



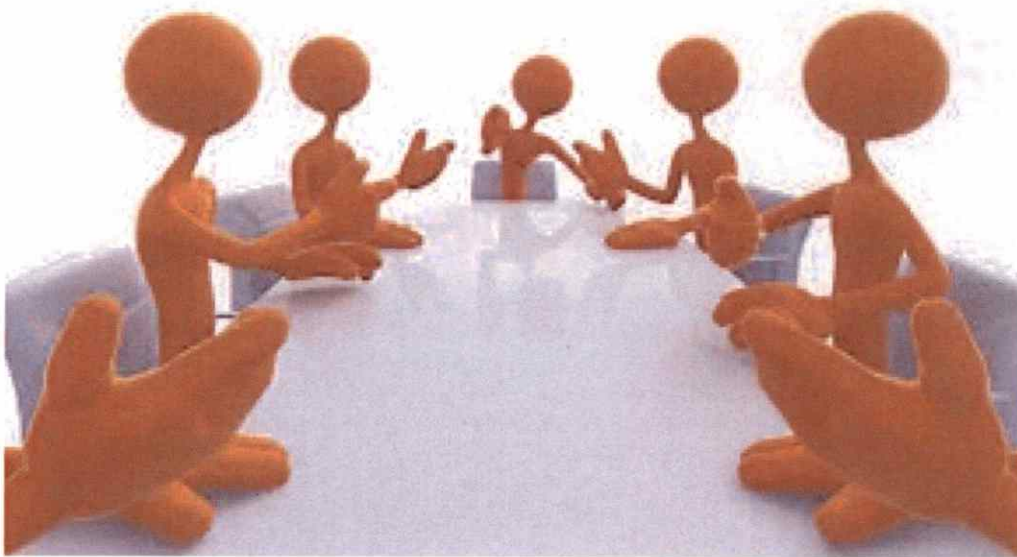
SOUTH CENTRAL FAMILY HEALTH CENTER

SCFHC Annex

4415 S. Central Avenue

Los Angeles, CA 90011

BOARD OF DIRECTORS' MEETING PACKET



July 25, 2017 – 6:30 pm

AGENDA



South Central Family Health Center

Board of Directors Agenda

July 25, 2017

1. MEETING CALLED TO ORDER

2. ROLL CALL

3. STRATEGIC PLANNING UPDATE – Maura Harrington

4. CLINIC REPORTS:

- a. Administrative Report – Richard Veloz
- b. Human Resources – included in packet
- c. Development Report – David Roman
- d. Operations Report – Genevieve Filmardirossian
- e. Medical Report – Dr. Jose Perez
- f. Pharmacy Report – included in packet
- g. Finance Report – Paul Ramos

5. ACTION ITEMS:

- a. Approval of Dental Provider Credentialing & Privileging for Suzan Khajavi, DDS – request for full privileging and credentialing
- b. Approval of Change orders for our new building after receiving our Certificate of Occupancy \$62,295

6. CHAIR'S REPORT

- a. The next Board Meeting is scheduled for Tuesday, August 29th
- b. Board Member Boot Camp – August 26th in San Diego – 2017 Annual Convention and Community Health Institute (NACHC)

ADMINISTRATIVE REPORT

South Central Family Health Center
Board of Directors
CEO Report

July 25, 2017

SCFHC Health Center Overview for the month:

In addition to a review of this last month's clinics progress, Maura Harrington, from the Center for Non-Profit Management, will provide an update on our progress so far with our Strategic Plan, and the framework that we developed at our strategic plan meeting late last year. Over these many months staff has been working with Ms. Harrington to further refine and prioritize our strategic plan goals for the next 5 years. Ms. Harrington will present our progress thus far with input and a vote from the Board of completing the work plan and finalizing our strategic plan by our August board meeting.

- **WIPFLI 18th Annual National Training Conference:** I attended the WIPFLI conference in Las Vegas Nevada. Among some of the items discussed were; training focused on improving areas that will allow us, as a clinic, to meet our community needs. How focusing on compliance could increase funding and cash flow. Technology that would allow our IT department to not only function at high capacity, but in a secure manner, and will therefore ensure our patient's privacy. The four day conference allowed for learning and networking opportunity.
- **Community Clinic National Health Center Week:** Staff has been working very hard preparing for the many events at our health center sites that will take place during the National Health Center Week, August 13-19, 2017. The events will include our Vernon Building Grand Opening which will take place on August 17, 2017. Development and Operations will provide a brief overview of what will take place at SCFHC that week.
- **Property Expansion updates:** While we have moved forward in reaching our construction deadlines for our dental and Vernon Medical sites, we have had to overcome some new state coding requirements that were recently released. This has delayed our ability to open full time but I'm happy to report that with the diligent work of our senior staff team, we have overcome most of the obstacles and are back on track with obtaining all licenses and requirements.
 - **Dental Clinic Expansion:** We are looking at the end of August or early September to open to have construction completed and are working to assure that all licensing requirements will also be met.
 - **Vernon Medical Plaza Building:** Construction is complete with a few minor constructions still to take place. We opened to see our first Women's Health, and Chronic Disease patients on July 7, 2017.

- Main SCFHC Clinic: Exterior painting of building completed. Looking at our funding sources to update our waiting room furniture and interior decorations.
- Cudahy Clinic: Working with the state inspectors and others to secure our full clinic licenses. Open 30 hours at this time. Possibility of expanding this clinic site as new space becomes available.
- Elizabeth Learning Center Wellness Center: Dental expansion on hold but we have secured additional expansion space adjacent to the clinic that can be used for patient exercise and staff offices **GuideStar Gold Seal Foundation Recognition:** SCFHC has achieved the 2017 Gold Seal of Transparency on GuideStar.org. GuideStar collects information from more than 1 million nonprofits across the nation. To ensure that the citizens of California have public has access to information that can help them gain a deeper understanding of nonprofits in their community; the California Secretary of State requires that all nonprofit organizations have their information listed on GuideStar.

The State of California provides GuideStar with default information that includes the organization name and a scanned copy of their IRS Form 990. As nonprofits opt-in to share more information, GuideStar awards stars for the level of transparency. Last year (2016) SCFHC achieved a Silver Seal. This year, we have achieved a Gold Seal, and are now in the top 0.5% of all nonprofits across the USA for transparency. A special thanks to our Development Department and especially to Development Assistant, and intern, Lauren Brunet, who made sure we achieved this recognition.

SCFHC All Staff Meeting July 18, 2017: At our All Staff meeting we had the opportunity to introduce Cameron Onumah, L.A. County Field Deputy for State Senator Diane Feinstein as our guest speaker. After touring our new Vernon Medical Plaza Building, Mr. Onumah spoke of his growing up in the South L.A. community, and briefed us on the Senators efforts to ensure that health funding for community clinics like ours continues.

Another highlight of the meeting was our staff recognition awards ceremony, which we are calling the Spotlight Awards. We recognized staff who exhibited excellent customer service, and best represented the mission and values of SCFHC. I'd like to thank Genevieve and her team along with our Development Department and our HR consultant for focusing on this important morale boosting event for staff. It was well attended and only the first of many other events like this.

ACA Repeal Efforts: Fight Continues, Confusion Reigns: This week was a wild ride in the seemingly never-ending saga of Affordable Care Act (ACA) repeal. As of the end of last week, the Senate was expected to vote this week on an amended version of the Better Care Reconciliation Act (BCRA), their version of the House-passed American Health Care Act (AHCA). During the course of this week, the BCRA seemingly died, a new option was put on the table, the BCRA was resurrected, and the CBO produced analysis of two very different bills. As of this writing, the Senate is expected to vote on a Motion to Proceed on Tuesday, July 25, but no one seems to know which bill they will be voting to

proceed to debate on.

On Thursday, the Congressional Budget Office (CBO) released analysis on two pieces of legislation, an amended version of the BCRA and an updated version of the 2015 repeal and delay bill, titled the Obamacare Repeal Reconciliation Act (ORRA). The new BCRA analysis included most of last week's amendments, but not the controversial "Cruz amendment" which would permit states to allow insurers to sell non ACA-compliant plans alongside compliant plans. The CBO's updated BCRA analysis finds that the bill would still leave 22 million more people uninsured by 2026. The ORRA analysis is virtually identical to the analysis of the 2015 bill; CBO projects the ORRA would leave 32 million more people uninsured by 2026.

On Friday: Motion to Proceed Expected next week, but to Which Bill?

Senate leaders say they plan to start debate on a bill on Monday, July 24, but it is not clear which bill they intend to bring to the Senate floor. Senate Majority Leader Mitch McConnell is trying to make the case that the Senate needs to begin debating and amending a bill in order to pass one. A Motion to Proceed vote is expected on Tuesday, July 25, but as Senators were leaving town for the weekend on Thursday, July 20, many of them remained unclear whether they would be voting to proceed to debate on repeal and replace, under the BCRA, or repeal and delay, under the ORRA.

HUMAN RESOURCES REPORT

DEVELOPMENT REPORT

Grants Received							
Date Received	STATUS	FOUNDATION	Request Amount	Award Amount	PURPOSE	Request Start Date	Request End Date
5/1/2017	Received	California Department of Public Health- Colorectal Cancer Screening	\$ 502,000.00	\$ 502,000.00	A four-year contract focusing on improving colorectal cancer screenings and care for patients ages 50 + (@124k per year), and \$130k in Yr. 1	1/1/2017	6/30/2017
2/21/2017	Received	Essential Access: Title X- Family Planning	\$ 150,000.00	\$ 130,000.00	Training on best Quality Control practices to improve efficiencies and patient outcomes	3/1/2017	4/30/2019
6/1/2017	Received	LA CARE- CCI	\$ 5,000.00	\$ 5,000.00	Volunteers & Community Project	7/1/2017	9/30/2017
6/1/2017	Received	Karl Kirchgesser Foundation	\$ 20,000.00	\$ 20,000.00	Vision Care/Optomety- Pending Response	5/1/2017	12/1/2017
6/15/2017	Received	Kaiser Permanente- Downey	\$ 25,000.00	\$ 17,000.00	STD Outreach & Screening- HP & Cudahy	5/1/2017	4/30/2018
6/20/2017	Received	Dabney's Pharmacy/Ramat Medical	\$ 250,000.00	\$ 250,000.00	Diabetes Programming- (Five Year, 50,000 per Year) opportunity	9/1/2017	
		Total Grants Received		\$924,000			
Submitted Requests- Programmatic							
Date Submitted	STATUS	FOUNDATION	Request Amount		PURPOSE	Request Start Date	Request End Date
2/7/2017	Submitted	Ahmanson Foundation	\$ 130,000.00		Dental Chairs/Jefferson Wellness Center to be submitted by LA Trust	5/1/2017	
4/26/2017	Submitted	Pierre Farchaud Foundation	\$ 10,000.00		Dental Supplies	6/1/2017	
4/28/2017	Submitted	Craill Johnson Foundation	\$ 25,000.00		General Operating Support	6/1/2017	
5/20/2017	Submitted	Maximus Foundation	\$ 5,000.00		General Operating Support	9/1/2017	
7/26/2017	Submitted	HRSA-AIMS	\$ 130,000.00		Mental Health & Substance Abuse Prevention	7/26/2017	
		TOTAL- SR-P	\$ 300,000.00				
Submitted Requests- Capital							
Date Submitted	STATUS	FOUNDATION	Request Amount		PURPOSE	Request Start Date	Request End Date

TOTAL- SR-C

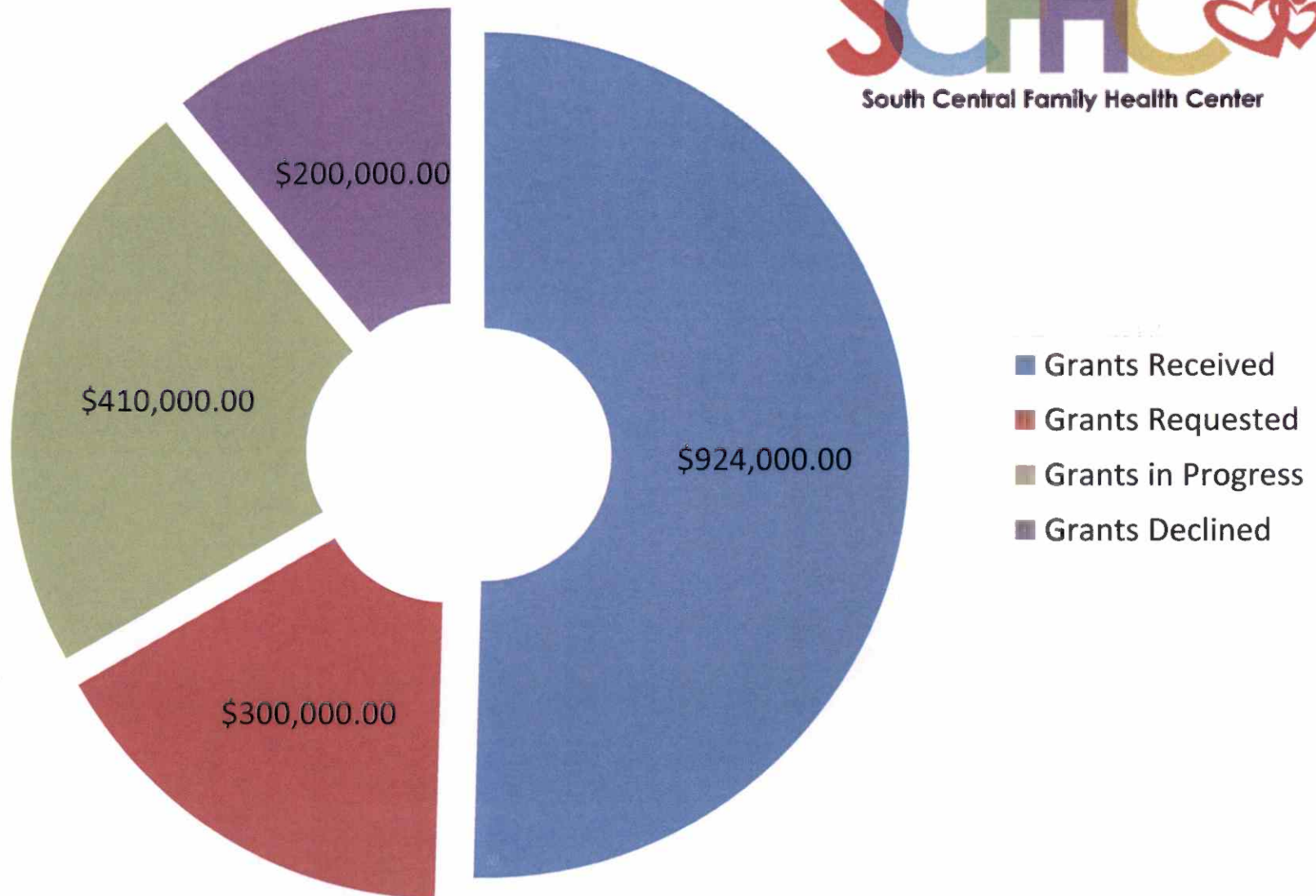
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LOIs & Grants In Progress							
Due Date	STATUS	Granting Agency	Request Amount		PURPOSE	Request Start Date	Request End Date
Ongoing	In-Progress	Unihealth Foundation	\$ 150,000.00		TBD		
6/30/2017	Submitted	Del E. Webb Foundation	\$ 20,000.00				

6/30/2017	In-Progress	George Hoag Foundation	\$ 20,000.00				
8/7/2017	In-Progress	HealthNet	\$ 120,000.00		Workforce Development & Retention	9/1/2017	
9/19/2017	In-Progress	QueensCare	\$ 100,000.00		Bill-Against Crime	10/1/2017	
		TOTAL	\$ 410,000.00				
		Applications Declined					
Date Notified	STATUS	FOUNDATION	Amount Denied		PURPOSE		FUNDING PERIOD
4/5/2017	Declined	LA Care- Oral Health	\$ 150,000.00		Expanded Dental Services for Elizabeth Learning Center	5/1/2017	
5/4/2017	Declined	Cedars Sinai- Community Benefit	\$ 50,000.00		Diabetes/Obesity Prevention	9/1/2017	
		Total	\$ 200,000.00				

Grant Reports							
Due Date	STATUS	FOUNDATION	AMOUNT	Submitted	PURPOSE	Funding Start Date	Funding End-Date
3/15/2016	Submitted	Weingart Foundation	\$ 300,000.00		Progress Report- Capital Campaign		
12/1/2015	Submitted	California Family Health Councils (Title X)	\$ 124,097.00		Progress Report- Family Planning		
12/1/2015	Submitted	Karl Kirchgessner Foundation	\$ 22,000.00	TBD	Final Report- Retinal Screening		
9/1/2015	Submitted	Kaiser Permanente, WLA	\$ 10,000.00		Final Report- Children's Fitness		



OPERATIONS REPORT

South Central Family Health Center

Operations Report

July 25, 2017, 2017

NATIONAL HEALTH CENTER WEEK 2017 SUMMARY UPDATE

Our theme for National Health Center Week 2017 (NHCW) is "Celebrating America's Health Centers: The Key to Healthier Communities." As local community owned and operated businesses, Health Centers serve over 25 million Americans at more than 9,000 delivery sites in all 50 states, the District of Columbia, Puerto Rico and U.S. territories.

Goal: To promote awareness of health, honor existing patient base, and highlight the two new clinic's Grand Opening at Vernon and at the Annex, during National Health Center Week (8/13-19).

Donations collected for the events we will be hosting during National Health Center Week.

- 1) We were contacted by Amanda Pears Kelly, National Advocacy Director for the National Association of Community Health Centers that we were awarded **\$1,000 dollars** (unrestricted funds) sponsorship from McKesson.
- 2) We have received verbal confirmation from Care 1st Health Plan the amount **\$500.00 dollars**; raffles and six cases of water and promotional items
- 3) We have received verbal commitment from Alignment the amount **\$500.00 dollars**
- 4) We have receive verbal commitment from Healthcare Access the amount of **\$700.00 dollars**
- 5) Access Dental is pending
- 6) L A Hospital will provide canopies for the event at Elizabeth Center.
- 7) Alignment Health will all the prizes for the Loteria (Bingo) for seniors and continental breakfast for the Staff at
- 8) Care 1st Health Plan will provide lunch for the seniors patients and raffle gifts at the HP site
- 9) Mother's Nutrition will provide fresh fruit and water for patients.
- 10) YWCA, WIC, MAOF (Head Start Program) will be attending and providing water and raffle prizes for all patients

SCFHC Event for National Health Center Week

At South Central Family Health Center

Wednesday, August 16, 2017

9am to 2 pm

9am - 9:15am: Guests sign in

Intro to NHCW

9:15am - 9:45am Vision Care and Diabetes Detection Presentation

10am - 10:30am Dental Care Presentation

10am Tour of new Vernon Medical Building

10:45am - 11:15am Stress Management Presentation

11:30am - 12:30pm Health Insurances and Enrollments

12pm Tour of new Vernon Medical Building

12:45pm - 1:30pm Immigration Legal Rights

1:30pm Tour of new Vernon Medical Building

There will be a raffle for Patients

Adults get one free SCFHC tote-bag for finishing the workshops

Children get drawstring bag with gifts

There will be tables with more information on SCFHC programs

- ISM
- Managed Care

Blood Pressure Screenings All Day

Enrollment Assistance Provided all day

- Help with scheduling appointments, info on how to enroll into SCFHC services

Kid's zone with movies and snacks for kids

- Free books provided to kids

SCFHC Event for National Health Center Event

At Huntington Park Family Health Center

Friday, August 18, 2017

10am to 2pm

Emilio from Cosmo Marketing will MC, he will make an announcement to welcome to NHCW. He will also MC the raffles.

10am-11am: Guest sign in

- Introduction to the clinic and a special Thank you to all of our patients

Program Layout:

11am-11:30am: Dental Screening for children (15 to 20 guests)

11:30am-12pm: Raffles and Snacks

- The raffle prizes provided by the vendors, each vendor will provide 2 raffle items.
- As snacks we will have fruit and water.

12pm – 12:30pm: Loteria with Seniors

12:30pm-1pm: 2nd raffle as well as Question and Answer time

1pm-1:30pm: Presentation on Women's Health

- pap smear and mammogram awareness and education

1:30-2pm: Questions and Answers

Possible Screenings:

- Dental screenings
- Blood Pressure
- Retinal Screening

Adults get one free SCFHC tote-bag for finishing the workshops

Children get drawstring bag with gifts

Vendor List:

1st Floor Vendors

- Liberty Dental

- Access Dental
- YWCA

2nd Floor Vendors

- Care 1st
- Head Start
- LA Care
- YMCA
- Planet Fitness
- Care Mor

Other Possible Vendors

- Mothers Nutritional Center
- LA Community Hospital
- EDEN

SCFHC Event for National Health Center Week

At Wellness Center at the Elizabeth Learning Center

Tuesday, August 15, 2017

11am to 3 pm

Guest Sign in

- Consent forms for WCELC will be distributed to parents

11am- 3pm Emilio from Cosmo Marketing will MC, he will make an announcement to welcome to WCELC. He will continue to make announcements throughout the day to direct patients to next workshops.

Program Layout:

11am -11:30am Snacks and water distributed by vendors.

- The snacks will be granola bars, fruit and juice.

11:30am – 12pm Presentation on Women's Health

- pap smear and mammogram awareness and education

12:30pm Raffle

- The vendors will bring 2 raffle prizes.

1pm – 1:30pm Presentation on the Importance of Immunizations

1:30pm 2nd raffle

2pm- 2:30pm Question and Answers

3pm 3rd Raffle

3:30pm Take down and clean up

All Day Kid's Zone:

- Healthy Snacks
- Puppet show

Booths all day about various services:

- How to become a patient at SCFHC
- Where to go to enroll for Medi-Cal and MyHealthLA
- Free TDAPs for children
- Blood Pressure Screenings

Adults get one free SCFHC tote-bag for finishing the workshops

Children get drawstring bag with gifts

Vendor List:

- Mother's Nutrition
- Care1st
- LA Care
- Medicine Cabinet
- Eden Day Care
- WIC

Volunteers:

- Padres en Accion (ELC)

NATIONAL HEALTH CENTER WEEK

August 13-19th
2017

#NHCW17
#ValueCHCs

Celebrating America's Health Centers: The Key to Healthier Communities

Join us as we celebrate America's Health Centers during National Health Center Week, August 13-19, 2017. Please visit HealthCenterWeek.org for more information and events in your area.



With The Support of Our Partners



7501 Wisconsin Ave., Suite 1100W
Bethesda, MD 20814 | nhcw@nachc.org
www.healthcenterweek.org
1-202-296-3800

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NATIONAL ASSOCIATION OF
Community Health Centers

**MEDICAL
ADMINISTRATION
REPORT**



Medical Report for the Board of Directors

July 2017 – José Luis Pérez, MD

MEDICAL STAFF

Provider Meeting:

The providers moved into the new building. Providers are very excited about their new setting. Dr. Huang reviewed dental referrals. Evelyn Ceja reported on the colorectal screening project. Had a training on removal of Nextplanon.

Providers:

We have Ms. Sarah Camarena, PA-C join us. We still have three providers positions open. I continue my efforts with iRecruit and InLine groups to secure providers. We have begun the monthly trainings on our EMR. We will increase the frequency of trainings as the need arises.

RISK MANAGEMENT

Credentialing:

- 1. The following providers are up for recredential: Jose L Perez, MD, Ruben Garcia PA-C, Rene Urbina FNP , James Martin PA-C, Jennifer Edwards PA-C**
- 2. Reviewed Sarah Camarena PA-C's credentialing file which came back clear; Discussed with Dr. Leatherwood; and Recommend for the board to approve her temporary privileges.**
- 3. James Martin, PA-C completed his DEA renewal.**

Trainings

- 1. Alicia Espiritu gave an update on eConsults Referrals. Providers were reminded that they must respond in the dialog box and close the referral when all information has been given. They were also informed that there will be random spot-checks on individual provider's accounts to check for completeness.**

PRODUCTIVITY

- We were able to see 7,128, a decrease of about 300 visits less than the 7,454 patient visits seen in the month of May.

QUALITY IMPROVEMENT/QUALITY ASSURANCE

Trainings

1. Evelyn Martinez, PA-C had a training on guidelines of Diabetic care.

Quality Indicators/Reports

1. No Reports due

PROGRAMS

OB:

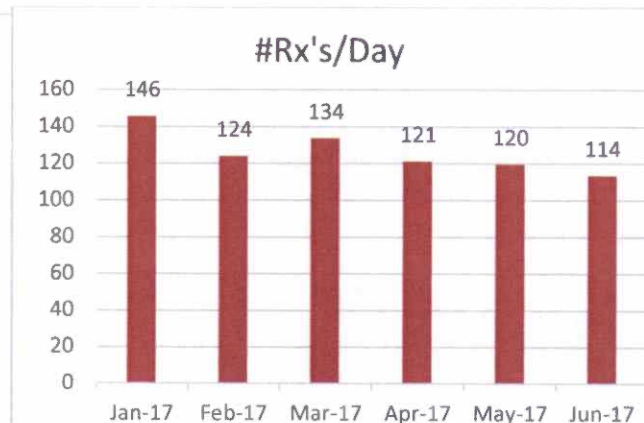
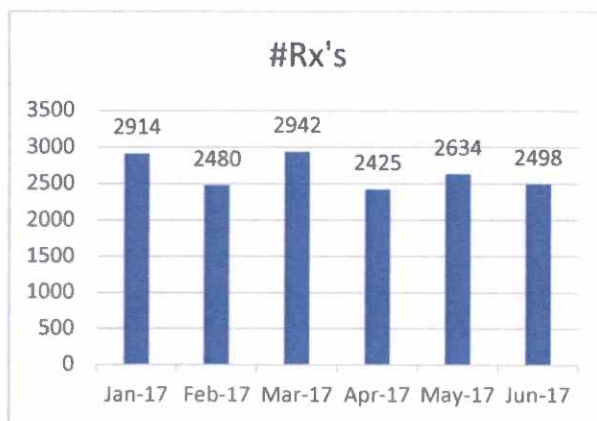
1. No issues in this program at this time

Mammography/Radiology:

1. No current issues at this time

Pharmacy:

1. Prescription Statistics



Operations:

- My Health LA online claim submission started July 1st and is running smoothly. The issues have been minor and have been resolved.
- Our wholesaler Amerisource Bergen is downloading our drug price file weekly to CarePoint (our pharmacy computer system) which will keep our pricing up to

date. Another feature with this service is the ability for CarePoint to generate our pharmacy orders based on what we are filling.

Personnel:

No changes.

DENTAL

South Central Family Health Center Dental Department Monthly Board Report—July 2017

Action Items:

- **Request for Approval of Dental Provider Credentialing and Privileging**
 - **Suzan Khajavi, D.D.S- Request for Full Credentialing and Privileging**

Human Resources:

- **Dental Staffing Update**
 - Recruitment of new dental staff is ongoing for our new dental clinic at 4415 S Central Ave.
 - A recommendation has been made to hire Dr. Anna Davydov for a full-time dentist position. The candidate has accepted the offer for the position and is awaiting orientation.
 - A recommendation has been made to hire Margarita Luna, DPSR, for a full-time front office position. The candidate is awaiting orientation.
 - A recommendation has been made to hire Mauricio Pineda, RDA, for a full-time back office position. The candidate is awaiting orientation.
 - Open Dental Positions:
 - **RDA/DA- Full Time x 3**
 - **Dental PSR- Full Time x 2**

Productivity:

- **Total Encounters for Dental Department:**
 - June 2017: 911 May 2017: 921 (June 2016: 852)
 - Utilization was at 98.7% of goal.
 - Year to date encounters as of May 31, 2017: 5022
- **Jefferson Wellness Center Encounters:**
 - May 2017: 300
 - **Average Patients per day: 13.6/provider**
 - Average patients was above goal of 13/provider.
 - Utilization was at 105% of goal.
- **Huntington Park Center Encounters:**
 - May 2017: 611
 - **Average Patients per day: 12.5/provider**
 - Average patients was below goal of 13/provider.
 - Utilization was at 95.9% of goal.

- **Improvements necessary to increase monthly utilization:**
 - Increasing frequency of confirmation calls to patients.
 - Increasing focus on customer service to maintain current patients and increase referrals from existing patients.
 - More focus on patient referral lists from medical department to increase patient utilization of dental services.

- **Unduplicated users**

(Calculated as unduplicated users of the department in the past 12 months)

- May 2017: 2680 (HP: 1580 JHS: 1100)
- June 2017: 2721 (HP: 1625 JHS: 1096)

Dental Department Notes:

- **HRSA HIIP**

- Construction is ongoing for the new dental clinic at 4415 S. Central.
- Henry Schein technicians will be on-site beginning July 26th to begin installation of dental chairs, cabinetry, and x-ray units.
- The 6-chair clinic is tentatively slated to be functional and operational in the last week of August 2017.

- **Staffing Update**

- The dental department is working with Human Resources to identify qualified candidates to fill the positions needed at the new dental clinic site opening in August 2017.

- **Outreach Events**

- On July 29, 2017, members of the dental department will participate in an Outreach event at Synergy Quantum Academy Back to School BBQ Event. The Dental department will be providing oral screenings to new potential patients with a focus on promoting the new dental clinic.

PHARMACY REPORT



South Central Family Health Center
June 2017 Pharmacy Board Report

Prescription Statistics



Operations:

- My Health LA online claim submission started July 1st and is running smoothly. The issues have been minor and have been resolved.
- Our wholesaler Amerisource Bergen is downloading our drug price file weekly to CarePoint (our pharmacy computer system) which will keep our pricing up to date. Another feature with this service is the ability for CarePoint to generate our pharmacy orders based on what we are filling.

Personnel:

No changes.

Respectfully Submitted,

Keith Fukuyama, Pharm. D.
Pharmacy Director

FINANCE REPORT

SOUTH CENTRAL FAMILY HEALTH CENTER

Finance Committee Meeting

AGENDA

July 25, 2017

1. Highlights for the month of June 30, 2017
2. Construction/Renovation/Alteration update:
 - A. 1028 E. Vernon Ave Los Angeles, CA 90011. Open July 7, 2017
 - B. 4415 S. Central Avenue, Los Angeles, CA 90011 First floor Opening August , 2017
 - C. 4411 S. Central Avenue Los Angeles, CA 90011 Opening December 2017
3. Financial Dashboard samples
4. Discussion on purchasing of new VAN.
5. Final Equipment budget for 4415 S. Central Avenue Medical Dental Expansion

South Central Family Health Center
Financial Statements Highlights

June 2017

List of Documents in your package:

FOR FULL BOARD MEETING DISCUSSION

Statement of Revenue & Expenses for June 30, 2017	1
Balance Sheet as of June 30, 2017	2
Statement of Revenue and Expenses by Sites	3
Budgeted Statement of Revenue & Expenses	4
Productivity Report Overall (graph)	5
Actual Visits by sites (graph)	6

FOR FINANCE COMMITTEE MEETING DISCUSSION

Personnel Cost by Department	7
Expenditure Report by Month.	8
Accounts Receivable Ageing and Detail	9
Accounts Payable Ageing and Detail	10
Cash Receipts & Disbursement Report	11
Payer Mixed	12

Revenue & Expenses:

Total Revenue: June 2017 \$1,886,745 June 2016 \$1,389,007

Revenue increased by 17% on a year to date basis compared to the previous year. Total MHLA charges for the month of June 2017 at \$204,240.

Total Expenses: June 2017 \$1,837,518 June 2016 \$1,331,565

Expenses increased by 15% on a year to date basis over prior year. For the month of June 2017, there was an excess of \$49,227. Expanded on contractual services for increase in per diem physicians; and radiology are reflected in the expenditures report. On a year to date basis, there is an excess of \$241,980 compared to an excess of \$97,276 same period last year.

Assets & Liabilities:

Total cash and investment balance as of June 30, 2017 was \$1,919,523. This money was in checking and investment accounts at Chase, Bank of the West, Wells Fargo, Pro America and Smith Barney Salomon & Unemployment Services Trust. Total Net Assets as of June 30, 2017 was \$9,100,671.

Productivity

During June 2017, there were 7,208 visits compared to a projected of 7,692 or 1% under budget. Total visits for the year has a variance of 488 or 1% over compared to last year.

Budget

Total adjusted revenue for the year is \$643,832 over budget or 7%; patient revenue net is \$464,797 or 7% under budget. Total expenses for the year is \$181,742 under budget or 2%

Cash Flow

For the month there was a deficit of \$294,000 (Cash Receipts minus Cash Disbursements). As per year to date, there was a deficit of \$370,000.

SOUTH CENTRAL FAMILY HEALTH CENTER
Statement of Revenue & Expenditures
For Six Months Ended June 30, 2017

	Month Jun-17	Year to Date 2017	%	Month Jun-16	Year to Date 2016	
VISITS	7,208	43,036		7,205	42,539	
REVENUES						
Grant Revenue						
Federal Sec 330	\$ 503,472	\$ 2,774,195		\$ 360,828	\$ 2,046,977	
Title X -CFHC	10,399	62,395		10,399	62,395	
Local, County & City	66,440	259,823		20,240	46,767	
Foundations	165,361	173,211		-	65,468	
Medi-Cal Incentives- MU	82,515	260,031		20,000	165,000	
Private Donations		1,899		-	1,621	
Pharmacy Revenue	19,290	109,754		12,291	74,695	
Other Revenue	44,757	260,215		34,605	240,891	
Total Grant Revenue	892,234	\$ 3,901,523	40%	\$ 458,363	\$ 2,703,814	32%
Patient Revenue						
MHLA	\$ 204,240	\$ 1,174,380	12%	\$ 189,625	\$ 1,057,567	13%
CDP	5,735	42,180	0%	9,435	60,495	1%
CHDP		-	0%	740	5,365	0%
Medi-Cal	203,870	1,209,715	12%	259,555	3,363,670	40%
Medi-Cal Managed Care	608,465	3,649,680	38%	566,655	1,490,915	18%
Family Pact	21,645	143,745	1%	38,480	205,350	2%
Medicare	72,705	394,790	4%	75,480	438,635	5%
Self-Pay	153,735	978,095	10%	169,275	1,078,365	13%
Private Insurance	48,470	286,195	3%	22,015	121,730	1%
Sliding Fee Discount	(244,600)	(1,250,237)		(213,301)	(1,250,917)	
Contractual Allowance	(79,754)	(751,912)		(137,315)	(866,755)	
Reserve for Doubtfull Accts.	-	(50,000)		(50,000)	(65,000)	
Patient Revenue Net	\$ 994,511	\$ 5,826,631	60%	\$ 930,644	\$ 5,639,420	68%
Total Revenue	\$ 1,886,745	\$ 9,728,154	100%	\$ 1,389,007	\$ 8,343,234	100%
EXPENSES						
Personnel Cost	839,197	\$ 4,813,815	51%	\$ 738,977	\$ 4,450,335	54%
Fringe Benefits	228,492	1,183,690	12%	192,702	1,127,552	14%
Contractual Services-Medical	31,261	379,806	4%	21,260	204,231	2%
Contractual ServicesNon-Medical	146,860	721,363	8%	102,859	695,317	8%
Supplies	349,796	924,515	10%	66,701	544,484	7%
Utilities	39,523	220,976	2%	35,427	189,154	2%
Rental of Space	76,777	485,745	5%	63,368	375,717	5%
Other Operating Expenses	89,354	541,168	6%	73,630	414,967	5%
Depreciation	36,259	215,096	2%	36,641	244,201	3%
Total Expenses	1,837,518	\$ 9,486,174	100%	\$ 1,331,565	\$ 8,245,958	100%
Operating Income (Loss)	49,227	241,980		57,442	97,276	
Investment Return	192	937		1,055	2,843	
Grants for acquisition of property and equipment	233,751	582,656		-	300,000	
Increase in Unrestricted Net Assets	\$ 283,170	\$ 825,573		\$ 58,497	\$ 400,119	

SOUTH CENTRAL FAMILY HEALTH CENTER
BALANCE SHEET
As of June 30, 2017

	6/30/2017	5/31/2017	Increase (Decrease)%
ASSETS			
Current Assets:			
Cash in Bank	\$ 1,919,523	\$ 2,213,923	-13%
Grants Receivable	1,026,582	493,200	108%
Accounts Receivable Net	883,110	692,619	28%
Incentive/MU Receivables	294,375	274,375	7%
Estimated FQHC Receivable	573,370	573,370	0%
Inventory - Pharmaceutical	12,240	12,240	0%
Prepaid Insurance	148,676	126,120	18%
Other Assets	107,781	105,794	2%
Total Current Assets	\$ 4,965,657	\$ 4,491,641	11%
Property & Equipment			
Property & Equipment	\$ 12,922,432	\$ 12,606,304	3%
Less: Accumulated Depreciation	(4,122,751)	(4,086,493)	1%
Net Property & Equipment	\$ 8,799,680	\$ 8,519,811	3%
TOTAL ASSETS	\$ 13,765,337	\$ 13,011,453	6%
LIABILITIES AND NET ASSETS			
Current Liabilities			
Accounts Payable	\$ 943,457	\$ 511,216	85%
Salaries Payable	502,779	471,463	7%
Other Payables	614,859	609,597	1%
Total Current Liabilities	\$ 2,061,096	\$ 1,592,276	29%
Line of Credit	\$ -	\$ -	
Other Third Party	456,150	460,571	-1%
Long Term Payable - CIP/TCE, 10 years at 4% interest	1,744,204	1,751,560	0%
Long Term Payable - Bank of the West , 10 years at 4.33%	403,216	406,668	-1%
Net Assets			
Fund Balance Unrestricted	7,579,104	7,579,104	0%
Temporary Restricted	695,994	678,870	3%
Excess or Deficit	825,573	542,403	52%
Total Fund Balance	\$ 9,100,671	8,800,377	3%
TOTAL LIABILITIES AND NET ASSETS	\$ 13,765,337	13,011,453	

SOUTH CENTRAL FAMILY HEALTH CENTER

Statement of Revenue & Expenditures

For One Month Ending June 30, 2017

	South LA					South East LA				TOTAL
	South Central Medical	South Central Dental	Vernon	Jefferson High School	TAS	Huntington Park	Cudahy Clinic	Elizabeth Learning Ctr		
VISITS	4,311			482	89	2,088	201	37		7,208
REVENUES										
Federal Sec 330	\$ 144,554	\$ 148,711		\$ 49,665		\$ 93,527	\$ 58,015			\$ 494,472
Title X -CFHC	8,319					2,080				10,399
Local, County & City	66,441									66,441
Foundations	20,000		145,361							165,361
Private Donations	-									-
Medi-Cal MU	72,599				708	8,500		708		82,515
Pharmacy Revenue	19,290									19,290
Other Revenue	42,919			256	562	1,020				44,757
Total Grant Revenue	\$ 374,121	\$ 148,711	\$ 145,361	\$ 49,921	\$ 1,270	\$ 105,127	\$ 58,015	\$ 708	\$ -	\$ 883,234
Patient Revenue										
MHLA	\$ 143,375					\$ 60,865				\$ 204,240
Medi-Cal	71,040			29,045	555	100,825	2,220	185		203,870
Medi-Cal Managed Care	374,995			42,920	15,170	152,440	20,165	2,775		608,465
Family Pact & CDP	14,800			2,960	185	3,330	4,625	1,480		27,380
Medicare	52,540					20,165				72,705
Self-Pay	87,505			14,060	740	41,810	7,585	2,035		153,735
Private Insurance	38,480			185		6,845	2,590	370		48,470
Sliding Fee Discount	(145,175)			(7,600)	\$ (480)	(83,025)	(6,560)	(1,760)		(244,600)
Contractual Allowance	(19,765)			(25,968)	\$ (7,122)	(12,932)	(11,670)	(2,297)		(79,754)
Reserve for Doubtfull Accts.				-	-	-	-	-		-
Patient Revenue Net	\$ 617,795	\$ -	\$ -	\$ 55,602	\$ 9,048	\$ 290,323	\$ 18,955	\$ 2,788		\$ 994,511
Total Revenue	\$ 991,916	\$ 148,711	\$ 145,361	\$ 105,522	\$ 10,318	75% \$ 395,450	\$ 76,970	\$ 3,496	25% \$	1,877,745
EXPENSES										
Personnel Cost	580,592			56,699	8,408	170,287	20,519	2,692		839,197
Fringe Benefits	158,081			15,438	2,289	46,365	5,587	733		228,492
Contractual Services-Medical	470					26,086	4,705			31,261
Contractual Services Non-Medical	120,581	49	1,155	1,452	1,452	9,994	11,917	260		146,860
Supplies	63,157	128,268	133,824	6,257		5,358	3,468	463		340,796
Utilities	25,602		133	2,031	1,240	4,865	3,625	2,027		39,523
Rental of Space	37,537	6,875		1,082		25,613	4,872	798		76,777
Other Operating Expenses	57,168	13,519	10,248	678	585	6,956	163	39		89,354
Depreciation	28,655			1,182		3,262	3,160			36,259
Administration Overhead	(87,834)			5,495	277	80,403	1,623	36		0
Total Expenses	\$ 984,007	\$ 148,711	\$ 145,361	\$ 90,314	\$ 14,251	76% \$ 379,188	\$ 59,638	\$ 7,048	24% \$	1,828,518
Operating Income (Loss)	\$ 7,909	0	0	\$ 15,208	\$ (3,932)	\$ 16,262	\$ 17,332	\$ (3,552)		\$ 49,227
Investment Return	192									\$ 192
Grants for adquisition of property and equipment	\$ 46,389	\$ 187,362		\$ -	\$ -	\$ -	\$ -	\$ -		\$ 233,751
Increase in Unrestricted Net Assets	\$ 54,490	\$ 187,362	\$ 0	\$ 15,208	\$ (3,932)	89% \$ 16,262	\$ 17,332	\$ (3,552)	11% \$	\$ 283,171

SOUTH CENTRAL FAMILY HEALTH CENTER

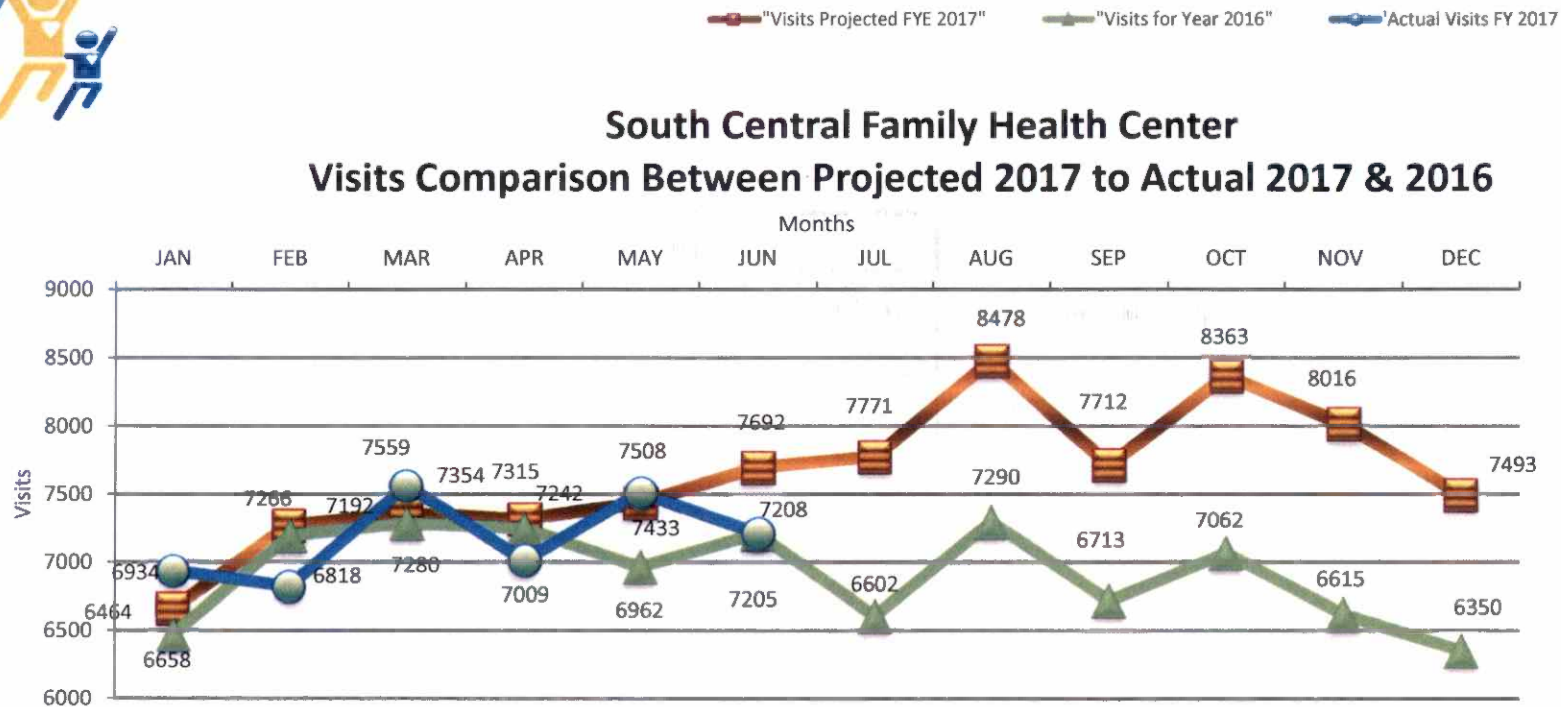
BUDGETED STATEMENT OF REVENUES & EXPENSES

For Six Months Ended June 30, 2017

	Current Period			Year to Date		Over or (Under)
	Actual	Budget	Variance	Actual	2017 Budget	Budget
Visits	7,208	7,692	(484)	43,036	43,524	-1%
Revenue & Support:						
Patient Revenue Net	\$ 994,511	\$ 1,048,571	\$ (54,060)	\$ 5,826,631	\$ 6,291,428	-7%
Grant Revenue	979,615	480,667	498,948	3,855,116	2,884,003	34%
Medi-Cal Incentive MU	82,515	28,390	54,125	260,031	170,339	53%
Pharmacy Net	19,290	13,585	5,705	109,754	81,509	35%
Other Revenue	<u>44,757</u>	<u>40,106</u>	<u>4,651</u>	<u>260,215</u>	<u>240,636</u>	8%
TOTAL ADJUSTED REVENUE	\$ 2,120,688	\$ 1,611,319	\$ 509,369	\$ 10,311,747	\$ 9,667,915	7%
EXPENSES:						
Salaries & Wages	\$ 839,197	\$ 889,822	\$ (50,625)	\$ 4,813,815	\$ 5,338,933	-10%
Fringe Benefits	228,492	204,659	23,833	1,183,690	1,227,955	-4%
Contracted Services	178,120	154,013	24,107	1,101,169	924,081	19%
Consumable Supplies	349,796	108,496	241,300	924,515	650,976	41%
Utilities	39,523	34,999	4,524	220,976	209,992	5%
Insurance	15,140	9,806	5,334	59,754	58,834	2%
Rental of Space	76,777	83,050	(6,273)	485,745	498,302	-3%
Other Expenses	73,197	80,902	(7,705)	466,741	485,411	-4%
Travel	1,018	2,282	(1,264)	14,672	13,694	7%
Depreciation	<u>36,259</u>	<u>43,290</u>	<u>(7,031)</u>	<u>215,096</u>	<u>259,738</u>	-17%
TOTAL EXPENSES	\$ 1,837,519	\$ 1,611,319	\$ 226,200	\$ 9,486,173	\$ 9,667,915	-2%
Excess or (Deficit)	\$ 283,169	\$ 0	\$ 283,169	\$ 825,574	\$ -	



South Central Family Health Center Visits Comparison Between Projected 2017 to Actual 2017 & 2016

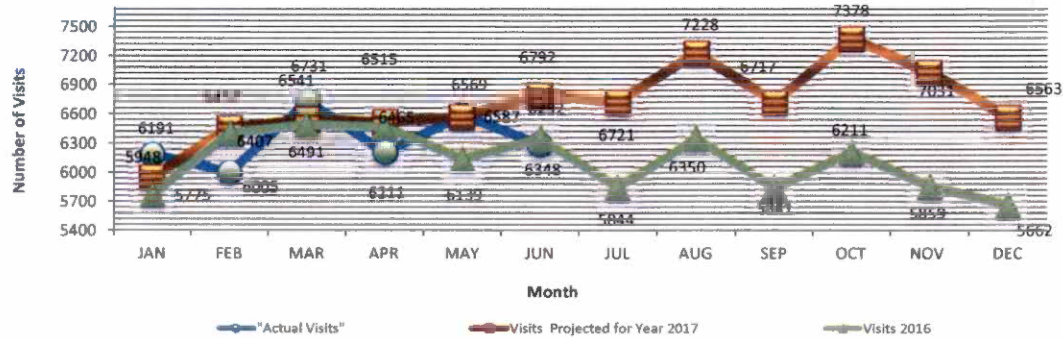


VISITS SUMMARY

	Current	YTD	TOTAL	Over/Under	Monthly
FY 2017	7,208	43,036			
Proj. FY 2017	7,692	43,524	91,550	-1%	7,629
FY 2016	7,205	42,539		1%	



South Central Family Health Center Medical Visits Comparison Between Projected 2017 to Actual 2017 & 2016



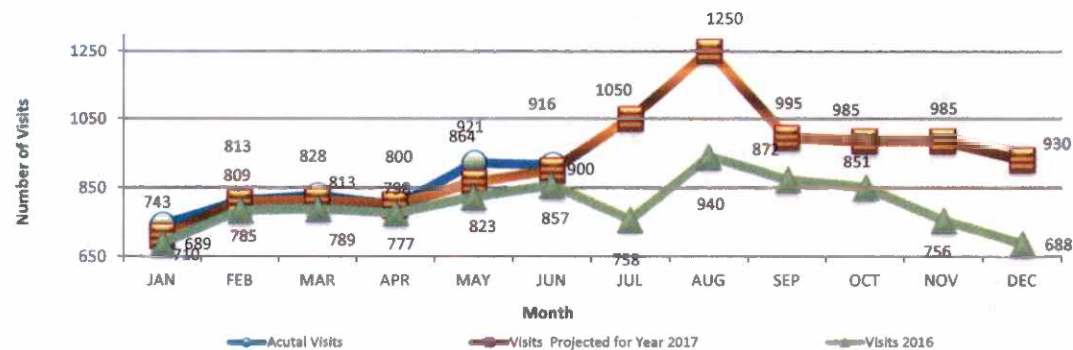
VISITS SUMMARY

	Current	YTD	TOTAL	Over/Under	Monthly
FY 2017	6,292	38,017			
Proj. FY 2017	6,792	38,822	80,460	-2%	6,705
FY 2016	6,348	37,625		1%	

1.01



South Central Family Health Center Dental Visits Comparison Between Projected 2017 to Actual 2017 & 2016



VISITS SUMMARY

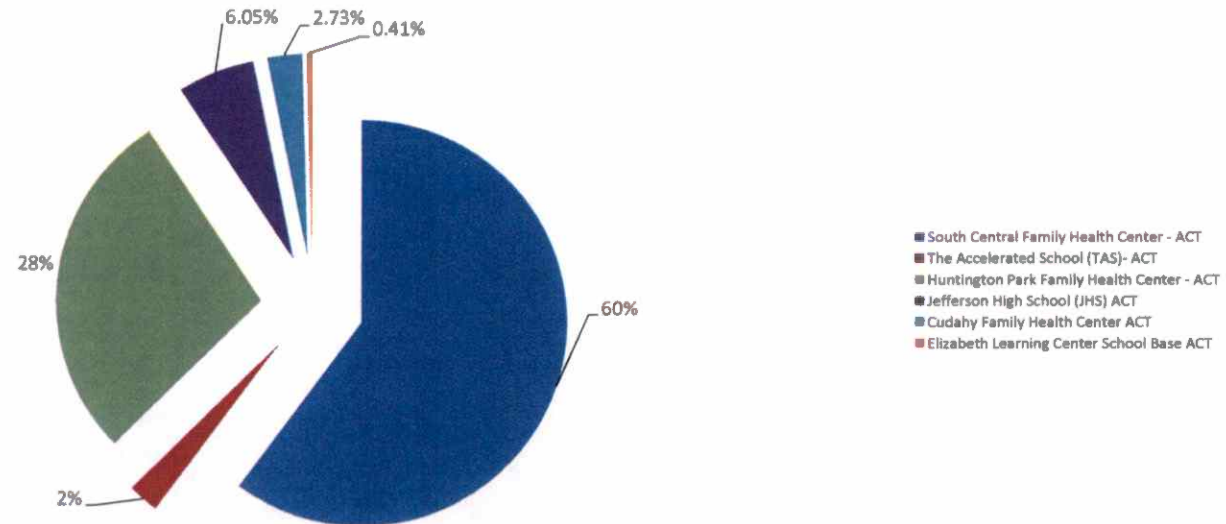
	Current	YTD	TOTAL	Over/Under	Monthly
FY 2017	916	5,019			
Proj. FY 2017	900	4,896	11,090	3%	924
FY 2016	857	4,720		6%	

Actual by Location	6/16	7/16	8/16	9/16	10/16	11/16	12/16	1/17	2/17	3/17	4/17	5/17	6/17	TOTAL
South Central Family Health Center - ACT	4492	4106	4191	3786	4223	3996	3938	4123	3940	4520	4305	4451	4311	50014
The Accelerated School (TAS)- ACT	193	167	219	178	184	160	107	192	202	187	91	184	89	2044
Huntington Park Family Health Center - ACT	1830	1734	2174	2046	2032	1837	1781	2015	2054	2170	1993	2131	2088	23422
Jefferson High School (JHS) ACT	483	410	493	477	421	374	361	367	383	395	402	495	482	5029
Cudahy Family Health Center ACT	207	185	176	205	202	194	140	201	201	208	166	187	201	2270
Elizabeth Learning Center School Base ACT				21	37	54	23	36	38	79	52	60	37	340
	7205	6602	7253	6713	7099	6615	6350	6934	6818	7559	7009	7508	7208	83119

South Central Family Health Center

Actual Visits by Percentage

June 2017



CHAIR'S REPORT



CONFERENCE REGISTRATION FORM

(Please duplicate for each registrant)

Please type. No telephone reservations will be accepted.

A. ABOUT YOU

Name _____

Name on Badge _____

Title _____

Organization _____

Address _____

City _____ State _____ Zip _____

Email Address _____

Phone (_____) _____ Fax (_____) _____

Admin Contact _____ Phone (_____) _____

Dietary Needs (ex. Kosher, Vegetarian, Food Allergies, etc.) _____

I am a speaker/moderator ☐ yes ☐ no Speakers/Moderators qualify for a \$50 discount on registration fees and must register in order to participate beyond their individual session ☐ No thanks, my session only.

2017 ANNUAL CONVENTION AND COMMUNITY HEALTH INSTITUTE

August 27-29, 2017

Manchester Grand Hyatt
1 Market Place
San Diego, CA 92101

+1-619-232-1234 for Reservations

Three Ways To Register:



ELECTRONICALLY

Find this registration form on line at <http://www.nachc.org/conferences/chi/registration/>. You may register automatically with a credit card or you can print the form and mail it with your check.



MAIL

Mail Registration to:
NACHC Meetings/Acct. Dept.
7501 Wisconsin Avenue
Suite 1100W
Bethesda, MD 20814



FAX

Fax registration form with credit card information to 301-347-0457. **Registration forms will not be processed without payment.**

B. TO REGISTER FOR FULL CONVENTION

On/Before July 28

After July 28 & On-site

NACHC Member Organizations in Good Standing (Paid thru 9/30/17 or later)

Does not apply to Individual Memberships

☐ First and second registrant from an organization \$1,170 each _____ \$1,310 each _____

☐ Third or more registrants from same organization \$1,130 each _____ \$1,270 each _____

Non-Member Organizations

☐ First and second registrant from an organization \$2,310 each _____ \$2,515 each _____

☐ Third or more registrants from same organization \$2,245 each _____ \$2,445 each _____

Other

☐ Federal Government Officials \$1,180 _____ \$1,315 _____

☐ Full-Time Under-Graduate Students \$650 _____ \$755 _____

(Photo-copy of I.D. required with this form.)

C. TO REGISTER FOR ONLY ONE DAY (If NOT Attending FULL CONVENTION)

☐ Sunday ☐ Monday ☐ Tuesday Please check appropriate day (includes full convention activities on a specific day)

On/Before July 28

After July 28 & On-site

Sunday Only Member (Access to Exhibit Hall, Sunday General Session, and Sunday Evening Receptions) (per person) \$420 _____ \$485 _____

Sunday Only Non-Member (per person) \$810 _____ \$925 _____

NACHC Member Organizations (per person, per day) \$840 _____ \$965 _____

Non-Member (per person, per day) \$1,620 _____ \$1,850 _____

D. TICKETED EDUCATIONAL SESSIONS & EVENTS

Space is Limited and Registration is Necessary

☐ Board Member Boot Camp (August 26) \$195* \$ _____

*REGISTRATION IS NECESSARY BUT FEE IS NOT REQUIRED IF YOU ARE ATTENDING & PAYING THE FULL CONFERENCE FEE.

E. NEW — LEARNING LABS

Additional registration and fee required.

Learning Labs are open only to full paying attendees. Some learning Labs require pre-conference work.

All learning labs include refreshments. Pre-registration and \$25 fee required by August 16, 2017. No on-site registration available.

Please indicate your attendance at the following:

☐ Operational Site Visit 201 (August 28) - Limited to 50 registrants. \$25 \$ _____

F. USER GROUPS

Please check the user group meeting(s) you plan to attend. Registration is required, but there is no fee to attend.

Saturday, August 26

☐ 12:30pm - 2:00pm NACHC GE Centricity User Group - Limited to 90

Sunday, August 27

☐ 8:30am - 10:00am NACHC NextGen User Group - Limited to 200

EARLY-BIRD REGISTRATIONS FEES:

Only apply until Friday, July 28, 2017. See full conference registration section opposite.

NACHC CANCELLATION POLICY:

All cancellations must be in writing and must be received at NACHC on/before Wednesday, August 16, 2017.

- Cancellations received on/before Wednesday, August 16, 2017 will be assessed a \$100 processing fee. (Allow 6-8 weeks following the conclusion of the conference for all refunds.)
- Cancellations received after Wednesday, August 16, 2017 are not refundable.
- Cancellations after the conclusion of the conference are non-refundable.
- Substitutions are encouraged.
- "No Shows" are non-refundable.
- Online registration cut-off is Wednesday, August 16, 2017.

DO NOT mail your forms after

Wednesday, August 9, 2017! Please

bring your registration form and payment

(credit card/organizational check) to the

"On-Site Registration" counter at NACHC

Conference Schedule (as of July 25, 2017 and is subject to change)

NOTE: The official dates of the CHI & EXPO are August 27-29, 2017. The CHI serves as the official Annual Meeting of NACHC and therefore has certain committee meeting obligations prior to the Board of Directors and House of Delegates Meetings on the days leading up to the official start of the CHI.

NACHC Committee Meetings and Special Pre-Conference Events


Thursday, August 24, 2017

7:00pm – 8:00pm	Credentials Committee	Show Office 6
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Friday, August 25, 2017

8:00am – 1:00pm	PCA and HCCN General Session (invitation only. Special registration required.)	Sponsored by  COLLABORATIVE HEALTH SYSTEMS <small>A Universal HealthCare Company</small>	Grand Hall B
8:30am – 10:30am	LGBT Task Force		Torrey Hills AB
9:00am – 10:00am	Conference for Agricultural Worker Health Planning Committee		Balboa AB
10:30am – 12:30pm	Committee on Health Center Excellence and Training		Harbor G
10:30am – 12:30pm	Healthcare for the Homeless Committee		Harbor I
10:30am – 12:30pm	Rural Health Committee		Harbor H
10:30am – 12:30pm	Subcommittee on Health Center Financing		Harbor DE
10:30am – 12:30pm	Subcommittee on Elderly Issues		Harbor F
11:00am – 11:45am	Nominating Committee		Gaslamp A
11:00am – 1:00pm	Health Professions Education in Health Centers Task Force		Balboa C
12:00pm – 6:00pm	Grassroots Advocacy Leadership Program (Special registration required.)		La Jolla AB
12:30pm – 5:00pm	Registration and Credentialing		Palm Foyer
12:30pm – 5:00pm	Speaker/Exhibitor Check-In		Palm Foyer
1:30pm – 3:30pm	Health Center Controlled Networks Task Force		Harbor I
1:30pm – 3:30pm	Committee for Agricultural Worker Health		Harbor H
1:30pm – 3:30pm	Healthcare in Public Housing Task Force		Balboa AB
1:30pm – 3:30pm	Committee on Service Integration for Behavioral Health and HIV		Harbor DE
1:30pm – 3:30pm	Membership Committee		Harbor G
4:00pm – 6:00pm	Health Policy Committee		Harbor ABC

Saturday, August 26, 2017

7:30am – 4:00pm	Registration and Credentialing		Palm Foyer
7:30am – 4:00pm	Speaker/Exhibitor Check-In		Palm Foyer
8:00am – 10:00am	Finance Committee		Harbor D
8:00am – 10:00am	Clinical Practice Committee		Harbor AB
8:00am – 2:45pm	NACHC Board Member Boot Camp*		Grand AB
10:30am – 12:30pm	Legislative Committee		Harbor AB
10:30am – 12:30pm	Consumer/Board Member Committee		Harbor D
12:30pm – 1:30pm	State Legislative Coordinators		Harbor AB
12:30pm – 2:00pm	NACHC GE Centricity User Group		Harbor EF
2:00pm – 8:00pm	Young Professional Leadership Exchange Hackathon (Special registration required.)	Sponsored by  2017 Leader Sponsors	Regatta ABC
3:00pm – 5:30pm	NACHC Board of Directors Meeting		Harbor D

*Board Member Boot Camp. This is the ONLY training included in the CHI conference registration fee. It is also available as a stand-alone training. Registration is REQUIRED for all Boot Camp participants.

#NACHC17CHI

Saturday, August 26

8:00am – 2:45pm

NACHC Board Member Boot Camp

Note: Coffee will be provided for all Boot Camp participants from 7:30am-9:00am.

A changing and increasingly complex healthcare environment presents many challenges for health center governing boards. To be effective, board members must be fully knowledgeable about their roles and responsibilities and the many issues their health centers face as healthcare businesses. This four-part comprehensive seminar is for new board members (as well as "seasoned" board members who want a refresher).

8:00am – 8:30am

Setting the Stage

8:30am – 10:00am

CBC1 – PART A: Legal Responsibilities and Liability

Health center boards must ensure full compliance with local, state, and federal laws governing the operations of healthcare businesses. This session covers the nuts and bolts of the board's legally mandated fiduciary responsibilities, including: federal regulations; statutes and policies impacting the health center; the board's legal liability and financial responsibility in connection with its decision-making role; and staff/board relationships and roles.

Presenter:

Jacqueline C. Leifer, Esq., Senior Partner, Feldesman Tucker Leifer Fidell LLP

10:00am – 10:15am

Break

10:15am–11:15am

CBC2 – PART B: The Quality Umbrella

Providing quality healthcare services is central to the mission, goals, and policies of health centers. The governing board is not only the caretaker and champion of the mission, but is also responsible to adopt and review healthcare policies, including quality assurance and quality improvement. This session will describe various health center activities that fall under the Quality Umbrella such as the Patient-Centered Medical Home initiative, deeming and credentialing requirements, and partnering with local health systems.

Presenter:

Donald L. Weaver, MD, Associate Medical Officer, NACHC

11:15am – 11:30am

Break

11:30am – 12:30pm

CBC3 – PART C: Administrative Oversight/Personnel Policies and Procedures

Health center boards are responsible for establishing general policies for the organization. This session addresses the governing board's oversight responsibilities related to personnel policies and procedures – including staff satisfaction – and policies related to facility standards.

Presenter:

Malvise A. Scott, Senior Vice President, Partnerships and Resource Development, NACHC

12:30pm – 1:30pm

Lunch on your own

1:30pm – 2:45pm

CBC4 – PART D: Financial Responsibilities

The governing board is responsible for safeguarding the organization's assets. This session covers the establishment of financial priorities for the organization, the budget process, internal control policies and procedures, long-range planning, financial statements, and audits.

Presenter:

Mary Hawbecker, CPA, Senior Vice President, Operations and Chief Financial Officer, NACHC

CORRESPONDENCE

South Central Family Ith Center

Medical, Dental, Office, Furniture and IT supplies

New Medical and Dental Expansion Building at 4415 S. Central Ave

Items	Description of Equipment	Vendor	HRSA Grant HIIP	HRSA Grant OHSE	
			Health Infrastructure Investment Program	Oral Health Service Expansion	
A	Office and IT supplies				
	7 Ergotron, 25 monitors, 7 thin client, 6 HP laserprinters	CCB Tecnology	\$ 42,252		
	17 HP Pc's Desktop, 4 Fujitsu Scanners, 16 UPS, 2 TV sets				
B	Medical Equipment	McKesson	\$ 20,922		
	To complete 4 exam rooms, exam tables				
	Autoclaves, 8 chairs, 4 diagnostic sets				
C	Telephone Equipment (installation and support)	KTS Network	\$ 15,528		
	Shoregear License (21), shoretel ip phones(21)				
D	Alarm system (Install Control Pnael kit, 4 key pads	Post Alarm	\$ 8,146		
	Control panels, 6 motion detectors, 14 door contacts	(Includes Basement)			
E	32 Channel DVR system, 24 indoor camera	Hytel Communications	\$ 16,865		
	4 emergency phones, 8 ceiling speakers, all wiring	(Includes Basement)			
F	(2) Copier Machines, Scanner	Pacific Business Tech.	\$ 4,593	\$ 4,593	
G	Furniture, office and patient chairs, desks	Office Depot	\$ 36,406		
H	Dental Equipment				
	Panoramic Machines GXDP 300	Henry Schein	\$ 23,919		
	Sopix SZ 1 & 2 Digital Sensors (2)	Henry Schein		\$ 21,750	
	Medium Dental Instruments	Henry Schein		\$ 32,087	
	Dental Hand Pieces	Henry Schein		\$ 32,631	
	Dental Equipment (6) Dental Chairs	Henry Schein	\$ 291,846		
I	NextGen QSI (4)Licenses	NextGen	\$ 21,500	\$ 21,500	
	Total Equipment		\$ 481,977	\$ 107,968	\$ 589,945
	Alteration/Renovation Cost		\$ 441,548		
	Arquitect's Fees		\$ 34,000		
	Other Equipment		\$ 42,475		
	Total Cost		\$ 1,000,000	\$ 107,968	\$ 1,107,968
			\$ 1,000,000		



TECHNOLOGY

323 Carlisle Ave.
 Racine, WI 53404
 p. (800) 342-4222
 f. (800) 440-5036

(A)

Quotation

Quote #	66696
Terms	NET 30
Contact	Daryl Hinojosa darylh@scfhc.org 3239084275
Quote Date	5/10/2017
Expires	6/9/2017

Sales Rep: Paula Rorek
paula.rorek@ccbtechnology.com
 p. (800) 342-4222

Customer

South Central Family Health Center
 Daryl Hinojosa
 1109 E Vernon Ave
 Los Angeles, CA 90011-3718
 UNITED STATES
 (323) 908-4288
darylh@scfhc.org

Bill To

South Central Family Health Center
 Accounts Payable
 1109 E Vernon Ave
 Los Angeles, CA 90011-3718
 UNITED STATES
 (323) 908-4288
deniseh@scfhc.org

Ship To

So. Central Family Health Cntr.
 Daryl Hinojosa
 1109 E Vernon Ave
 Los Angeles, CA 90011-3718
 UNITED STATES
 (323) 908-4200
darylh@scfhc.org

Description	Customer PO	Contract	Ship Via
Misc Hardware			UPS Ground

Item	Mfg	Part #	Qty	Description	Price	Extended Price
1	Ergotron, Inc	60-610-060	7	Ergotron StyleView Sit Stand Enclosure - 24.03 lb Load Capacity - 38.2" Height x 26.6" Width x 19.3" Depth - Plastic, Polycarbonate - Charcoal Black	\$965.00	\$6,755.00
2	HP Inc.	1GG11UT#ABA	17	HP Business Desktop ProDesk 600 G3 Desktop Computer - Intel Core i7 (6th Gen) i7-6700T 2.80 GHz - 8 GB DDR4 SDRAM - 256 GB SSD - Windows 7 Professional 64-bit (English) upgradable to Windows 10 Pro - Mini PC - Intel HD Graphics 530 Graphics - 7 x Total USB Port(s)	\$875.00	\$14,875.00
3	HP Inc.	W5Y91UT#ABA	7	HP t630 Tower Thin Client - AMD G-Series Quad-core (4 Core) 2 GHz - 4 GB RAM DDR4 SDRAM - 16 GB Flash - AMD Radeon R6E Graphics (512 MB - Gigabit Ethernet - HP ThinPro (English) - DisplayPort - Network (RJ-45) - 7 Total USB Port(s) - 4 USB 2.0 Port(s) - 3 USB 3.0 Port(s) - English Keyboard - 65 W	\$395.00	\$2,765.00
4	HP Inc.	E6B69A#BGJ	3	HP LaserJet M605n Laser Printer - Monochrome - 1200 x 1200 dpi Print - Plain Paper Print - Desktop - 58 ppm Mono Print - 600 sheets Standard Input Capacity - 225000 Duty Cycle - Ethernet - USB	\$955.00	\$2,865.00
5	HP Inc.	G3Q47A#BGJ	3	HP LaserJet Pro M203dw Laser Printer - Monochrome - 1200 x 1200 dpi Print - Plain Paper Print - Desktop - 28 ppm Mono Print - A5, A4, Photo, B5 (JIS), A6, Legal - 250 sheets Standard Input Capacity - 30000 Duty Cycle - Automatic Duplex Print - Ethernet - Wireless LAN - USB	\$163.00	\$489.00
6	Fujitsu	PA03670-B055	4	Fujitsu Fi-7160 Sheetfed Scanner - 600 dpi Optical - 24-bit Color - 8-bit Grayscale - 60 - 60 - USB	\$899.00	\$3,596.00
7	StarTech.com	DISPLPORT20L	6	StarTech.com 20 ft DisplayPort Cable with Latches - M/M - DisplayPort Male Digital Audio/Video - DisplayPort Male Digital Audio/Video - 20ft - Black	\$30.00	\$180.00
8	Viewsonic Corporation	VA2252SM	30	Viewsonic VA2252SM 22" LED LCD Monitor - 16:9 - 6.50 ms - 1920 x 1080 - 16.7 Million Colors - 250 Nit - 3,000:1 - Full HD - Speakers - DVI - VGA - DisplayPort - 28 W - Matte Black - TCO Certified Displays 6.0, EPEAT Silver, ErP, WEEE, CEC, China Energy Label (CEL), ENERGY STAR, REACH, RoHS	\$125.00	\$3,750.00
9	Ubiquiti Networks, Inc	UAP-AC-LITE-US	3	Ubiquiti UniFi UAP-AC-LITE IEEE 802.11ac 867 Mbit/s Wireless Access Point - 2.40 GHz, 5 GHz - 2 x Antenna(s) - 2 x Internal Antenna(s) - MIMO Technology - 1 x Network (RJ-45) - Wall Mountable, Ceiling Mountable - 1 Pack	\$83.00	\$249.00
10	Schneider Electric SA	BE600M1	16	Schneider Electric Back-UPS 600VA Desktop UPS - 330 W - Input Voltage: 120 V AC - Output Voltage: 115 V AC - Desktop	\$67.00	\$1,072.00

11	APC by Schneider Electric	SMT2200US	1 APC Smart-UPS 2200VA LCD 120V US - 2200 VA/1980 W - 120 V AC - 8 Minute - Tower - 8 Minute - 8 x NEMA 5-15R, 2 x NEMA 5-20R	\$999.00	\$999.00
12	Samsung	UN55J6201AFXZA	2 Samsung 6201 UN55J6201AF 55" 1080p LED-LCD TV - 16:9 - HDTV - Black - ATSC - 1920 x 1080 - DTS Premium Sound 5.1, DTS Studio Sound, Dolby MS10 - 20 W RMS - LED Backlight - Smart TV - 2 x HDMI - USB - Ethernet - Wireless LAN - PC Streaming - Internet Access	\$629.00	\$1,258.00

Sub Total:	\$38,853.00
Shipping and Handling:	\$0.00
Tax Amount:	\$3,399.65
Total	\$42,252.65

Please note:

Return policies vary per manufacturer. (Apple and McAfee both have a no returns policy)

Custom configured items/built-to-order items are non-returnable.

Start dates and end dates for renewals may change based on the manufacturer's guidelines, policies, renewal order date, or date of activation.

McKESSON**Empowering Healthcare****Price Quote**

Prices reflected may not apply to all ship-to locations and are subject to vendor eligibility requirements and approvals

McKesson Medical-Surgical
Customer Svc Phone: (866) 751-8428
Customer Svc Fax: (909) 598-4272

SCFHC - Childrens Clinic
???
Los Angeles, CA 90011
Account Number: 3749214
Ship To Number: 3793587

REV:

5/12/2017

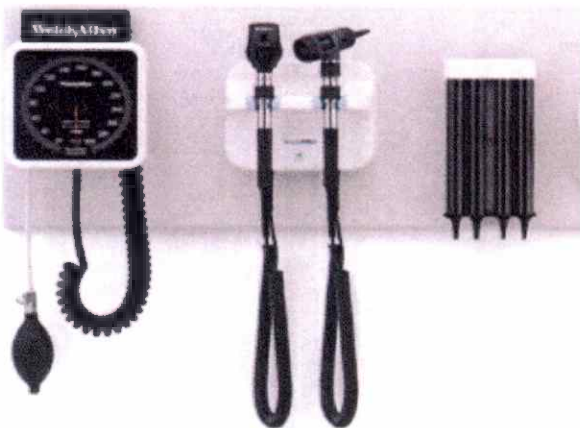
<u>Item Num</u>	<u>Qty</u>	<u>UOM</u>	<u>Vendor Abbr</u>	<u>Catalog Num</u>	<u>Full Item Desc</u>	<u>Price</u>	<u>Ext Price</u>	<u>Line Comment</u>
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Autoclave:

206278	1	EA	Midmrk	M9-022	Autoclave, automatic door 9x15 chanber size	\$3,394.00	\$3,394.00	
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Diagnostic Wall Sets; Otoscope, Ophthalmoscope Blood Pressure

806982	4	EA	Wa	77792-M	Diagnostic Set, Transformer with Opth. & Otop	\$862.08	\$3,448.32	
803190	4	EA	Mck	01-750W-11AB	Diag Set, Aneroid Wall Lf Blk Adlt	\$45.02	\$180.08	



Welch Allyn Green Series 777 Integrated Wall Diagnostic System including Wall Aneroid Sphygmomanometer (#7670-01), Coaxial Ophthalmoscope (#11720), MacroView Otoscope (#23810), KleenSpec Disposable Specula Dispenser, Wall-Mount Panel (34 x 12 in / 86.4 x 30.5 cm); 100-240 V, 50-60 Hz AC, IEC Plug Type-B

(B)

ECG Machine: Welch Allyn

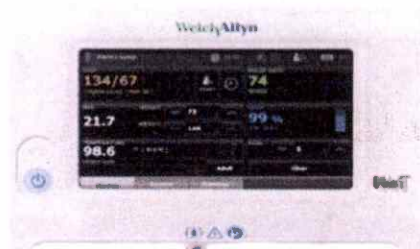
466115	1	EA	Wa	CPR-UI-UB-D	Ecg, PC Based software and cables	\$2,397.00	\$2,397.00	
467442	1	EA	Mck	81-63530	Cart, Utility Plastic Gray 100lbs capacity	\$119.81	\$119.81	

Dispensers/Brackets/Flag System: Glove and Sharps

883767	4	EA	Mck	3130	Dispenser, Glove	\$61.51	\$246.04	All exam rooms
205166	4	EA	Bd	305447	Bracket f/Sharps	\$16.95	\$67.80	All exam rooms
855130	4	EA	Mck	2270	Sharps Wall 5.4qt	\$2.80	\$11.20	All exam rooms
721624	4	EA	Unimed	I4PF169434	Flag System 4 Color Red, Green, Yellow and I	\$22.97	\$91.88	All exam rooms
488896	8	EA	Mck	63-4012	Jar, Sundry	\$7.27	\$58.16	(2) per exam room

Vital Signs Monitor:

946244	1	EA	Wa	71WT-B	Monitor, Bp Connex Spot Spo2 Suretemp Wa	\$2,068.12	\$2,068.12	
959363	1	EA	Wa	7000-MS3	Stand, Mobile Classic F/bp Monitor	\$391.83	\$391.83	

**Tables, Chairs and Stands**

530066	4	EA	Midmrk	204-002	Table, Exam Base Drawer/tilt/htr Midmrk	\$770.64	\$3,082.56	Std room table
530186	4	EA	Midmrk	002-0870-231	Top, Upholstery F/204/222/223 Soft Touch Na	\$256.08	\$1,024.32	Tops for bed
684102	4	EA	Dukal	4352	Mayo Stand	\$67.21	\$268.84	
539503	8	EA	Midmrk	680-001-231	Chair, Side W/o Arms Navy Midmrk	\$189.28	\$1,514.24	(2) per exam room
532115	4	EA	Midmrk	272-001-231	Stool, Exam Pneu Airlift 5leg Navy Midmrk	\$118.50	\$474.00	

Workstation

1017147	1	EA	Midmrk	6203-002-417	Workstation, Rolling***COLOR TBD***	\$998.00	\$998.00	
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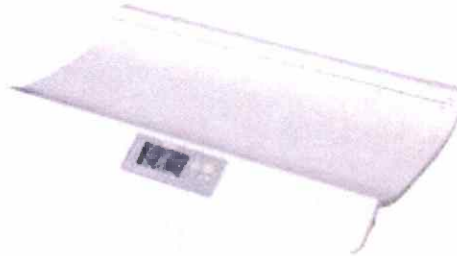


**Wastecans:**

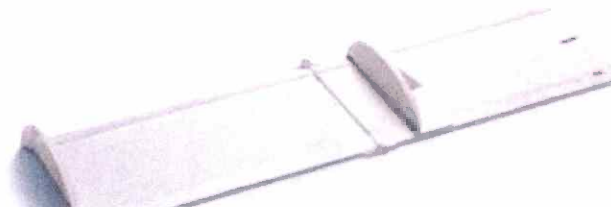
883391	4	EA	Mgm81	4883	Wastecan, Step-On Rec Bge 52qt	\$65.35	\$261.40
883390	4	EA	Mgm81	4882	Wastecan, Step-On Rec Red 52qt	\$65.35	\$261.40

Baby Scale/Stadiometer

571781	1	EA	Tanita	BD-585	Scale, Digital Baby/Infant	\$344.73	\$344.73
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700363	1	EA	Seca	417	Board, Baby/infant	\$218.57	\$218.57
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Total \$20,922.30



(C)

PURCHASE AGREEMENT

PO Number	Date	Agreement Number
	5/12/2017	10023442
Sales Rep: Adam Carothers		

"Blending People in Business with Technology"

Page 1 of 2

Customer Bill To:

South Central Family Health Care (New)

Daryl Hinojosa, IT

Bill To Phone #: 323-908-4288

Bill To Fax #: 000-000-0000

Email Address: darylh@scfhc.org

Customer Delivery and Installation Location:

SAME

~~7910 Atlantic Ave.~~

~~Unit M~~

~~Cudahy CA 90204~~

4415, S. Central
Los Angeles

Ship To Phone #: 000-000-0000

Sales Tax District: Los Angeles Cty

General Description: No System Description

General Scope of Job Description

Price includes installation, programming and training. KTS Networks will also conduct free, ongoing (quarterly) training at KTS University located at KTS Networks.

Customer is responsible for cable being in place (CAT5E or Greater).

Customer is also responsible for POE Switch to power phones.

KTS Networks can provide these products and services at customer request.

Bill of Materials And Labor

Quantity	Item Number	Description and Comments	Price Each	Extended Price
1.0	10260-R	ShoreGear 90 (Re-Certified) ShoreGear Switch	480.00	480.00
1.0	30044	ShoreTel, additional site license ShoreTel License	420.75	420.75
21.0	30035	Extension & Mailbox License ShoreTel License	170.00	3,570.00
21.0	10497	ShoreTel IP Phone IP480g - Req. v14 ShoreTel Telephone	313.65	6,586.65
1.0	10223	ShoreGear Rack Tray ShoreGear Shelf	80.75	80.75
1.0	Installation Labor	Installation, Programming and Training Labor	2,611.00	2,611.00
1.0	94111	ShoreCare 1 Yr. H/W S/W Support ShoreTel System Support	884.00	884.00

The above described Customer agrees to purchase from KTS Networks Inc. (hereafter referred to as KTS) telephone equipment and services in the quantities and models listed below and on noted 'Schedule' (if required and made part of this Agreement), in accordance with the terms and conditions set forth on this page, the reverse side and/or pages.

(1) APPROVALS: The undersigned agrees to all of the terms and conditions set forth herein this agreement, and, in witness hereof, hereby executes this non-cancelable Agreement. The person signing this Agreement for the Customer represents they are authorized to sign on behalf of the Customer described here. The Agreement shall not be binding upon KTS or become effective unless and until KTS accepts, approves, and executes the Agreement at its home office.

CUSTOMER

KTS NETWORKS, INC.

Signature

(Date)

Signature

(Date)

Printed Name and Title

Printed Name and Title



PURCHASE AGREEMENT

PO Number

Date

Agreement Number

5/12/2017

10023442

Sales Rep: Adam Carothers

"Blending People in Business with Technology"

Page 2 of 2

Customer Bill To:

South Central Family Health Care (New)

Daryl Hinojosa, IT

Bill To Phone #: 323-908-4288

Bill To Fax #: 000-000-0000

Email Address: darylh@scfhc.org

Customer Delivery and Installation Location:

SAME

1910 Atlantic Ave.

Unit M

Cudahy CA 90201

4415 S. Central
Los Angeles

Ship To Phone #: 000-000-0000

Sales Tax District: Los Angeles Cty

General Description: No System Description**Financial Information and Payment Options****Equipment Traded-in?:** No Equipment Tr**Trade-in Amount:** 0.00**Subtotal Less Adjustments:** 14,633.15**Over-time Charges:** 0.00**Sales Tax:** 625.40**Grand Total:** 15,258.55☐ **Vendor Approved Lease**

2 Down 60 Month \$1.00 Buyout

Monthly Amount: 309.20 Excludes Sales Tax**Advance Amount:** 618.40☐ **Managed Services Agreement**

*Not Offered

Monthly Amount: -**Advance Amount:** -**Installation Amount:** -**Advance+Installation:** -**Progress Payments**

%-----\$-----

Down Payment: 0.5000 7,629.28

Final Payment 0.5000 7,629.28

General Comments

This agreement does not include installation or cabling, unless listed above. If installation charges are listed above, then standard installation policies prevail. A standard installation consists of: using suitable existing customer provided cabling; standard terminations; miscellaneous hardware. Station cabling and the main telephone feed cable are not included, unless listed above. If cabling is required and listed above, then 'standard' cabling policies prevail. Standard cabling consists of: 4 pair PVC cable, up to 150' per cable run; standard jack and block terminations; exposed cable, unless existing conduit is usable and lift-out ceilings are no more than 10' from the floor. System and station programming are not included, unless listed above. Customer to supply an adequate backboard, A/C power, and air conditioning, unless listed above. A maximum of 2 hours on premise end-user station orientation is included, unless otherwise listed above. All work will be performed Mon. thru Fri., from 7:30 AM to 5:30 PM, except legal holidays. Other work times require a surcharge on the total order for 'over-time' labor. Prices are firm for 30 days from the above quotation date.

The above described Customer agrees to purchase from KTS Networks Inc. (hereafter referred to as KTS) telephone equipment and services in the quantities and models listed below and on noted 'Schedule' (if required and made part of this Agreement), in accordance with the terms and conditions set forth on this page, the reverse side and/or pages.

(1) APPROVALS: The undersigned agrees to all of the terms and conditions set forth herein this agreement, and, in witness hereof, hereby executes this non-cancelable Agreement. The person signing this Agreement for the Customer represents they are authorized to sign on behalf of the Customer described here. The Agreement shall not be binding upon KTS or become effective unless and until KTS accepts, approves, and executes the Agreement at its home office.

CUSTOMER**KTS NETWORKS, INC.**

Signature

(Date)

Signature

(Date)

Printed Name and Title


Printed Name and Title

KTS * 11132-103 Winners Circle - License # - 690256 - Los Alamitos, CA 90720

Main (800) 397-1201

Fax (800) 366-4100

(D)

 of Service Since 1956	PURCHASE & MONITORING AGREEMENT		RECEIVER PHONE NO.	
	RETAIL INSTALLMENT AGREEMENT		SEE ATTACHED UPGRADE/RESIGN FORM. <input type="checkbox"/>	
	Corporate & Los Angeles Branch 47 E. Saint Joseph St., Arcadia, CA 91006 (626) 446-7159 • FAX (626) 446-5811 Toll Free (800) 654-7678	Orange County Branch 3303 Harbor Blvd D6, Costa Mesa, CA 92626 (949) 261-9734 • FAX (626) 446-5811 Toll Free (800) 654-7678	OFFICE Use	LA <input type="checkbox"/> OC <input type="checkbox"/>
	Alarm Company License: ACO 1843		JOB NO.:	
	CA State Contractor's License 670585		ACCT. NO.:	
		APPROVED BY:		
		Patrol License: PPO 10170		

THIS AGREEMENT is entered into as of this 12 day of JUNE, 2017 (year) by and between POST ALARM SYSTEMS INC., a California Corporation, (hereinafter referred to as "Post") and SOUTH CENTRAL FAMILY HEALTH CENTER hereinafter referred to as "Client" or "you".

ADDRESS Where service will be provided: 4415 S. CENTRAL AVE (1ST FLOOR)
 (CITY) L.A. (STATE) CA (ZIP) 90011
 Billing Name (if different): ☒ Same as 19214 (contract)
 Billing Address (if different): ☒
 PHONES NO(S): ☒ CELL: ☒ EMAIL: ☒

SALE, INSTALLATION & SERVICE

Post agrees to sell and install, or cause to be installed, without liability, and not as an insurer, at the premises of Client (listed above), certain alarm and related equipment as set forth on the Schedule of Protection attached to this Agreement (the "System"). The Schedule of Protection, as same may be amended and updated from time to time as Client requests new equipment, shall at all times be incorporated by reference into this Agreement. Installation shall commence on or about _____ (date) and shall be substantially completed on or about _____ (date). A failure by Post without legal excuse to substantially commence work within twenty (20) days from the approximate installation starting date is a violation of the Alarm Company Act. Client has requested and Post agrees to provide the following monitoring and/or repair services for the Systems checked below. Post will provide monitoring and/or repair service to this Agreement, and will provide the services checked below.

Schedule of Monthly Services		Billing Cycle	
		<input checked="" type="checkbox"/> Monthly	<input type="checkbox"/> Quarterly <input type="checkbox"/> Semi-Annually
<input checked="" type="checkbox"/> Monitoring	\$ <u>43.00</u>	<input type="checkbox"/> Fire Inspection	\$
<input type="checkbox"/> Total Connect	\$	<input type="checkbox"/> CCTV Health <input checked="" type="checkbox"/>	\$
<input type="checkbox"/> Audit	\$	<input type="checkbox"/> Preventative Maint	\$
<input type="checkbox"/> Supervised	\$	<input type="checkbox"/> Service Contract	\$
		<input type="checkbox"/> Patrol Response 1 2 3	\$
		<input type="checkbox"/> Reports W M	\$
		<input type="checkbox"/> Secured Monitoring	\$
		<input checked="" type="checkbox"/> ALARM.COM	\$ <u>INCL</u>

Total Payments for Monthly Service(s) checked above during initial Term as Follows:

Term 12 (mths) x \$ 43.00 (mthly cost) = \$ 516.00

This amount constitutes the total cash price you will pay to us for Monthly Service(s) during the initial Term, plus applicable taxes, not including the initial system and installation charge of \$ 8,103.38

Purchase Price for Equipment	\$ <u>3,010.00</u>
Equipment Sales Tax (RATE: 8.75%)	\$ <u>263.38</u>
Labor	\$ <u>4,830.00</u>
Miscellaneous	\$ <u>0</u>
First Month Service (9/15)	\$ <u>43.00</u>
Total Balance	\$ <u>8,146.38</u>
Less Deposit	\$
Balance Due	\$

(Client Initial) N/A By initialing you understand that you have declined "secured monitoring". Your system will communicate signals into our central station through one path as opposed to multiple. Refer to Section 5 "transmission lines".


Deposit Payment Type		
Ck#	Credit Card	Cash

Client agrees to pay all sales, use, property, service or other taxes in connection with this Agreement, including sales of any additional equipment.

N/A (Initial) Client has declined the purchase of a UPS utility power backup device and understands their internet/VOIP communications equipment not provided by Post (router, switch, etc.) must be powered to operate. In the event of a utility power outage or other outage of power to the internet/VOIP communications equipment, Post will not receive internet or VOIP transmitted signals to our Monitoring Station. Refer to Section 5 "transmission lines".

(Client Initial) PN Client advised of Alarm Permit (Refer to Section 2)

Terms and Comments:

 <p>A Tradition of Service Since 1956</p>	Post Alarm Systems Schedule of Protection and Services		RECEIVER PHONE NO.
			SEE ATTACHED UPGRADE/RESIGN FORM <input type="checkbox"/>
			OFFICE USE <input type="checkbox"/> LA <input type="checkbox"/> OC
			JOB NO.:
			ACCT. NO.:
Corporate & Los Angeles Branch 47 E. Saint Joseph St., Arcadia, CA 91006 (626) 446-7159 • FAX (626) 446-5811 Toll Free (800) 654-7678		Orange County Branch 3303 Harbor Blvd D6, Costa Mesa, CA 92626 (949) 261-9734 • FAX (626) 446-5811 Toll Free (800) 654-7678	APPROVED BY:
Alarm Company License: ACO 1843		CA State Contractor's License 670585	Patrol License: PPO 10170

to Purchase & Monitoring Agreement, Doc. No. R-7971 Acct Name SOUTH CENTRAL FAMILY HEALTH CENTER

Customer Type: ☒ Commercial ☐ Residential

Contract Type: ☒ New Client ☐ Add-on ☐ Takeover ☐ Upgrade ☐ Re-Install ☐ Resign

System Type: ☐ CCTV ☐ Card Access ☐ Fire ☒ Burglar Alarm ☐ Other

Schedule of Equipment:

- 1- INSTALL CONTROL PANEL KIT W/ ALARM.COM MODULE
- 1- INSTALL 4 KEYPADS (2 P1, 1 P2 & 1 P3)
- 1- INSTALL DOOR CONTACTS (14)
- 1- INSTALL MOTION DETECTORS (6)
- 1- INSTALL P.E.C. IN BASEMENT PARKING.
- 1- MISC. HARDWARE, CONDUIT AND WIRES
- 1- PROGRAM AND TEST
- 1- INSTALL P3 @ 4411 S. CENTRAL

* Equipment marked as "Existing" is scheduled for information only, Post will attempt to utilize but does not undertake to install or be otherwise responsible for the Existing equipment.

N/A (initial) NO WARRANTY ON EXISTING EQUIPMENT Post Alarm provides One (1) Year Warranty on New Equipment only unless otherwise indicated.

N/A (initial) Price assumes all existing equipment and wiring is in serviceable condition. Any necessary repairs will be performed on a time and material basis at Post Alarm's prevailing rates.

☒ (initial) You must give 48 hours notice to reschedule your installation date. Failure to do so could result in a \$50 Cancellation/Reschedule fee

HYTEL

Communication Inc.

1406 Irving Ave
Glendale, CA 91201
Phone: (818)355-2646

(E)

ESTIMATE

DATE 6/24/17
ESTIMATE 1134

BILL TO

Name

Attn:

Paul Ramos

FOR:

Job

4415 S. Central Ave
Dental Building

DESCRIPTION	QUANTITY	RATE/PRICE	TOTAL
Emergency Phones	4	65.00	\$ 260.00
Ceiling Speakers	8	85.00	\$ 680.00
Valcom 3-Zone Paging Unit	1	375.00	\$ 375.00
Indoor Dome Camera	24	95.00	\$ 2,280.00
Outdoor Camera for Parking	8	115.00	\$ 920.00
32 Channel DVR System Full HD 1080P w/ 4 TB of HD	1	1,350.00	\$ 1,350.00
Run HDMI 50 Ft Cable	4	75.00	\$ 300.00
Run CAT 6 Wires & Terminate on Jack & Patch Panel	55		
Run CAT 5 Wires & Terminate on Jack & Patch Panel	55		
Run Ceiling Speaker Wires	8		
Run Emergency Phone Wires	4		
Run RJ 59 Combo Cables for Cameras	32		
All Wiring			\$ 9,500.00
Run All Pipes & Connections for Parking			\$ 1,200.00
		Tax	Included
		TOTAL	\$ 16,865.00

OTHER COMMENTS

Total payment due at end of job

Thank You For Your Business!

EQUIPMENT INVOICE

PACIFIC BUSINESS TECHNOLOGIES NORTH
"managing your document tsunami"

Bill to				Ship to			
Company: South Central Family Health Center				Company:			
Address: 1111 E Vernon St.				Address:			
City: Los Angeles		State: CA		Zip: 90011		City: State: Zip:	
Contact: Paul Ramos		Telephone: 323-908-42389		Contact:		Telephone:	
E-mail: paulr@scfhc.org		Fax:		E-mail:		Fax:	
Terms		PO#		Representative		Del. Date	
Receipt of Invoice		Machine #1		Steve Young			
Qty	B/O	Serial #	Item #	Model/Product Description		Unit Price	Total
1		MX-M364N		SHARP MX-M364N MFP *NEW*		\$4,593.00	\$4,593.00
1		MX-DE12		Paper Drawer & Storage Cabinet		inc	inc
1		MX-TU12		Center Exit Tray		inc	inc

Service and Supplies (Please check corresponding box)	
<input checked="" type="checkbox"/>	Signed Maintenance Agreement Included - See PBTN Maintenance Contract.
<input type="checkbox"/>	Agree to Time (\$145 per hour), Material and Supply charges. Payable upon services rendered.
<input type="checkbox"/>	Decline any and all service and supplies at this time.

* PBTN is not responsible for network issues. Calls related to these issues are available at an additional fee. initial

Trade-in Model		Serial Number		Buy-out/Pay-off	Amount	
CPC/RENTAL	Monthly Volume	Mo. Payment	Term	Overages	Payment Down	
LEASE/RENTAL	Payment	Term	Payment Down	Leasing Company		
Special Instructions					Subtotal	\$4,593.00
					Tax	\$401.89
					Trade-In	
					Del/Inst.	
					TOTAL	\$4,994.89
<div style="display: flex; align-items: center;"> <div> <div style="border: 1px solid black; padding: 2px; margin-bottom: 5px;">05/15/12</div> <div> <div style="border-bottom: 1px solid black; width: 100px;"></div> <div>Customer Signature</div> </div> </div> </div>					Less Down	()
					Balance Due	

Terms: standard terms-net 10 days unless otherwise notified. Any amounts payable by Customer hereunder which remain unpaid after the due date shall be subject to a late charge equal to 1.5% per month from the due date until such amount is paid. Any representations or statements will not be honored unless made in writing under the "Special Instructions" on this form. All terms and conditions on reverse side apply.

PLEASE PAY FROM THIS INVOICE-SUBMIT TO: PBTN 16124 Sherman Way, Van Nuys CA 91406

WORKSPACE Interiors

by Office Depot

3366 E WILLOW STREET
SIGNAL HILL CA 90755

PATTI MANERI
BUSINESS DEVELOPMENT MGR-FURN
714-585-0173

PATRICIA.MANERI@WORKSPACEINTERIORSOD.COM

S. CENTRAL FAMILY HEALTH CLINIC

SOUTH CENTRAL FAMILY HEALTH CENTER

PAUL RAMOS
4415 S. CENTRAL

LOS ANGELES CA 90011
323-908-4239
PAULR@SCFHC.ORG

Proposal

Date: 7/25/2017

Reference #:

Deposit Amt:

32322976

Item	Qty	Product	Sell Price:	Unit	Extended
1	1	H10578 10500 Series Desk Shell 60W x 30D x 29-1/2H		\$323.44	\$323.44
		Select Top Laminate Color	\$(L1STD)	Grd L1 Standard Laminates	
		Select Top Laminate Color	.N	LAM: Mahogany	
		Select Chassis Laminate Color	N	LAM: Mahogany	
2	1	H105681X 10500 Series Return Shell 29-1/2H x 41W x 24D		\$236.08	\$236.08
		Select Top Laminate Color	\$(L1STD)	Grd L1 Standard Laminates	
		Select Top Laminate Color	.N	LAM: Mahogany	
		Select Chassis Laminate Color	N	LAM: Mahogany	
3	3	H10502 10500 Series Floorstnd Full Ht Ped B/B/F 15-5/8W x 22-3/4D		\$329.68	\$989.04
		Select Laminate	\$(L1STD)	Grd L1 Standard Laminates	
		Laminate Selection	.N	LAM: Mahogany	
4	1	H10504 10500 Series Floorstnding Full Ht Ped F/F 15-5/8W x 22-3/4D		\$329.68	\$329.68
		Select Laminate	\$(L1STD)	Grd L1 Standard Laminates	
		Laminate Selection	.N	LAM: Mahogany	
5	1	H10534 10500 Series Stack-on Storage 72"W x 14-5/8D x 37-1/8H		\$486.20	\$486.20
		Select Top Laminate Color	\$(L1STD)	Grd L1 Standard Laminates	
		Select Top Laminate Color	.N	LAM: Mahogany	
		Select Chassis Laminate Color	N	LAM: Mahogany	
6	2	H105856 10500 Series Back enclosure for 72"W Stack on Storage		\$113.36	\$226.72
		Select Laminate	\$(L1STD)	Grd L1 Standard Laminates	
		Laminate Selection	.N	LAM: Mahogany	
7	2	H90056 10500 Series Tckbd for 72"W Stack on Strg Bck Enclosure		\$143.52	\$287.04
		Fabric Selection	\$(A)	Gr A Fab	
		Gr A Fab	.GN	Fabric: Element	
		Select Element Fabric Color	55	COLOR: Warm Beige	
8	3	HVL616		\$69.68	\$209.04

WORKSPACE Interiors

by Office Depot

3366 E WILLOW STREET
SIGNAL HILL CA 90755

PATTI MANERI
BUSINESS DEVELOPMENT MGR-FURN
714-585-0173
PATRICIA.MANERI@WORKSPACEINTERIORSOD.COM

S. CENTRAL FAMILY HEALTH CLINIC

SOUTH CENTRAL FAMILY HEALTH CENTER

PAUL RAMOS
4415 S. CENTRAL

LOS ANGELES CA 90011
323-908-4239
PAULR@SCFHC.ORG

Proposal

Date: 7/25/2017

Reference #:

Deposit Amt:

32322976

Item	Qty	Product	Sell Price:	Unit	Extended
		Guest Chair Four leg base Arms			
		UPH: Fabric Options \$(1) Gr 1 Uph			
		Upholstery Selection .VA UPH: VA Fabric			
		Fabric Color Selection 10 COLOR: Black			
9	18	HVL541			
		High-Back Chair Pneum Ht-Adj 360 Deg Swiv			
		Select Fabric .LH Fabric: Black			
		Fabric Color Selection 10 COLOR: Black			
				\$172.64	\$3,107.52
10	3	H10579			
		10500 Series Desk Shell 66W x 30D x 29-1/2H			
		Select Top Laminate Color \$(L1STD) Grd L1 Standard Laminates			
		Select Top Laminate Color .N LAM: Mahogany			
		Select Chassis Laminate Color N LAM: Mahogany			
				\$348.40	\$1,045.20
11	1	H693			
		Brigade 600 Series Lateral File 42W 3-Drawer			
		Lock Opts .L Standard Random Key Lock			
		Select Paint Color \$(CORE) PAINT: Select Core Paint			
		Select Paint .P PAINT: Black			
				\$603.20	\$603.20
12	1	H519481			
		Lat Accessory Square Edge Laminate Top 42W x 19-1/4D			
		Select Laminate \$(L1STD) Grd L1 Standard Laminates			
		Select Laminate Color .N Mahogany			
				\$235.56	\$235.56
13	6	N66RD22C			
		WHIMSY,22DIA ROUND,MOBILE			
		UPHOLSTERY GRADE 2 GRADE 2			
		PRIMARY UPH PATTERN COLOR ... Skipped Option			
				\$314.24	\$1,885.44
14	12	N60SCC			
		TAG,WALLSAVER GUEST,SQUARE UPH BACK,ARMS			
		UPHOLSTERY GRADE 2 GRADE 2			
		PRIMARY UPH PATTERN COLOR 22147 SEDONA MESA			
		PAINT 462 CINDER			
		GLIDE STD STANDARD GLIDE			
				\$265.17	\$3,182.04
15	11	N60SDD			
				\$251.08	\$2,761.88



323-908-4239
PAULR@SCFHC.ORG

32322976

Page 3 of 6

**WORKSPACE
Interiors**

by **Office DEPOT**

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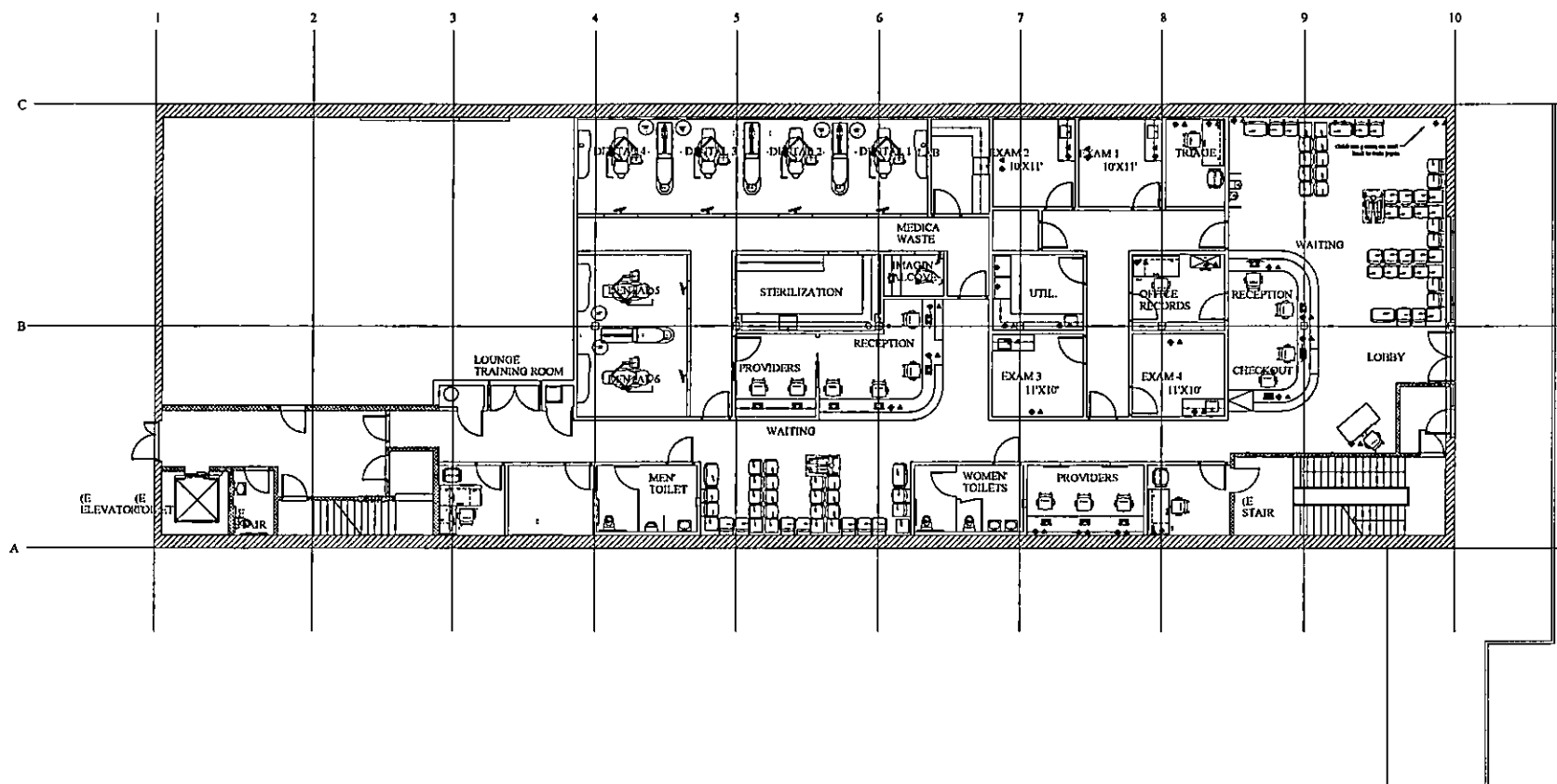
Date: 7/25/2017

Reference #:

Deposit Amt:

32322976

Item	Qty	Product	Sell Price:	Unit	Extended
			Total:		\$36,406.71



S. CENTRAL AVE.

South Central Family Health Center

Total Construction cost of 1028 E. Vernon Avenue Los Angeles, CA 90011

Original contract signed 12/30/2014	\$	2,862,367
Change Order# 1-32	\$	534,181
Total completed 06/30/2017	\$	3,396,548
Additional Change orders		
after Certificate of Occupancy	\$	62,295
Total completed	\$	3,458,843

APPLICATION AND CERTIFICATION FOR PAYMENT

AIA DOCUMENT G702

PAGE 1 OF 2

TO OWNER: South Central Family Health Center
1111 E. Vernon Avenue
Los Angeles, CA 90011

PROJECT: SSFHC
Vernon Outpatient Clinic
1028 E. Vernon Ave.
Los Angeles, CA 90011

APPLICATION NO: 19

DATE FROM: 6/1/2017

PERIOD TO: 6/23/2017

ACI CONTRACT NO: 15524

CONTRACT DATE: 12/30/2014

Distribution to:

☒ OWNER

☒ ARCHITECT

☒ CONTRACTOR

FROM CONTRACTOR:
Action Contractors, Inc.
310 W. Gardena Blvd.
Gardena, CA 90248

VIA ARCHITECT: Andrew Cox Architect
310 W. Lime Avenue
Monrovia, CA 91016

CONTRACTOR'S APPLICATION FOR PAYMENT

Application is made for payment, as shown below, in connection with the Contract.
Continuation Sheet, AIA Document G703, is attached.

1. ORIGINAL CONTRACT SUM	\$ 2,862,366.52
2. Net change by Change Orders	\$ 534,181.11
3. CONTRACT SUM TO DATE (Line 1 ± 3)	\$ 3,396,547.63
4. TOTAL COMPLETED & STORED TO DATE (Column G on G703)	\$ 3,396,547.63
5. RETAINAGE:	
a. 10 % of Completed Work (Column D + E on G703)	\$ 339,654.76
b. 0 % of Stored Material (Column F on G703)	\$ 0.00
Total Retainage (Lines 5a + 5b or Total in Column I of G703)	\$ 339,654.76
6. TOTAL EARNED LESS RETAINAGE (Line 4 Less Line 5 Total)	\$ 3,056,892.87
7. LESS PREVIOUS CERTIFICATES FOR PAYMENT (Line 7 from prior Certificate)	\$ 2,967,088.78
8. CURRENT PAYMENT DUE	\$ 89,804.09
9. BALANCE TO FINISH, INCLUDING RETAINAGE (Line 3 less Line 6)	\$ 339,654.76

CHANGE ORDER SUMMARY	ADDITIONS	DEDUCTIONS
Total changes approved in previous months by Owner	\$534,536.06	(\$27,300.00)
Total changes approved this draw	\$26,945.05	\$0.00
TOTALS	\$561,481.11	(\$27,300.00)
NET CHANGES by Change Orders		\$534,181.11

The undersigned Contractor certifies that to the best of the Contractor's knowledge, information and belief the Work covered by this Application for Payment has been completed in accordance with the Contract Documents, that all amounts have been paid by the Contractor for Work for which previous Certificates for Payment were issued and payments received from the Owner, and that current payment shown herein is now due.

PAYMENT DUE \$ 89,804.09

CONTRACTOR:

By: Dennis Moreau Date: 6/23/17

ARCHITECT'S CERTIFICATE FOR PAYMENT

In accordance with the Contract Documents, based on on-site observations and the data comprising the application, the Architect certifies to the Owner that to the best of the Architect's knowledge, information and belief the Work has progressed as indicated, the quality of the Work is in accordance with the Contract Documents, and the Contractor is entitled to payment of the AMOUNT CERTIFIED.

AMOUNT CERTIFIED \$

(Attach explanation if amount certified differs from the amount applied. Initial all figures on this Application and on the Continuation Sheet that are changed to conform with the amount certified.)

ARCHITECT:

By: _____ Date: _____

This Certificate is not negotiable. The AMOUNT CERTIFIED is payable only to the Contractor named herein. Issuance, payment and acceptance of payment are without prejudice to any rights of the Owner or Contractor under this Contract.



ACTION CONTRACTORS, INC.

310 W. GARDENA BLVD., GARDENA, CA 90248
(310) 515-1311 FAX (310) 515-3806

GENERAL BUILDING * PLUMBING * ELECTRICAL
COMMERCIAL * INDUSTRIAL
LICENSE #652535

Invoice

Date	Invoice #
7/21/2017	22996

Bill To
South Central Family Heath Center 1111 E. Vernon Avenue Los Angeles, CA 90011

Job Address/Description
1028 E. Vernon Avenue Los Angeles, CA 90011

Attn:	P.O. No.	Terms	Job #
Paul Ramos		Net 10	1621 (2014-2017)

Description	Amount
Vernon Outpatient Clinic	
Fabricate and Install 80 of 10 ft gale with swing door and 12 ft rolling gate with lock.	15,970.00
Fabricate and install 10 ft high gate with roof for electrical panel	2,450.00
Fabricate and install 4 ft high gale al front lower roof 15ft long	2,250.00
Install temporary razor wire	800.00
Substitute (4) TurboDry hand dryers for (4) Dyson Air Blades includes electrical revisions	11,243.00
\$400.00 discount has been provided for tile work that was not needed	
Cut out CMU wall and install Knox Box per Fire Departments Requirements	1,872.00
Fabricate and install Maximum Height Clearance Bar	864.00
Building Department Correction - Cover Elevator Lines in stairwell	3,804.00
Remove and replace Door and Jam at Lab with Dutch Style Door	1,719.00
Patch and paint lobby walls where TV mounts have been relocated (2) locations	895.00
Install VCT at 1st floor entry	2,495.00
Install(6)AC remote test stations	1,846.00
Supply and install (2) fiberglass long term bike lockers	4,473.00
Supply and install 3" safety dots at 1st floor glass enclosure	486.00
Paint Space Numbers and reconfigured parking spaces in rear (includes removal of existing parking configuration at rear)	725.00
Supervision (4) days	
Install privacy dividers at 2nd and 3rd floor providers area	1,760.00
Install top and bottom cabinets for 2nd floor reception area	1,367.00
Patch and Paint surrounding areas as required	5,701.00
Supervision (2)days	695.00
	880.00

Please remit to above address.

Due This Invoice

\$62,295.00

NET DUE UPON RECEIPT OF INVOICE

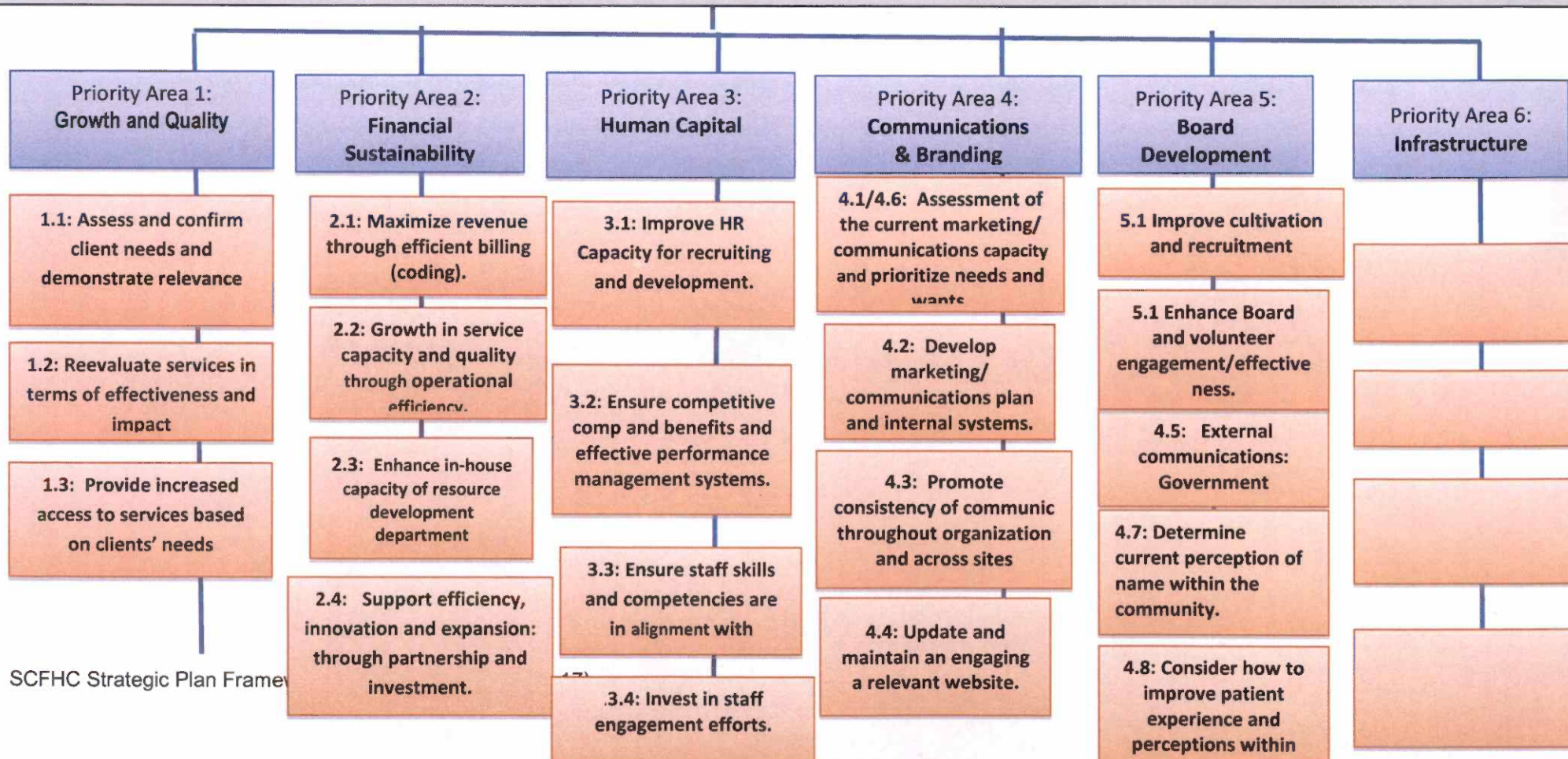
Service Charge of 1 1/2% (18% Annually) will be added to all accounts 30 or more days past due.

South Central Family Health Center Strategic Plan 2017-2022

DRAFT rev 7.18.17

VISION: *To lead the way in health care in South Los Angeles, as the premier provider and employer of choice offering comprehensive, high quality, affordable, efficient and culturally responsive services*

MISSION: *To improve the quality of life for the diverse community of inner-city Los Angeles by providing affordable and comprehensive health care and education in a welcoming and multi-cultural environment.*



Strategic Plan Framework 2017-2022

MISSION: The mission of South Central Family Health Center is to improve the quality of life for the diverse communities of South Los Angeles and Southeast Los Angeles County by providing affordable and comprehensive health care and education in a welcoming and multi-cultural environment.

VISION: To lead the way in health care in South Los Angeles, as the premier provider and employer of choice offering comprehensive, high quality, affordable, efficient and culturally responsive services

Priority 1: Growth (patient visits) and Quality

Priority 2:

Financial
Sustainability/
Business Model

Priority 3:

Human Capital
Recruitment and
Development

Priority 4:

Communications
& Branding

Priority 5:

Board Development

Priority 6: Ensure needed infrastructure to support operations and quality.

	Timeframe	Teams Responsible	Measurement	Resources Needed
Priority Area # 1: Growth (patients' visits) and Quality: Provide the most needed and effective, high quality services in areas that continue to be underserved.				
Outcomes: <ul style="list-style-type: none"> ➤ Increase in patient visits to exceed current break-even estimate of 3,300 visits ➤ Improved quality measures. ➤ Ability to demonstrate effectiveness and high quality. ➤ More effective partnerships and resources to support our families. 				
Strategy 1.1: Assess and confirm client needs and demonstrate relevance. Evaluate existing programs to determine whether they are still meeting needs in the communities so we are utilizing our resources as efficiently as possible.		CMO		
Activities:				
a. Conduct or obtain needs assessment to determine where greatest service gaps exist.	DONE	Development	Produce Needs Assessment (11/16)	Consultant
b. Use data to assess and demonstrate success of programs and areas for improvement		CMO/ QID		
c. Provide cross training		CMO/DON		
d. Include front office as part of the team	In Progress	CMO/ COO		
Strategy 1.2: Reevaluate services in terms of effectiveness and impact				
Activities:				
a. Continued investment in data systems to improve performance and quality measures, planning, and reporting		CFO/CMO		
b. Use data to assess and demonstrate success of programs and areas for improvement		QI/ Programs Manager		Data Analyst/ IT/ Compliance Staff
c. Update dashboards and provide more widely within the organization		Data Analyst		
d. Examine why patients don't return, where seniors go, etc.		COO		
Strategy 1.3: Provide increased access to services based on clients' needs				
Activities:				
a. Facilities support service needs		COO		

	Timeframe	Teams Responsible	Measurement	Resources Needed
b. Work with community partners to explore options of partnership to extend reach.		COO/ SR. MGMT		
c. Restructure teams (Mas, LVNs) – assignment of duties to be able to better support providers	In Progress	CMO		
d. Standardize practices		CMO		
e. Adjust schedules (MAs)		CMO/DON		DON
f. Decrease # of denials by increasing knowledge of front staff		CMO/COO		
g. 2 sites have promotoras to make presentations about programs		COO?		
h. Have a student directing folks to services		COO		
i. Institute new way to check eligibility		CMO/COO		
Strategy 1.4:				
Activities:				

	Timeframe	Teams Responsible	Measurement	Resources Needed
Priority Area # 2: Financial Sustainability/ Efficient Business Model - Create a funding model that maximizes revenue and productivity which lead to a more diversified portfolio and allow for innovation and expansion Outcomes: <ul style="list-style-type: none"> ➤ Collect 30% of all sliding fees due to SCFHC More unrestricted funds. ➤ More fundraising among board members. ➤ Development of new revenue streams. ➤ Diversified funding portfolio. ➤ Improved reserves. ➤ More flexibility. 				
Strategy 2.1: Maximize revenue through efficient billing (coding).		CFO		
Activities:				
a. Improve collections THROUGH ***		CFO		
b. Conduct an analysis of baseline coding accuracy		CFO/CMO/ DON		DON
c. Design a plan, including training and identifying a coding champion and incentives		CFO/CMO/ DON		DON
d. Improve data use and sharing.		CFO/CMO/ DON		DON
Strategy 2.2: Growth in service capacity and quality through operational efficiency.		CFO		
Activities:				
a. Evaluate, create, and implement protocols and workflow models to ensure maximization of resources. <i>Cross reference with Goal 1.</i>		CFO/CMO/ DON		DON
b. Shift grants and fundraising to support new initiatives, expansion, and special projects.		DEV		
Strategy 2.3: Enhance in-house capacity of resource development department.		DEV		
Activities:				

	Timeframe	Teams Responsible	Measurement	Resources Needed
a. Hire a Development Associate	Done	DEV	Hired Dev. Associate 2/2/17	
b. Expand responsibilities around donor development, Donor communications and Corporate donations		DEV		
c. Develop/institute systems of measurable indicators to be used for assessing and enhancing programs and providing necessary data for funders and donors		DEV-CMO/IT/QID		
Strategy 2.4: Support efficiency, innovation and expansion: through partnership and investment.		CEO		
Activities:				
a. Conduct an analysis of current and potential partnerships, particularly around administrative functions		CEO/ SR. Management		
b. Maximize skillset of Providers.		CMO		
c. Open new sites and satellite sites.		CEO/Sr. Management/ BOD		

	Timeframe	Teams Responsible	Measurement	Resources Needed
Priority Area # 3: Human Capital Recruitment and Development - Invest in human resources – recruiting and development of staff, board and volunteers and be an employer /organization of choice Outcomes: <ul style="list-style-type: none"> ➤ Meet or exceed industry norm for salaries/benefits. ➤ Meet or exceed staff retention is at industry norm. ➤ Staff are well-trained and highly competent ➤ Quality Improvement included in performance reviews. ➤ Improved staff morale and retention to effectively provide services and meet the client's needs. ➤ Staff satisfaction increases. ➤ Improve Board recruitment, attendance and participation. 				
Strategy 3.1: Improve HR Capacity for recruiting and development.		CEO		
Activities:				
a. Evaluate HR current and capacity.	Done	CEO		Consutltant
b. Consider options for outsourcing HR functions and/or staffing positions.		HRD		
Strategy 3.2: Ensure competitive comp and benefits and effective performance management systems.		HRD		
Activities:				
a. Evaluate industry norms for employee salaries and benefits	Ongoing	HRD		Consultant/ Labor Attorney?
b. Review staffing and compensation plan, in light of minimum wage increase	Annually	HRD		
c. Provide merit based and other financial incentives for performance.		HRD		
d. Pay 100% health costs for employees family.	Annually	CEO/CFO/BOD		
Strategy 3.3: Ensure staff skills and competencies are in alignment with strategic goals. Provide employees with appropriate training, technology and system infrastructure to thrive in job functions		HRD		

	Timeframe	Teams Responsible	Measurement	Resources Needed
Activities:				
a. Evaluate workforce competency and capacity and create a baseline measure of staff knowledge, skills, attitudes, competencies and performance and compensation		HRD		Consultant
b. Evaluate organization structure and staff competencies to match needs of SCFHC.		HRD		Consultant
c. Build Leadership and management skills – provide supervisory training and leadership development efforts.		HRD		
d. Provide literacy and computer skills training (for job, and growth).		HRD		
Strategy 3.4: Invest in staff engagement efforts.		HRD		
Activities:				
a. Conduct regular staff engagement / culture surveys.		HRD		
b. Build culture of data and quality.		HRD/ SR. MGMT		Identify Data Champions in Administration, Nursing, and Medical Staff
c. Internal Marketing Campaign to inform and highlight org efforts to support staff and share info and accomplishments.		HRD/Sr. MGMT		

Priority Area # 4: Communications & Branding - Improve internal and external communications.

Outcomes:

- Training for staff and/or use volunteers as greeter/helper in the waiting room.
- Increase in referrals and inquiries.
- Increase in patient satisfaction.
- Increase in staff satisfaction and efficiency.
- Enhanced marketing and PR efforts and supports.
- Enhanced morale.
- Staff and the public will be better informed
- Improve perception of quality
- Recruitment of providers, staff is improved
- Increased in total patient served
- Increased awareness in the community of constituents, partners, and supporters as the "Go-to" place.

Strategy 4.1: Assessment of the current marketing/ communications capacity and prioritize needs and wants.		DEV		
Activities:				
a. External Communications assessment		DEV- PR		
Strategy 4.2: Develop marketing/ communications plan and internal systems.		DEV		
a. 2 sites have promotoras to make presentations about programs.		COO		
Strategy 4.3: Promote consistency of communication throughout organization and across sites		HRD		
Cross References with A3, S4				
Strategy 4.4: Update and maintain an engaging a relevant website.	Ongoing	DEV		Web Developers, Graphic Designers
a. Ensure setup and use are aligned to meet needs of the staff; conduct survey or focus group discussions.		DEV/HRD		

b. Ensure setup and use are aligned to meet needs of constituents through gathering feedback through outreach, surveys, and focus group/interviews.		DEV		
c. Update website based on feedback.		DEV		
Strategy 4.5: External communications: Government relations and outreach.	Ongoing	COO/ DEV		
Strategy 4.6: Assessment of the current marketing/PR capacity and prioritize needs and wants.		COO/DEV		
Activities:				
a. Marketing review and develop new plan.		COO/DEV		
Strategy 4.7: Determine current perception of name within the community.		DEV		
Activities:				
a. Based on evaluations and future plans, develop shared vision for altering name of clinic locations.		Sr. MGMT/ BOD		
Strategy 4.8: Consider how to improve patient experience and perceptions within community.		CEO		
a. Determine steps to realize intent to be known as an inclusive, safe and good customer service .		COO		
b. Improve cultural sensitivity (crosss reference with human capital goals).		HRD		
c. Conduct outreach and in-reach to promote messages (cross reference with communications goals).		HRD/COO		
Priority Area # 5: Board Development: Build and enhance board effectiveness.				
Outcomes:				

- Improve recruitment efforts
- Increase total board members
- Increase attendance and engagement
- Enhance governance and fundraising skills and abilities

Strategy 5.1 Improve cultivation and recruitment				
Identify, cultivate and engage new potential board members		CEO/Bd.Manager		
Continue to recruit individuals (client and non) for committees and Board positions		CEO/Bd. Manager		
Strategy 5.1 Enhance Board and volunteer engagement and effectiveness.				
Enhance orientation and onboarding		Bd. Manager/CEO		
Provide ongoing opportunities for learning and development.		Bd. Manager		

Priority Area # 6: Infrastructure: : Ensure sufficient infrastructure to support operations.

Outcomes:

Strategy 6.1:				
Activities:				
a. Director of Nursing –Hire & Retain		CMO/HR		
b. Reconsider All Staff Meeting		SR. MGMT		
c. Update employee ID badges (more formal)		SR. MGMT/ HRD		
:				