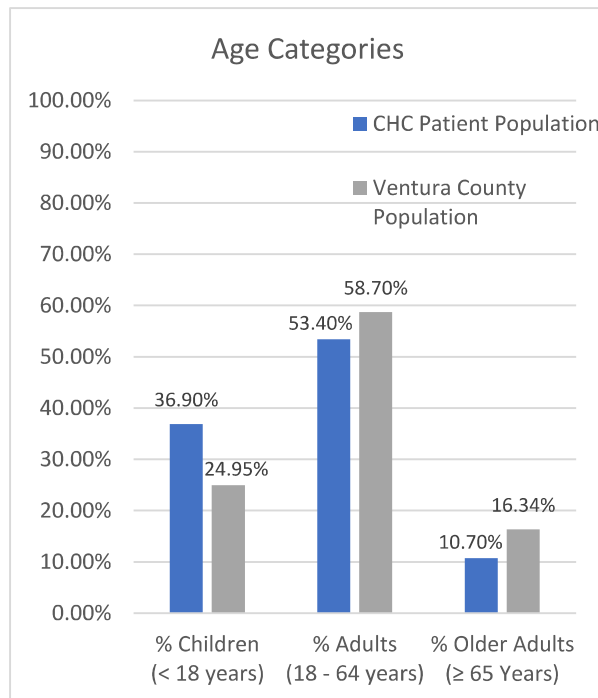
Map of Ventura County CHC FQHCs



² [HRSA UDS 2022](#).

Site Name	Address	City	Site Type
Las Posas Family Medical Group	3801 Las Posas Road, Suite 214	Camarillo	Fixed
Fillmore Family Medical Group	828 Ventura Street	Fillmore	Fixed
Moorpark Family Medical Clinic	612 Spring Street, Bldg. A	Moorpark	Fixed
John K. Flynn Community Clinic	3100 N. Rose Avenue	Oxnard	Fixed
Las Islas Family Medical Group- N	2400 South "C" Street	Oxnard	Fixed
Las Islas Family Medical Group- S	325 W. Channel Islands Blvd.	Oxnard	Fixed
Las Islas Mobile Clinic	325 W. Channel Islands Blvd.	Oxnard	Mobile
Magnolia Family Medical Center	2240 E. Gonzalez Ave., Suites 100, 110, & 120	Oxnard	Fixed
Magnolia Family Medical Center- West	2220 E. Gonzalez Avenue, Suites 120-A/B	Oxnard	Fixed
Magnolia Dental	2220 E. Gonzales Road, Ste 110	Oxnard	Fixed
Mandalay Bay Women & Children's Center	2000 Outlet Center Dr. # 110	Oxnard	Fixed
Santa Paula Hospital Clinic	845 N. 10th Street, Suite 3	Santa Paula	Fixed
Santa Paula Medical Clinic	1334 E. Main Street	Santa Paula	Fixed
Santa Paula West	254 W. Harvard Boulevard	Santa Paula	Fixed
Sierra Vista Family Medical Clinic	1227 E. Los Angeles Avenue	Simi Valley	Fixed
Conejo Valley Family Medical Group	125 W. Thousand Oaks Blvd., Suite 300	Thousand Oaks	Fixed
Health Care for the Homeless Clinic	3147 Loma Vista	Ventura	Fixed
Pediatric Diagnostic Clinic	300 Hillmont Dr., Bldg. 340, Suite 302	Ventura	Fixed
West Ventura Medical Clinic	133 W. Santa Clara Street	Ventura	Fixed

CY 2023 Population Served by Age, Sex, Health Insurance Status and Ethnicity³⁴⁵⁶



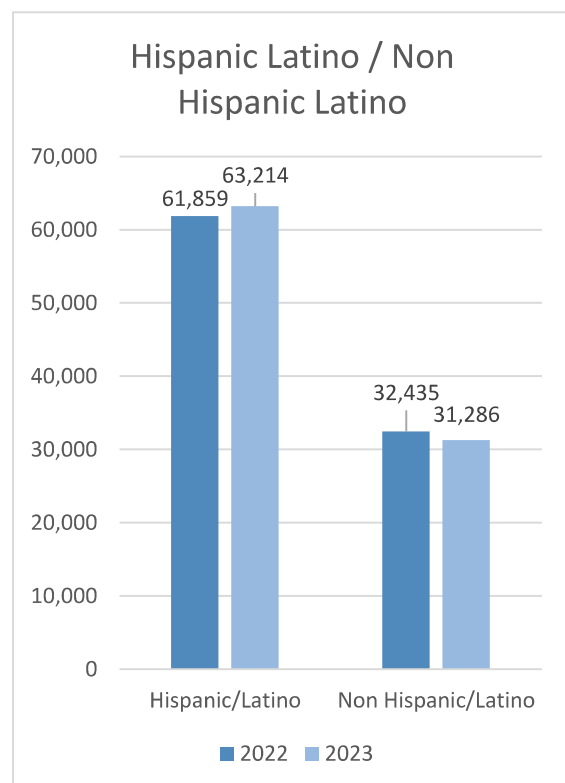
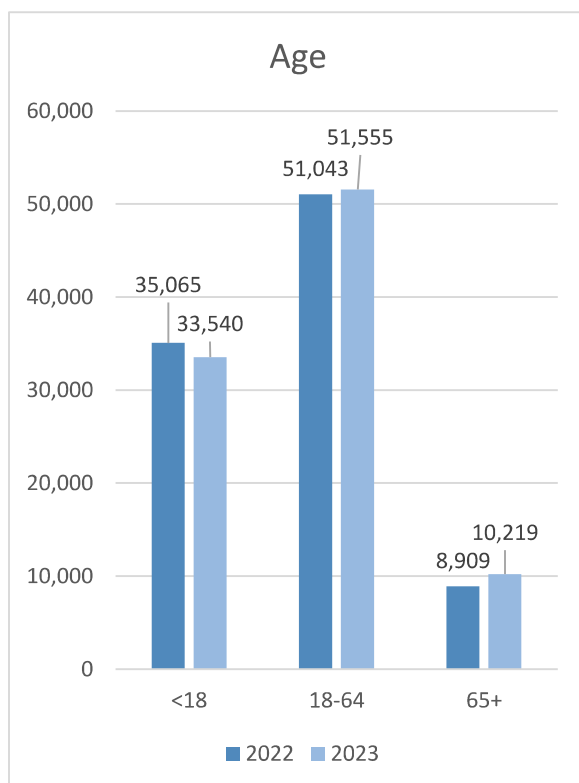
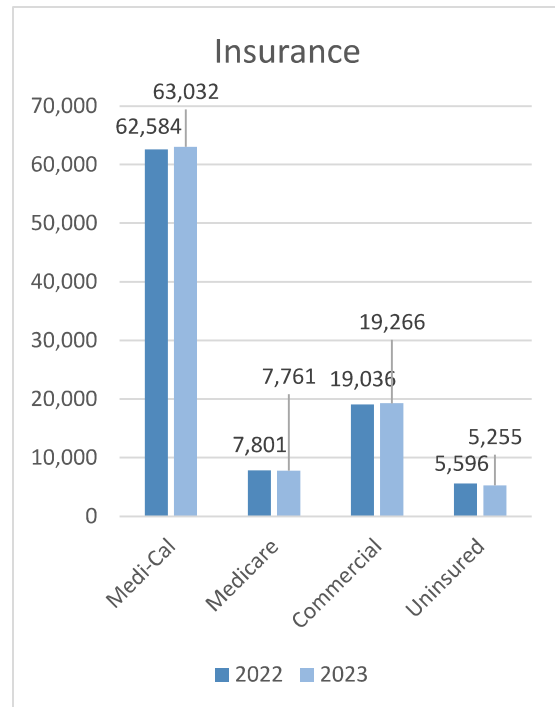
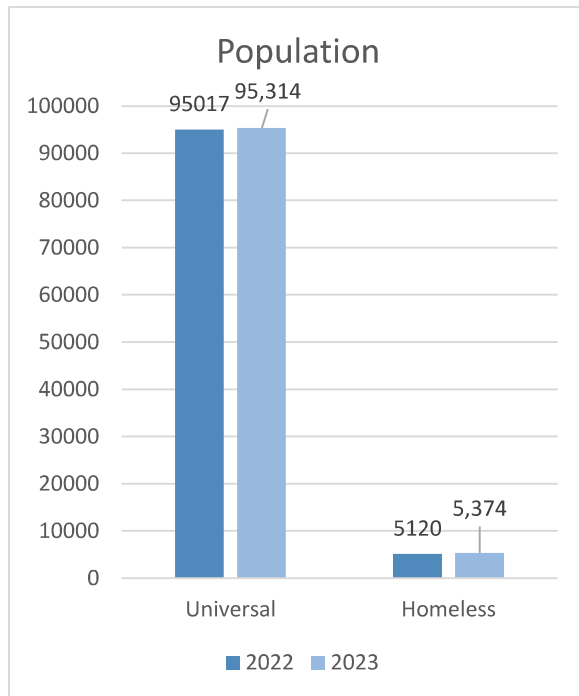
³ [HRSA UDS 2023.](#)

⁴ [US Census. Age and sex. 2021 American Community Survey 1-Year Estimates Subject Tables](#)

⁵ [US Census. Selected characteristics of health insurance coverage in the United States. 2021 American Community Survey 1-Year Estimates Subject Tables](#)

⁶ [US Census. 2020 DEC Redistricting Data](#)

UDS 2022 vs 2023



CY 2023 Top 5 Diagnoses

Table 1. CY 2023 Top 5 Diagnoses.

TOTAL PATIENT POPULATION			PATIENTS EXPERIENCING HOMELESSNESS		
Diagnosis	# Pts	% Pts	Diagnosis	# Pts	% Pts
1. Overweight / Obesity	18,943	14.5%	1. Hypertension	1,221	22.72%
2. Hypertension	13,789	11.7%	2. Diabetes	704	13.10%
3. Diabetes	9,204	9.7%	3. Anxiety Disorders (incl. PTSD)	673	12.52%
4. Anxiety Disorders (incl. PTSD)	6,965	7.3%	4. Other Substance Related Disorders (Excluding Tobacco Use)	651	12.11%
5. Other mental health disorders, excluding drug or alcohol dependence	5,330	5.6%	5. Overweight / Obesity	535	9.96%

VENTURA COUNTY COMMUNITY HEALTH CENTER BOARD

Purpose and Authority

The CHC Board purpose and authority are described in the CHC Board Bylaws and the Co-Applicant Agreement. Revision to the Bylaws require approval by at least two-thirds of the CHC Board; the revised Bylaws must then be approved by the Ventura County Board of Supervisors. The Bylaws were most recently updated and approved in early 2023.

As required for compliance with HRSA Health Center grant requirements, CHC Board responsibilities include but are not limited to:

- Holds monthly meetings and maintains public records to document all CHC Board activities in compliance with the Brown Act.
- Reviews applications and any requests involving changes in scope or services related to the HRSA Health Center grant and makes its recommendation re: approval to the Board of Supervisors.
- Reviews the annual CHC budget and independent audit.
- Engages in community health assessments and long-term strategic planning as appropriate.
- Evaluates the CHC's performance in meeting the healthcare needs of the community and its progress toward long-term and strategic goals.
- Recommends services beyond those required by law to be provided by the CHC, as well as the location and mode of delivery of those services.
- Reviews hours during which services are provided at the CHC FQHCs for appropriateness and responsiveness to community needs and makes its recommendation to the Board of Supervisors re: approval.
- Ensures that the scope of the CHC is consistent with the needs of the community.
- Approves FQHC provider licensing and credentialing applications.
- Facilitates and coordinates collaboration with other service provider organizations.
- Reviews general CHC policies and procedures for consistency and ensures compliance with the requirements of the HRSA Health Center grant and all applicable local, state, and federal laws.

Compliance Oversight

One of the most significant CHC Board responsibilities is to provide oversight of CHC compliance. The CHC FQHCs are required to maintain compliance with all regulations applicable to healthcare organizations, including new regulations and any changes to existing regulations; these regulations include, but are not limited to, those related to patient safety, occupational safety, protected health information, billing and financial, and transparency and accountability. In

addition, the CHC FQHCs must demonstrate compliance with HRSA Health Center grant requirements to remain eligible for this important designation.

HRSA

In 2018, HRSA released an update to the [Health Center Program Compliance Manual](#), which all HRSA-designated CHCs are required to follow. Failure to demonstrate compliance may result in HRSA placing a condition on the grant award; if areas of non-compliance are not addressed and failure to demonstrate compliance continues, then HRSA may take further action, up to and including terminating the award.

The Compliance Manual contains 21 chapters that describe Health Center Program requirements and guidance on how to demonstrate compliance as well as the relevant statutory and regulatory citations. Per the Compliance Manual, Chapter 19, the CHC Board is to provide oversight and ensure compliance in each of the areas described in the Compliance Manual chapters. Compliance Manual chapter content follows; Chapter 21 does not apply to the VCHCA CHC.

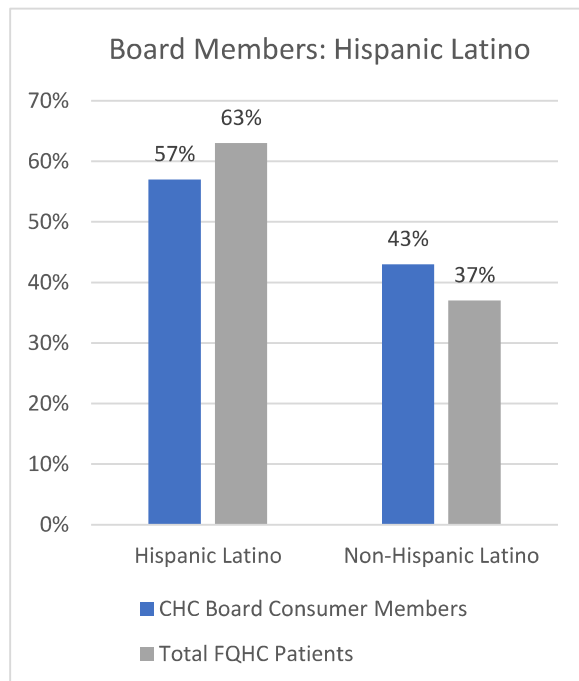
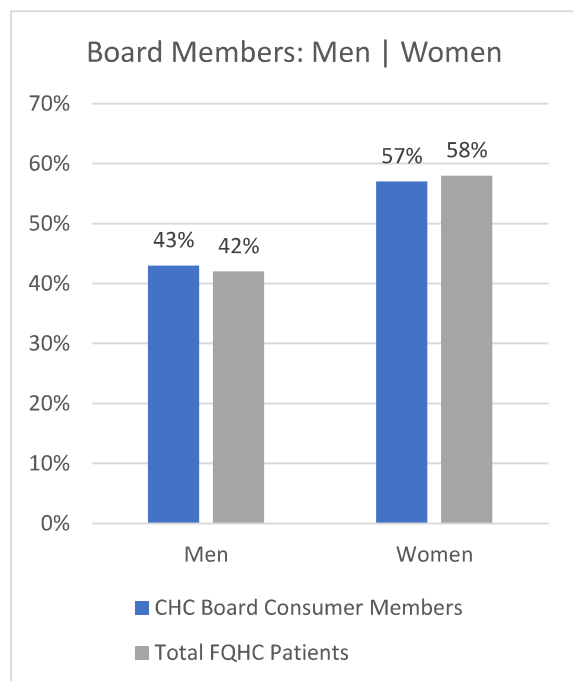
1. HRSA Health Center Program eligibility.
2. Health Center oversight.
3. Community health needs assessment.
4. Required and additional health services.
5. Clinical staffing acuties and provider credentialing.
6. Accessible locations and hours of operations.
7. Required coverage for during and after-hours medical emergencies.
8. Continuity of care and hospital access.
9. Sliding Fee Discount Program.
10. Quality Improvement/Assurance Program.
11. Key health center management staff.
12. Provision of appropriate services via contract.
13. Conflict of Interest (consistent with Ventura County Conflict of Interest code).
14. Collaborative relationships between the CHC and community partners.
15. Fiscal management systems.
16. Billing and collection for CHC provided services.
17. CHC annual budget.
18. CHC program monitoring and data reporting.
19. CHC Board.
20. CHC Board composition.
21. Federal Torts Claims Act.

Membership

HRSA Health Center grant requirements specify that at least 51% of the CHC Board must be patients of the CHC FQHCs (consumer members); the remaining CHC Board must be from the

community that the CHC serves (community members). CHC Board members shall have expertise in community affairs, local government, finance and banking, legal affairs, trade unions, and other commercial and industrial concerns, or social service agencies within the community. No more than two (2) community members may derive more than 10% of their annual income from the healthcare industry.

The FY 2024-25 CHC Board is comprised of 55.6% consumer members. CHC Board members are recruited and carefully vetted for their unique and diverse skillsets and evaluated for their ability to contribute to the oversight activities and responsibilities of the CHC Board. The consumer Board members closely reflect the composition of the community served.



CHC Board members receive no compensation for their participation. They serve two- to three-year terms as specified in the Bylaws. CHC Board members receive mandatory two-hour ethics training and must maintain regular attendance at the CHC Board meetings, held monthly. The CHC Board includes an Executive Committee of four CHC Board members, who are elected by the other members each June to a one-year term.

FY 2024-25 CHC Board Members



Ralph Reyes
District 3
Chair



Rena Sepulveda
District 1
Vice Chair



Espy Gonzalez
District 2
Secretary



James Mason
District 5
Treasurer



Loretta Denering,
DrPH, MS
District 2



Renee Higgins, MD
District 3



Melissa Livingston
District 4



Manuel Minjares
District 3



David Tovar
District 3



Monique Nowlin
District 1
End of Term – April '24

FY 2023-24 ACTIVITY HIGHLIGHTS

Operational Improvement Initiatives

Dental: In 2021, VCCHC received funding from HRSA's American Rescue Plan – Health Center Construction and Capital Improvements. The purpose of this funding was to support construction, expansion, alteration, renovation, and other capital improvements. VCCHC utilized part of the funding received to build a brand-new dental suite in Oxnard. While there were several delays, including delays in equipment shipping, sprinkler system updates, permitting, as well as receiving the final change in scope approval from HRSA, the renovation was completed within the funding period.

VCCHC opened the five-station facility in August 2024. The dental suite has two full-time dentists on staff and is open five days a week. The clinic is currently only seeing pediatric patients and hopes to eventually expand to adult dental care.





Addiction Medicine Services: Also known as MAT (medication assisted treatment) services have been expanded at the Magnolia clinic. VCCHC has hired a fellow from the Addiction Medicine Fellowship Program at VCMC to provide primary care and addiction medicine services. The practitioner will provide services alongside the support staff like the Behavioral Health Technician and Alcohol/Drug Treatment Specialist.

Cerner Practice Management (CPM): The Cerner Practice Management (CPM) upgrade provides added efficiencies in patient appointment scheduling, check-in, registration, and check-out processes. The system upgrade was initially set to go live in October of 2023. Due to shifts in project management resources by Cerner, the go-live happened in early February 2024. Much of the preparation was completed in 2023, but the team had additional time to test the new configurations and train staff.

HRSA Service Area Competition

Ventura County Community Health Center (VCCHC) submitted the HRSA Service Area Competition (SAC) in September 2024. “The purpose of the SAC...is to ensure continued access to comprehensive, culturally competent, high-quality primary health care services for communities and populations currently served by the Health Center Program,” (HRSA, 2021). The team provided a written grant application including a project narrative, budget narrative, staffing

profiles, community characteristics, and confirmed compliance of services provided, operational sites, and policies within the Federally Qualified Health Centers (FQHC). The project narrative includes need, collaboration with other FQHCs, the impact of the FQHCs, as well as how the FQHCs are governed. There is a set funding amount available, based on the number of patients served in the previous reporting period, and the team submitted the grant application requesting the full amount.

VCCHC is considered a ‘competing continuation’ applicant, therefore if HRSA identified an area of non-compliance during the application prefunding review, the team has fourteen (14) calendar days to submit documentation of compliance. VCCHC received correspondence of one (1) area of non-compliance in the 2024 SAC application. HRSA requested a change in VCCHC’s Waiving or Reducing Fees policy, stating that specific circumstances for waiving or reducing fees was not listed. VCCHC made these changes to the grant application narrative and policy and, at the time the Activity Report was written, were waiting for final approval from HRSA.

HRSA Quality Awards

In 2023, the Ventura County CHC FQHCs received one Community Health Quality Recognition award for advancing health information technology (HIT) for quality, which required VCCHC to adopt an electronic health record system, offer telehealth services, exchange clinical information electronically, engage patients through health IT, and collect data on patient social risk factors. The Ventura County CHC’s goal is to eventually earn the Health Center Quality Leader bronze, silver, or gold award. To do so VCCHC needs to land in the top 30% of AQR (Adjusted Quartile Rankings) – which assesses and compares the health center’s clinical quality performance to that of similar health centers⁷.



Figure 6. 2024 HRSA Advancing HIT for Quality Awardee.

⁷ [Community Health Quality Recognition \(CHQR\) awards.](#)

Active HRSA One-Time & Supplemental Funding: Summary

HRSA Funding	Amount	Budget Period	Description
330 Block Grants	\$2,075,591	Jan 2024 – Dec 2024	Base award with an additional supplemental award focused on Quality Improvement (Hypertension)
ARP-Capital	\$527,312	Jan 2024 – Dec 2024	Health center capital improvement and infrastructure
Total Funding	\$2,602,903		

FY 2024-25 CHC BOARD MEETING SCHEDULE

Meeting Location:

2240 E Gonzales Rd

Suite 200

Oxnard, CA 93036

THE VENTURA COUNTY COMMUNITY HEALTH CENTER BOARD MEETS THE
FOURTH (* EXCEPTION) THURSDAY OF EVERY MONTH @ 12:30 PM

January

February

March

April

May

June

July

August

September

October

November*

December*

For information about CHC Board meetings, please contact the CHC Board Clerk at (805) 677-521
or by email at CHCBoardClerk@ventura.org.

CHC Board meetings are open to the public.

REFERENCES

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- US Census Bureau. (2018). Table S2701: Selected characteristics of health insurance coverage in the United States. *2021 American Community Survey 1-Year Estimates*. US Census Bureau.
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