



**REDWOOD COAST MEDICAL SERVICES, INC**  
**BOARD OF DIRECTORS - MEETING AGENDA**  
**February 22, 2023      5:00 PM – 7:00 PM**

Order of Business	Business Item	Person	Vote(s) Required	Page #
5:00 pm	AGENDA <ul style="list-style-type: none"> <li>Review and vote on acceptance of Meeting Agenda</li> </ul>	Leslie Bates	Vote	Page 1
5:01 pm	MINUTES <ul style="list-style-type: none"> <li>Vote on acceptance of the Minutes of January 25, 2023</li> </ul>	Leslie Bates	Vote	Page 2-4
5:05 pm	FINANCE COMMITTEE REPORT <ul style="list-style-type: none"> <li>Welcome Christie MacVitie, CFO</li> <li>Report on January Financials</li> <li>Vote on acceptance of the January Financials</li> </ul>	Drew McCalley	Vote	Page 5-15
5:25 pm	CEO REPORT <ul style="list-style-type: none"> <li>Operations/Staffing Update</li> </ul>	Ara Chakrabarti		
5:40 pm	MEDICAL TEAM REPORT <ul style="list-style-type: none"> <li>Update on clinic operations</li> </ul>	Afsoon Foorahar		
5:55 pm	DEVELOPMENT, GRANTS, OUTREACH & RISK/COMPLIANCE REPORT <ul style="list-style-type: none"> <li>Update</li> <li>Vote on pursuance of FY 2023 Early Childhood Development grant</li> <li>Board Training: HRSA Compliance Manual Ch. 18 – Program Monitoring and Data Reporting Systems</li> </ul>	Dawn McQuarrie	Vote	Page 16-18
6:05 pm	PERFORMANCE IMPROVEMENT COMMITTEE <ul style="list-style-type: none"> <li>Update</li> <li>Report on Primary Care surveys</li> <li>Vote on acceptance of Domestic Violence policy and procedure update</li> </ul>	Barbara Fast	Vote	Page 19-26
6:20 pm	INFORMATION TECHNOLOGY COMMITTEE REPORT <ul style="list-style-type: none"> <li>Update</li> </ul>	Drew McCalley		
6:30 pm	EXECUTIVE COMMITTEE REPORT <ul style="list-style-type: none"> <li>Report on recent Board Retreat</li> <li>Public comments/shout-outs</li> </ul>	Leslie Bates		

The mission of the Redwood Coast Medical Services is to provide high quality, family-oriented, community based primary care, including a broad range of preventive health services, to residents and visitors within the coastal areas of Southern Mendocino and Northern Sonoma Counties. Services are designed to meet identified needs of the communities served, are integrated with other existing health care services and systems and are evaluated on a regular basis to assure that community health needs are being met. As a non-profit corporation receiving public funds, RCMS provides services to qualifying individuals on a sliding fee scale as well as to patients with MediCal and MediCare coverage, private insurance or self pay status. RCMS plays a special role as the sole provider of medical care in the community and in responding to public health emergencies.



**Redwood Coast Medical Services, Inc.**  
Board of Directors Meeting – Zoom Online Meeting  
**Meeting Minutes of January 25, 2023**

BOARD MEMBER	P	A/E	BOARD MEMBER	P	A/E
Leslie Bates	X		Drew McCalley	X	
Barbara Canida	X		Brian Murphy		X
Janis Dolphin	X		Jim Nybakken	X	
Barbara Fast	X		Gabriel Ramirez	X	
Hall Kelley	X		Laurie Voss	X	
Patricia Lynch	X		Harriet Wright	X	

STAFF PRESENT	
Ara Chakrabarti	Karen Wilder
Amy Fawcett	Christie MacVitie
Afsoon Foorohar	
Jennifer Black	
Dawn McQuarrie	
Renee Kaucnik	

**Special Guest:** Susan Hamlin **Public Attendees:** 14

---

**CALL TO ORDER:** Leslie Bates called the meeting to order at 5:00 pm.

**APPROVAL OF AGENDA:** After review, Leslie Bates moved to accept the agenda, Jim Nybakken seconded. Vote: Unanimously accepted.

**APPROVAL OF MINUTES:** After review and correction, Leslie Bates moved to accept the minutes of December 21, 2022. Jim Nybakken seconded. Vote: Unanimously accepted.

**BOARD NOMINATION:** Leslie Bates, Board Chair

- Welcome Susan Hamlin
- Susan Hamlin clinical social worker with a background in psychotherapy and addiction treatment

**On behalf of the RCMS Board of Directors, Leslie Bates moved to appoint Susan Hamlin to the RCMS Board of Directors. Barbara Fast seconded. Vote: Unanimously accepted.**

**FINANCE COMMITTEE REPORT:** Drew McCalley, Board Treasurer

- Reviewed the Executive Summary for the month of December 2022
- Statement of Financial Position remains strong
- Statement of Operations shows a negative variance of nearly 30% in patient revenue due to visit shortages
- Continue to run under in expenses which helps offset the shortfall in patient revenue
- Days in Net Accounts Receivable Outstanding remains inflated due to the NextGen billing issue identified and carried over from October
- Patient Visits:
  - Primary Care visits were down as anticipated due to providers being out and staff shortages
  - Urgent Care visits remain over budget helping to offset the shortfall in Primary Care visits
  - Dental and Behavioral Health continue to run under budget – new behavioral health provided was hired and should help increase visits for this department
- Reviewed the detailed financial statements
- The deficit of patient service revenue is being offset by expenses, fundraising and grant income, etc.
- Grants and Other Revenue continues to increase and RCMS now has \$30k more than anticipated
- Fundraising revenue took a big jump in December due to the annual ask letters mailed in November
- Unrealized gains in the investment portfolio also had a positive impact on the December financials



**On behalf of the Finance Committee, Drew McCalley made the recommendation for the Board to accept the December 2022 financials as presented. Seconded: Nybakken. Vote: Unanimously accepted.**

- Reviewed the Quarterly Investment Portfolio Report
- The stock market continues to be volatile
- Most of the cash in the investment accounts was invested in 6-month Treasury Bills (T-Bills)
- Finance Committee felt that the current T-Bill investment should be rolled over into another 6-month term

**On behalf of the Finance Committee, Drew McCalley made the recommendation for the Board to accept the renewal of the 6-month Treasury Bill term as presented. Seconded: Dolphin. Vote: Unanimously accepted.**

- Discussed the need to end accounting services with WIPFLI for the time being given the current financial objectives of the organization
- The professional relationship with WIPFLI will remain open for future special projects and to close out current projects like the annual audit

**CEO REPORT: Ara Chakrabarti, CEO**

On Wednesday January 4, the community lost power, including RCMS. RCMS reached out to Coast Life Support District to implement an emergency operations plan. RCMS was able to receive patients 24 hours per day during the severe storm days. RCMS team members were part of the ambulance management team placed in Manchester in case of urgent medical needs while the roads were closed. Not only did the team display professionalism, but also exemplary compassion for the community. Thank you to all the agencies that worked hand in hand with RCMS to make this happen. This is what RCMS, and all these emergency response organizations, do for the community.

**Facility Update: Jim Nybakken**

- Continuing to explore ways to extend and renovate the current facility
- Working on County approval and Coastal Commission approval

**MEDICAL TEAM REPORT: Afsoon Foorohar, Medical Director**

- Public Health Updates:
  - Over 13,000 vaccines administered locally
  - No changes in vaccination recommendation – discussed recent concerns over Pfizer vaccines
  - If monkey pox is a concern, please make sure you receive both doses of the vaccine
- Ongoing efforts to gain access to a specialist is very close to becoming a reality in the near future

**DEVELOPMENT, GRANTS, OUTREACH & RISK/COMPLIANCE REPORT: Dawn McQuarrie, Programs Director**

- Fundraising in response to the annual ask has been positive and expected to continue through March
- All annual donation summary letters went out to the monthly donors ahead of the deadline
- Currently working on the annual Uniform Data System (UDS) Report – due Feb. 15
- All grant activities have been reported and submitted to their respective agencies
- Continuing to leverage all media to outreach (web, social media, lobby TVs, flyers, The Pulse, etc.)
- Outreach staff continues to provide enrollment assistance to any community members in need
- Primary Care 4<sup>th</sup> quarter surveys went out – ongoing quarterly activity
- Risk and Compliance – continuing to review and update policies and procedures ongoing



- Monthly Board Training on the HRSA Compliance Manual – Chapter 6 Accessible Locations and Hours of Operation:
  - Facilities are located in areas that are convenient to the community – one reason why clinics are in both Point Arena and Gualala
  - Availability of After Hours resources

**HUMAN RESOURCES COMMITTEE REPORT:** Laurie Voss, Committee Chair and Renee Kaucnik, HR Manager

- Two new providers have joined RCMS, a Licensed Clinical Social Worker (LCSW), Sona Weber, and a Physician Assistant, Lon Transue
- Reported on the process for onboarding providers – introduce them to the environment, HIPPA Compliance course completion, walk through facility tour, one-on-one meeting with the CEO
- Report on the revisions made to update the Employee Handbook
- Report on the Human Resources (HR) policies and procedures that were reviewed and updated by the committee

**On behalf of the Human Resources Committee, Laurie Voss made the recommendation for the Board to accept the updated Employee Handbook and the following list of Human Resources policies as presented:**

1. **HR 14 – RCMS Sponsored 403(b) Plan**
2. **HR 16 – Grievance and Resolution**
3. **HR 18 – Make-Up and Flex Time**
4. **HR 26 – Designated Eating Areas**

**Seconded: Nybakken. Vote: Unanimously accepted.**

**INFORMATION TECHNOLOGY COMMITTEE REPORT:** Drew McCalley, Committee Chair

- Discussed ongoing upgrades with the NextGen electronic health records system

**PUBLIC COMMENT/SHOUT OUTS:**

- Rich Hughes: Welcome Susan Hamlin and Harriet Wright, thank you for joining the board!
- Leslie Bates: Gabriel Ramirez and Barbara Canida will need to step down from the board at this time. Thank you both for your contributions to the Board!
- Leslie Bates: Thank you Ara, Afsoon, Renee and anyone else involved in helping to recruit 2 new providers! Thank you Dawn for all of your work on fundraising and the annual ask!
- Leslie Bates: We are all so proud of the RCMS team for their efforts in the recent storm, and for what they do day-to-day, you never disappoint!
- Susan Hamlin: Thank you Dawn for the quick response on contributions and for doing an excellent job!
- Ara Chakrabarti: Personal thanks to Barbara Canida and Gabriel Ramirez for their contributions to the Board, and for Gabriel's ongoing help with radiologic consulting with RCMS!

**On behalf of the RCMS Board of Directors, Drew McCalley made an official commendation to the entire staff of RCMS for their recent efforts in the storm. Seconded: Bates. Unanimously accepted.**

**Meeting adjourned at 6:09 PM.**

---

Karen Wilder, for Janis Dolphin, Board Secretary for the RCMS Board of Directors

# REDWOOD COAST MEDICAL SERVICES, INC.

## EXECUTIVE SUMMARY

JANUARY 2023

STATEMENT OF FINANCIAL POSITION					
ASSETS	Jan-23	Jan-22	Change	Dec-22	Change
Current Assets	4,005,423	4,044,686	-0.97%	3,883,306	3.14%
Long-Term Assets	2,532,354	2,280,166	11.06%	2,534,299	-0.08%
<b>TOTAL ASSETS</b>	<b>6,537,777</b>	<b>6,324,852</b>	<b>3.37%</b>	<b>6,417,605</b>	<b>1.87%</b>
LIABILITIES AND NET ASSETS					
Current Liabilities	355,009	882,510	-59.77%	558,215	-36.40%
Estimated Medi-Cal Liabilities	546,081	398,712	36.96%	493,267	10.71%
Long-Term Debt	19,334	15,467	25.00%	23,201	-16.67%
Total Liabilities	920,424	1,296,690	-29.02%	1,074,683	-14.35%
Net Assets	5,617,353	5,028,163	11.72%	5,342,922	5.14%
<b>TOTAL LIABILITIES AND NET ASSETS</b>	<b>6,537,777</b>	<b>6,324,852</b>	<b>3.37%</b>	<b>6,417,605</b>	<b>1.87%</b>
STATEMENT OF ACTIVITIES - YTD					
REVENUES	Actual	Budget	Variance	Prior Year	Variance
Patient Service Revenue	1,940,075	2,666,712	-27.25%	1,982,222	-2.13%
Grant & Other Revenue	2,587,017	2,215,827	16.75%	2,517,206	2.77%
<b>NET REVENUE</b>	<b>4,527,093</b>	<b>4,882,539</b>	<b>-7.28%</b>	<b>4,499,428</b>	<b>0.61%</b>
OPERATING EXPENSES					
Salaries and Benefits	3,167,417	3,538,511	-10.49%	3,108,336	1.90%
Contracted Services	90,279	307,769	-70.67%	152,487	-40.80%
Facility Costs	162,560	202,825	-19.85%	199,801	-18.64%
Supplies	338,943	325,289	4.20%	306,778	10.48%
Depreciation & Amortization	44,232	36,309	21.82%	68,586	-35.51%
Other Operating Expenses	993,793	922,363	7.74%	847,323	17.29%
<b>TOTAL OPERATING EXPENSES</b>	<b>4,797,225</b>	<b>5,333,066</b>	<b>-10.05%</b>	<b>4,683,312</b>	<b>2.43%</b>
<b>OPERATING EXCESS/(DEFICIENCY)</b>	<b>(270,133)</b>	<b>(450,527)</b>	<b>-40.04%</b>	<b>(183,884)</b>	<b>46.90%</b>
Net Capital Income/(Expenses)	482,197	420,028	14.80%	446,330	8.04%
<b>TOTAL EXCESS/(DEFICIENCY)</b>	<b>212,064</b>	<b>(30,499)</b>	<b>-795.31%</b>	<b>262,446</b>	<b>-19.20%</b>

# REDWOOD COAST MEDICAL SERVICES, INC.

## EXECUTIVE SUMMARY

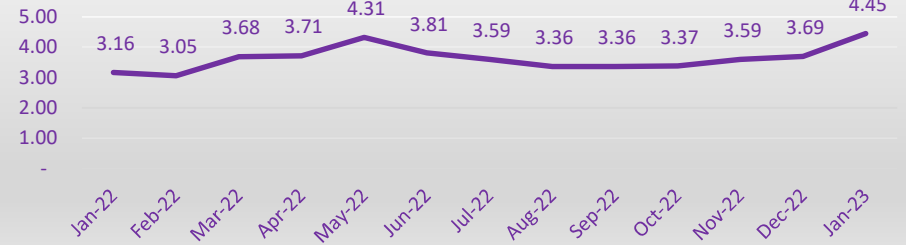
JANUARY 2023

### Cash on Hand



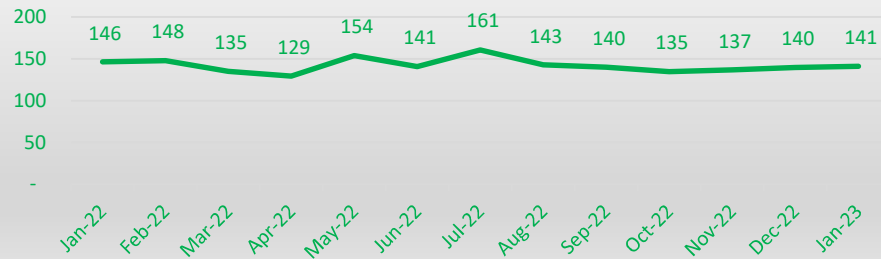
### Current Ratio

Healthy = > 1.0, higher is better  
(Current Asset divided by Current Liabilities)



### Days Unrestricted Cash on Hand

Recommend > 60 days; higher is better



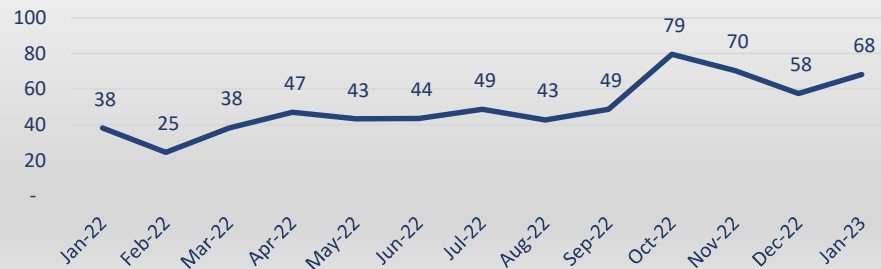
### Net Margin

Healthy = < 100%; lower is better

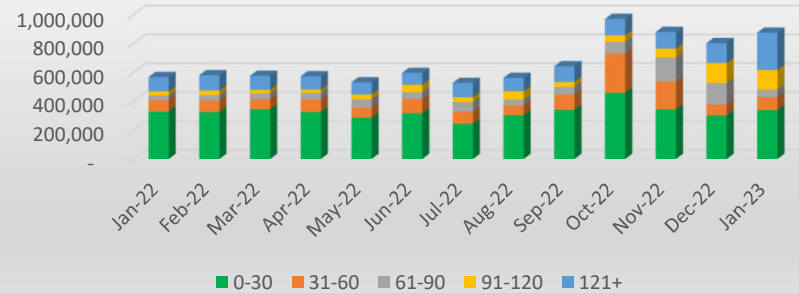


### Days Net AR Outstanding

Recommend < 45 days, lower is better

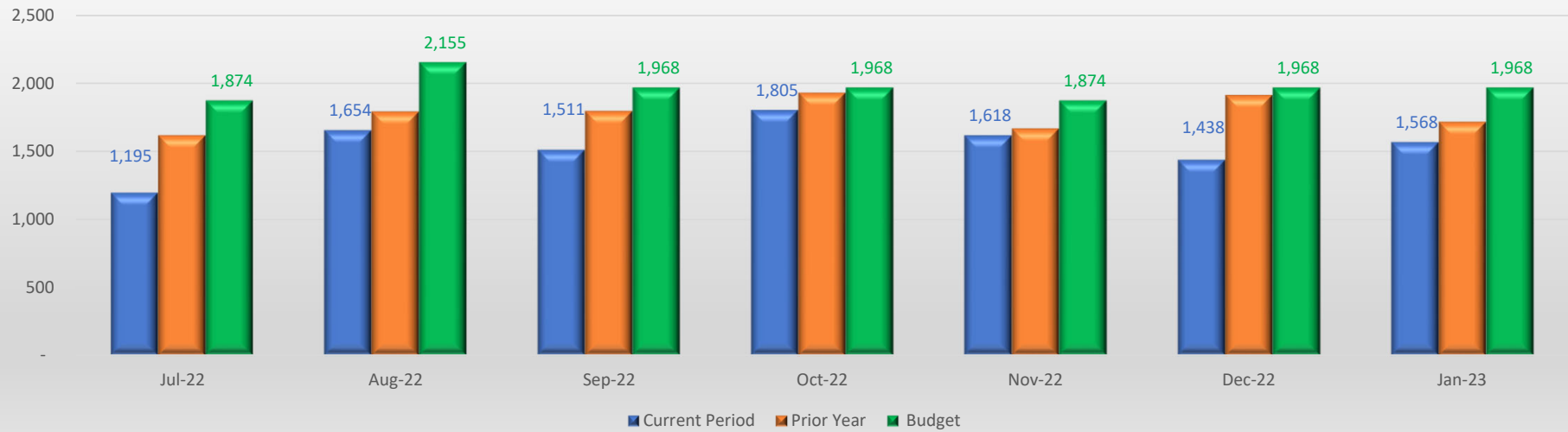


### Patient AR Balance



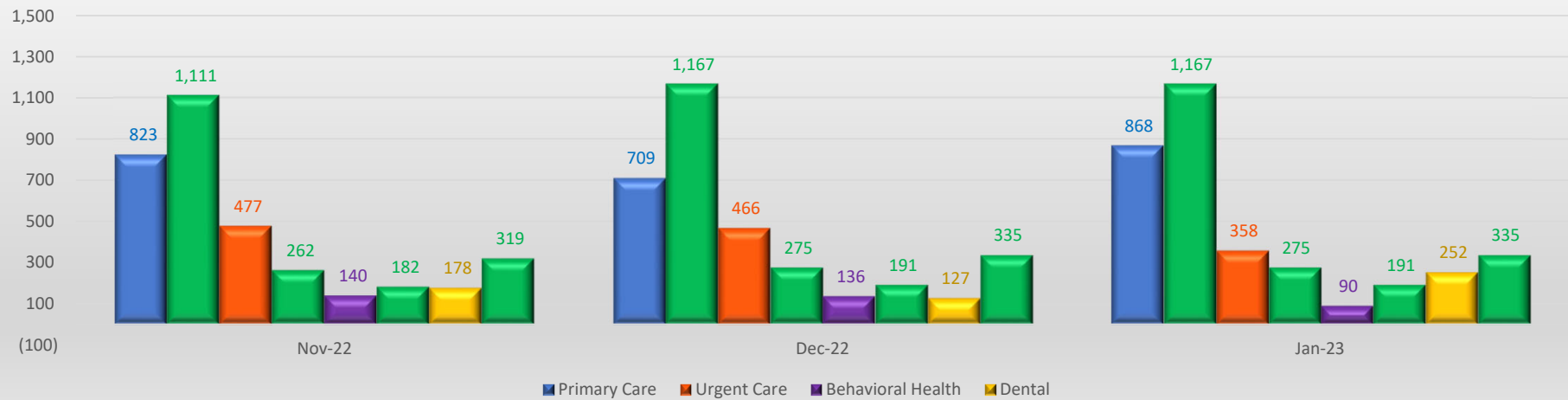
**REDWOOD COAST MEDICAL SERVICES, INC.**  
EXECUTIVE SUMMARY  
JANUARY 2023

**Monthly Visits**



**Monthly Visits by Department**

Budgeted visits depicted in green



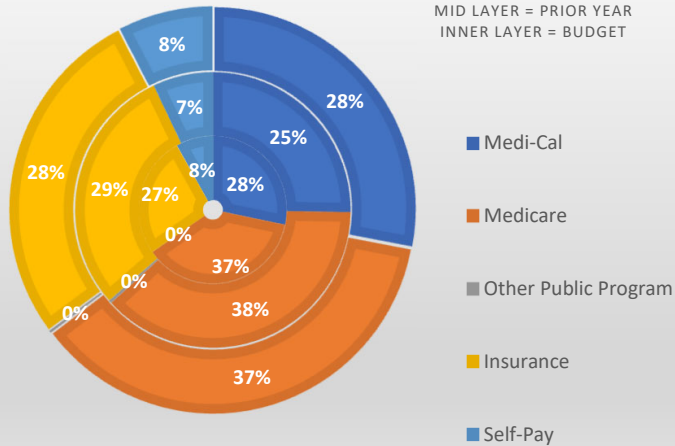
# REDWOOD COAST MEDICAL SERVICES, INC.

## EXECUTIVE SUMMARY

### JANUARY 2023

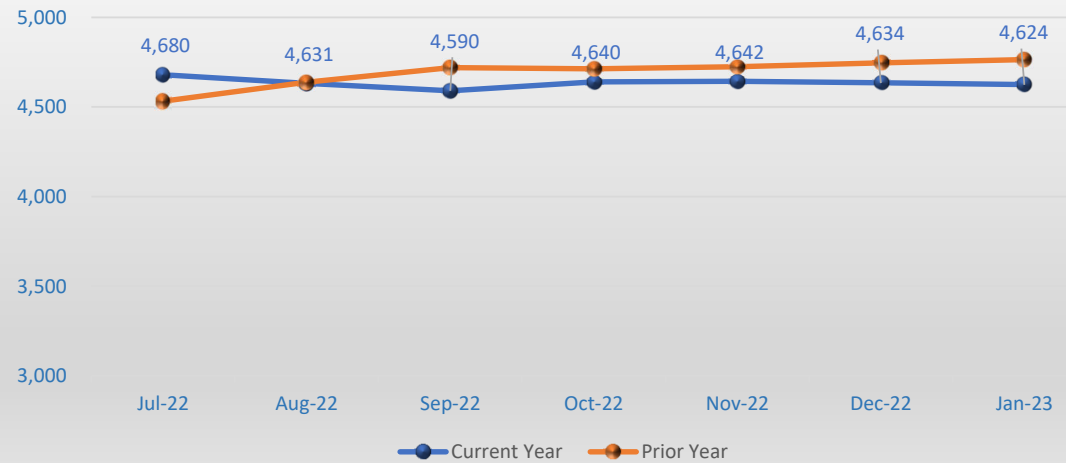
#### YTD PAYOR MIX

OUTER LAYER = CURRENT YEAR  
MID LAYER = PRIOR YEAR  
INNER LAYER = BUDGET

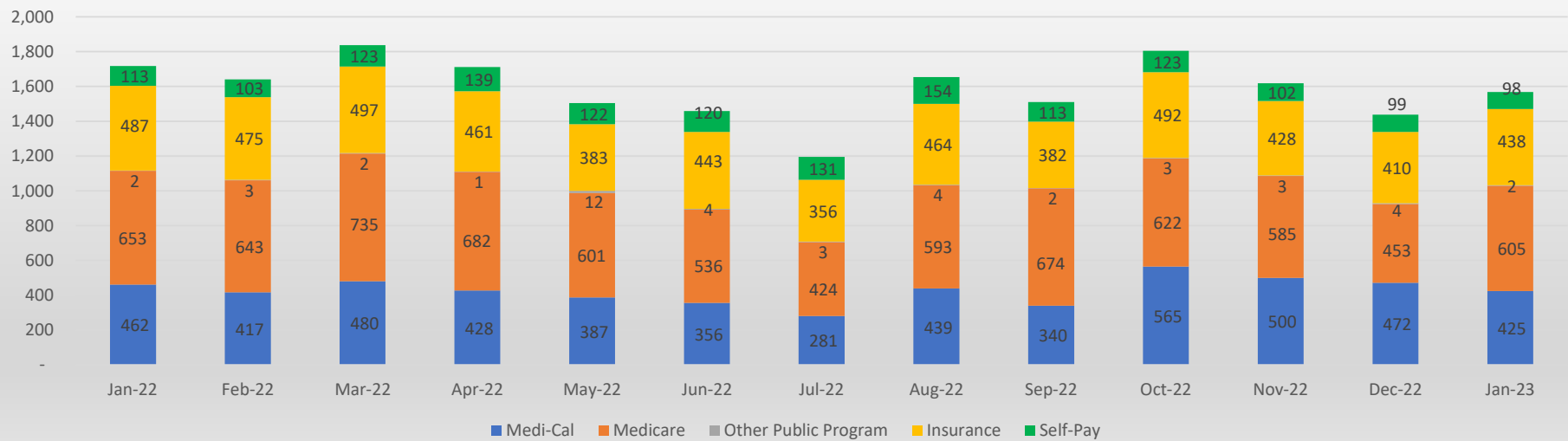


#### Unduplicated Patients

SAC =



#### Monthly Visits by Financial Class





# **REDWOOD COAST MEDICAL SERVICES, INC.**

## **FINANCIAL NARRATIVE – PRELIMINARY**

**JANUARY 2023**

Prepared by MCHC

### **Operating financial results:**

The month of January yielded an operating profit of \$32,228, offsetting a portion of the previous year-to-date loss of \$302,361. As of January, the year-to-date operating loss was \$270,133. The primary factors driving the January profit were comprised of:

- Net Patient Revenue (NPR) – \$72,315 lower than budget due to lower visits.
  - Additional revenue was recorded due to the receipt of the FY22 Medicare Cost Report settlement of \$36,364. Without this revenue, the Net Patient Revenue shortfall would have been \$108,679.
- Grants and Other Revenue – Over budget by \$132,712,
  - Federal 330 grant – \$94,987 greater than budget due to the timing of the payrolls covered by these funds.
  - Grant Revenue-Other – \$67,574 due to the following:
    - Test to Treat program – \$77,490
    - KidsVax 2.0 – \$12,500
- Operating Expenses – \$68,142 under budget. When combined with the Net Patient Revenue, the net amount under budget, excluding Grants and Other Revenue, was \$4,172.
  - Total Compensation was \$53,431 under budget due to vacant positions.
  - Repairs & Maintenance-Facility were \$4,681 less than budget.
  - Audit Fees were \$27,000 less than budget due to timing.
  - Computer Supplies & Support were \$6,618 more than budget due to included fees for past period services.
  - Dues & Subscriptions were \$2,773 over budget due to fees for past period services.
  - Interest Expense was \$15,625 less than budget because of a stale check that was voided.
  - Minor Equipment was \$3,061 less than budget.
  - Supplies-Office were \$8,878 more than budget.
  - Supplies-Clinical were \$13,620 over budget.

- Supplies-Vaccines were \$3,334 lower than budget.
- Supplies-340B were \$3,292 higher than budget.
- Telephone & Communication were \$3,963 lower than budget.
- Transcription Services of \$10,997 higher than budget.
- Travel & Conferences were \$3,025 over budget.

#### **Changes in Financial position:**

- January's ending cash balance was \$3,122,137.
  - Cash increased by \$53,668 during the month, due in part to the receipt of the Test to Treat grant of \$77,490.
  - Patient Accounts Receivable increased by \$100,398, due to the lingering effects of the September NextGen upgrade that caused claim processing issues. Payments for the older claims are now being processed, so we expect this number to start decreasing.
- January metric results were:
  - Current Ratio = 4.45
  - Days Unrestricted Cash on Hand = 141
  - Debt to Equity = 20%
  - Days in Net Accounts Receivable = 68 – this measure has been trending upward due to the processing issue that accompanied the NextGen upgrade. This measure is expected to start trending down.

#### **Visits:**

- January visits of 1,583 were 299 lower than the budgeted visits of 1,968 due to unfilled provider positions.
  - Primary Care – 409 fewer than budgeted (868 vs. 1,167)
  - Urgent Care – 83 more than budgeted (358 vs. 275)
  - Behavioral Health – 32 fewer than budgeted (159 vs. 191)
  - Dental – 137 fewer than budgeted (198 vs. 335)

**REDWOOD COAST MEDICAL SERVICES, INC.**

## Statement of Financial Position - Preliminary

As of 1/31/2023

	Current Year	Prior Year	Variance
Current Assets			
Cash & Investments			
Cash on Hand	1,909,263.97	2,087,787.87	(178,523.90)
Investments	1,212,872.55	1,053,412.93	159,459.62
Total Cash & Investments	3,122,136.52	3,141,200.80	(19,064.28)
Patient Accounts Receivable			
Accounts Receivable	856,379.86	537,333.33	319,046.53
Allowance for Doubtful Accounts	(240,803.00)	(186,071.00)	(54,732.00)
Total Patient Accounts Receivable	615,576.86	351,262.33	264,314.53
Other Current Assets			
Grants Receivable	40,618.48	269,991.88	(229,373.40)
Partnership QIP Receivable	36,455.00	79,719.09	(43,264.09)
340B Receivable	29,007.00	0.00	29,007.00
Other Accounts Receivable	66,666.66	66,666.66	0.00
Prepaid Expenses	94,962.67	135,845.73	(40,883.06)
Other Assets	6,000.00	6,000.00	0.00
Total Other Current Assets	273,709.81	558,223.36	(284,513.55)
Total Current Assets	4,011,423.19	4,050,686.49	(39,263.30)
Property & Equipment			
Property & Equipment	4,920,140.33	4,600,521.03	319,619.30
Accumulated Depreciation	(2,393,786.54)	(2,326,355.25)	(67,431.29)
Total Property & Equipment	2,526,353.79	2,274,165.78	252,188.01
Total Assets	6,537,776.98	6,324,852.27	212,924.71
Current Liabilities			
Accounts Payable	64,209.46	56,026.73	8,182.73
Accrued Compensation and Related Liabilities	454,092.25	499,405.30	(45,313.05)
Medi-Cal Payable - Current Year	143,202.00	160,864.61	(17,662.61)
Medi-Cal Payable - Prior Year	402,878.93	237,847.68	165,031.25
Other Liabilities	2,800.00	2,800.00	0.00
Other Accounts Payable	24,412.00	58,463.76	(34,051.76)
Current Portion of Long Term Debt	19,333.75	88,160.50	(68,826.75)
Deferred Revenue	0.00	193,121.00	(193,121.00)
Total Current Liabilities	1,110,928.39	1,296,689.58	(185,761.19)
Total Liabilities	1,110,928.39	1,296,689.58	(185,761.19)
Net Assets			
Unrestricted Net Assets	5,214,784.69	4,765,716.71	449,067.98
Current Year Net Excess/Deficit	212,063.90	262,445.98	(50,382.08)
Total Net Assets	5,426,848.59	5,028,162.69	398,685.90
Total Liabilities & Net Assets	6,537,776.98	6,324,852.27	212,924.71

# REDWOOD COAST MEDICAL SERVICES, INC.

## Statement of Activities From 1/1/2023 Through 1/31/2023

	MTD Actual	MTD Budget	Variance	YTD Actual	YTD Budget	Variance
Patient Revenue						
Medi-Cal	91,396.76	120,913.00	(29,516.24)	709,269.99	882,663.00	(173,393.01)
Medicare	102,704.28	153,751.00	(51,046.72)	794,473.04	1,122,382.00	(327,908.96)
Family Pact	0.00	1,427.00	(1,427.00)	5,632.00	10,415.00	(4,783.00)
Insurance	42,466.67	68,386.00	(25,919.33)	334,718.89	499,217.00	(164,498.11)
Self Pay & Other	30,762.51	44,360.00	(13,597.49)	272,230.98	323,828.00	(51,597.02)
Sliding Scale & Other Write-Offs	(17,777.82)	(16,635.00)	(1,142.82)	(91,725.04)	(121,436.00)	29,710.96
Cost Report & Other Settlements	36,364.00	0.00	36,364.00	36,364.00	0.00	36,364.00
Provision for Doubtful Accounts	7,382.07	(6,703.00)	14,085.07	(118,221.36)	(48,911.00)	(69,310.36)
Patient Refunds	(312.45)	(198.00)	(114.45)	(2,667.35)	(1,446.00)	(1,221.35)
Total Patient Revenue	<u>292,986.02</u>	<u>365,301.00</u>	<u>(72,314.98)</u>	<u>1,940,075.15</u>	<u>2,666,712.00</u>	<u>(726,636.85)</u>
Operating Expenses						
Operating Expenses	<u>714,190.94</u>	<u>782,333.00</u>	<u>68,142.06</u>	<u>4,797,225.21</u>	<u>5,333,066.00</u>	<u>535,840.79</u>
Total Operating Expenses	<u>714,190.94</u>	<u>782,333.00</u>	<u>68,142.06</u>	<u>4,797,225.21</u>	<u>5,333,066.00</u>	<u>535,840.79</u>
Net Before Other Revenue	<u>(421,204.92)</u>	<u>(417,032.00)</u>	<u>(4,172.92)</u>	<u>(2,857,150.06)</u>	<u>(2,666,354.00)</u>	<u>(190,796.06)</u>
Grants & Other Revenue						
Grant Revenue-Federal 330	249,615.00	154,628.00	94,987.00	1,177,479.00	1,082,396.00	95,083.00
Grant Revenue-Federal ARPA	0.00	26,667.00	(26,667.00)	74,387.00	186,662.00	(112,275.00)
Grant Revenue-CADRE	0.00	917.00	(917.00)	1,233.00	6,419.00	(5,186.00)
Grant Revenue-Fed Hypertension	6,811.00	9,990.00	(3,179.00)	36,881.00	69,930.00	(33,049.00)
Grant Revenue-Federal UDS	452.00	0.00	452.00	34,936.00	0.00	34,936.00
Grant Revenue-Other	90,490.00	22,916.00	67,574.00	343,479.95	160,412.00	183,067.95
340B Revenue	27,643.00	20,833.00	6,810.00	353,678.48	145,831.00	207,847.48
Contract Revenue-CLSD	66,666.66	66,667.00	(0.34)	466,666.62	466,669.00	(2.38)
Partnership QIP Revenue	8,333.00	8,334.00	(1.00)	64,885.00	58,338.00	6,547.00
Rental Income	2,137.00	3,000.00	(863.00)	10,999.00	21,000.00	(10,001.00)
Other Income	0.00	13.00	(13.00)	30.00	85.00	(55.00)
Interest & Dividends Earned	<u>1,285.40</u>	<u>2,583.00</u>	<u>(1,297.60)</u>	<u>22,362.34</u>	<u>18,085.00</u>	<u>4,277.34</u>
Total Grants & Other Revenue	<u>453,433.06</u>	<u>316,548.00</u>	<u>136,885.06</u>	<u>2,587,017.39</u>	<u>2,215,827.00</u>	<u>371,190.39</u>
Net Operating Income/(Loss)	<u>32,228.14</u>	<u>(100,484.00)</u>	<u>132,712.14</u>	<u>(270,132.67)</u>	<u>(450,527.00)</u>	<u>180,394.33</u>
Fundraising & Capital Activity						
Capital Grant Revenue	3,153.48	25,000.00	(21,846.52)	191,804.22	175,000.00	16,804.22
Fundraising Income	11,505.93	29,167.00	(17,661.07)	249,616.51	204,169.00	45,447.51
Fundraising Expense	(1,035.47)	(4,371.00)	3,335.53	(16,264.84)	(30,597.00)	14,332.16
Donations	0.00	9,583.00	(9,583.00)	13,489.14	67,081.00	(53,591.86)
Realized/Unrealized Gains/(Losses)	<u>38,074.74</u>	<u>625.00</u>	<u>37,449.74</u>	<u>43,551.54</u>	<u>4,375.00</u>	<u>39,176.54</u>
Total Fundraising & Capital Activity	<u>51,698.68</u>	<u>60,004.00</u>	<u>(8,305.32)</u>	<u>482,196.57</u>	<u>420,028.00</u>	<u>62,168.57</u>
Net Excess of Revenue over Expenses	<u>83,926.82</u>	<u>(40,480.00)</u>	<u>124,406.82</u>	<u>212,063.90</u>	<u>(30,499.00)</u>	<u>242,562.90</u>

# REDWOOD COAST MEDICAL SERVICES, INC.

## Schedule of Expenses From 1/1/2023 Through 1/31/2023

	Actual	Budget	Variance	YTD Actual	YTD Budget	Variance
Salaries & Wages						
Salaries & Wages	385,838.67	418,047.00	32,208.33	2,635,331.50	2,948,772.00	313,440.50
Total Salaries & Wages	385,838.67	418,047.00	32,208.33	2,635,331.50	2,948,772.00	313,440.50
Benefits						
Payroll Taxes	40,540.35	30,958.00	(9,582.35)	195,460.24	215,357.00	19,896.76
Health Insurance	46,620.26	46,847.00	226.74	293,417.49	325,873.00	32,455.51
Workmans Compensation	5,862.00	4,801.00	(1,061.00)	35,282.97	33,399.00	(1,883.97)
Other Benefits	6,148.79	2,171.00	(3,977.79)	7,925.22	15,110.00	7,184.78
Total Benefits	99,171.40	84,777.00	(14,394.40)	532,085.92	589,739.00	57,653.08
Contracted Services						
Contracted Physician	0.00	28,167.00	28,167.00	0.00	197,169.00	197,169.00
Contracted Physicians Assistant	6,600.00	15,000.00	8,400.00	78,488.29	105,000.00	26,511.71
Contracted Dentist Svcs	1,750.00	800.00	(950.00)	8,625.00	5,600.00	(3,025.00)
Contracted Pharmacist	0.00	0.00	0.00	3,165.78	0.00	(3,165.78)
Total Contracted Services	8,350.00	43,967.00	35,617.00	90,279.07	307,769.00	217,489.93
Total Compensation	493,360.07	546,791.00	53,430.93	3,257,696.49	3,846,280.00	588,583.51
Facility Expenses						
Depreciation-Facility	4,302.00	3,409.00	(893.00)	30,113.00	23,863.00	(6,250.00)
Janitorial	4,987.50	5,084.00	96.50	38,996.00	35,588.00	(3,408.00)
Rent	6,833.00	7,412.00	579.00	52,911.00	51,884.00	(1,027.00)
Repairs & Maint-Facility	2,402.51	7,084.00	4,681.49	10,541.04	49,588.00	39,046.96
Utilities	7,737.23	6,833.00	(904.23)	46,142.80	47,831.00	1,688.20
Real Estate Taxes	2,812.91	2,562.00	(250.91)	13,969.18	17,934.00	3,964.82
Total Facility Expenses	29,075.15	32,384.00	3,308.85	192,673.02	226,688.00	34,014.98
Other Expenses						
Advice Line	1,377.50	2,083.00	705.50	10,477.50	14,581.00	4,103.50
Audit Fees	0.00	27,000.00	27,000.00	0.00	27,000.00	27,000.00
Bad Debt	0.00	1,000.00	1,000.00	0.00	7,000.00	7,000.00
Bank Charges	924.41	833.00	(91.41)	4,611.99	5,831.00	1,219.01
Board Expense	1,290.00	1,250.00	(40.00)	8,130.00	8,750.00	620.00
Billing Services	1,470.68	583.00	(887.68)	9,616.67	4,081.00	(5,535.67)
Computer Supplies & Support	39,533.75	32,917.00	(6,616.75)	279,635.01	230,419.00	(49,216.01)
Consulting Fees	4,549.09	5,251.00	701.91	34,095.14	36,757.00	2,661.86
Consulting Fees - Accounting	17,350.00	13,750.00	(3,600.00)	134,395.25	96,250.00	(38,145.25)
Consulting Fees - Government Compliance	2,770.00	3,750.00	980.00	35,420.00	26,250.00	(9,170.00)
Consulting Fees - CFO	2,505.00	5,417.00	2,912.00	20,255.00	37,919.00	17,664.00
Continuing Education	2,571.99	2,334.00	(237.99)	17,397.77	16,338.00	(1,059.77)
Depreciation Expense	2,017.00	1,778.00	(239.00)	14,119.00	12,446.00	(1,673.00)
Donations/Contributions	1,375.44	342.00	(1,033.44)	2,688.72	2,394.00	(294.72)
Dues & Subscriptions	4,397.65	1,625.00	(2,772.65)	13,936.21	11,375.00	(2,561.21)
Employment Advertising	0.00	208.00	208.00	135.00	1,456.00	1,321.00
Equipment Lease	2,405.62	1,708.00	(697.62)	12,559.62	11,963.00	(596.62)
Fundraising Allocation	(1,035.47)	(1,107.00)	(71.53)	(6,475.29)	(7,749.00)	(1,273.71)
Infectious Waste Disposal	1,650.00	3,083.00	1,433.00	12,744.37	21,581.00	8,836.63
Insurance-General	3,367.17	4,583.00	1,215.83	26,847.27	32,081.00	5,233.73
Insurance-D&O	4,845.02	2,833.00	(2,012.02)	14,649.08	19,831.00	5,181.92
Insurance-Malpractice	879.00	834.00	(45.00)	6,153.00	5,838.00	(315.00)
Interest Expense	(15,000.00)	625.00	15,625.00	(14,982.70)	4,375.00	19,357.70
Lab Services	5,581.62	4,626.00	(955.62)	38,413.69	32,382.00	(6,031.69)
Legal Fees	0.00	83.00	83.00	0.00	581.00	581.00
Loan Fees	0.00	2.00	2.00	0.00	14.00	14.00
Memberships & Publications	(691.44)	625.00	1,316.44	686.46	4,375.00	3,688.54

**REDWOOD COAST MEDICAL SERVICES, INC.**

## Schedule of Expenses

From 1/1/2023 Through 1/31/2023

	<u>Actual</u>	<u>Budget</u>	<u>Variance</u>	<u>YTD Actual</u>	<u>YTD Budget</u>	<u>Variance</u>
Minor Equipment	438.73	3,500.00	3,061.27	17,964.16	24,500.00	6,535.84
Outreach & Hlth Ed Matls Exp	1,319.00	0.00	(1,319.00)	14,602.72	0.00	(14,602.72)
Payroll Service Fees	2,213.49	1,042.00	(1,171.49)	13,425.44	7,294.00	(6,131.44)
Penalties & Late Fees	0.35	542.00	541.65	27.94	3,794.00	3,766.06
Postage & Shipping	1,667.82	1,167.00	(500.82)	6,976.17	8,169.00	1,192.83
Publicity/Advertising	1,732.03	2,083.00	350.97	11,851.09	14,581.00	2,729.91
Recruiting Expense	4,540.00	4,167.00	(373.00)	53,253.32	29,169.00	(24,084.32)
Provider Housing	2,846.49	7,500.00	4,653.51	16,384.50	52,500.00	36,115.50
Repairs & Maint-Equipment	999.86	2,500.00	1,500.14	16,846.37	17,500.00	653.63
Supplies-Office	15,644.81	6,767.00	(8,877.81)	39,735.20	47,369.00	7,633.80
Supplies-Clinical	43,916.94	30,297.00	(13,619.94)	189,923.92	212,064.00	22,140.08
Supplies-Vaccines	0.00	3,334.00	3,334.00	29,521.05	23,338.00	(6,183.05)
Supplies-Pharmaceutical	3,514.71	2,879.00	(635.71)	28,308.42	20,153.00	(8,155.42)
Supplies-340B Pharmaceutical	5,319.75	2,028.00	(3,291.75)	44,414.59	14,196.00	(30,218.59)
Taxes & Licenses	(850.00)	1,501.00	2,351.00	6,900.00	10,507.00	3,607.00
Telephone/Communication	5,203.59	9,167.00	3,963.41	65,563.68	64,169.00	(1,394.68)
Transcription Services	10,997.35	0.00	(10,997.35)	53,118.16	0.00	(53,118.16)
Travel & Conferences	5,108.77	2,084.00	(3,024.77)	31,999.21	14,588.00	(17,411.21)
X-Ray Expenses	<u>3,008.00</u>	<u>4,584.00</u>	<u>1,576.00</u>	<u>30,531.00</u>	<u>32,088.00</u>	<u>1,557.00</u>
Total Other Expenses	<u>191,755.72</u>	<u>203,158.00</u>	<u>11,402.28</u>	<u>1,346,855.70</u>	<u>1,260,098.00</u>	<u>(86,757.70)</u>
Total Operating Expenses	<u>714,190.94</u>	<u>782,333.00</u>	<u>68,142.06</u>	<u>4,797,225.21</u>	<u>5,333,066.00</u>	<u>535,840.79</u>
Total Operating Expenses After Allocation	<u>714,190.94</u>	<u>782,333.00</u>	<u>68,142.06</u>	<u>4,797,225.21</u>	<u>5,333,066.00</u>	<u>535,840.79</u>

**REDWOOD COAST MEDICAL SERVICES**  
**STATEMENT OF CASH FLOWS**  
**JANUARY 2023**

	<u>Current Period</u>	<u>Current Year</u>
Operating Activities		
Change in Net Assets	83,926.82	212,063.90
Adjustments to Reconcile Change in Net Assets to Cash		
Depreciation and Amortization	6,319.00	44,232.00
(Increase)/Decrease in Accounts Receivable	(97,015.39)	(227,199.27)
(Increase)/Decrease in Grants Receivable	27,102.52	67,333.52
(Increase)/Decrease Medi-Cal Receivable - Current Year	0.00	0.00
(Increase)/Decrease in Prepaid Expenses	1,463.31	(37,204.54)
(Increase)/Decrease Other Assets	815.49	(4,671.78)
Increase/(Decrease) in Accounts Payable	7,438.23	12,330.53
Increase/(Decrease) in Accrued Expenses	15,982.05	(73,981.92)
Increase/(Decrease) in Deferred Revenue	(36,122.00)	0.00
Increase/(Decrease) in Medi-Cal Payable - Current Year	52,814.00	(80,147.00)
Increase/(Decrease) in Medi-Cal Payable - Prior Year	0.00	208,257.00
Increase/(Decrease) in Other Board Approved Liability	0.00	0.00
Total Adjustments to Reconcile Change in Net Assets to Cash	<u>(21,202.79)</u>	<u>(91,051.46)</u>
Total Operating Activities	62,724.03	121,012.44
Cash Flows from Investing Activities		
Building Improvements	(5,189.73)	(182,245.36)
Purchase of Equipment	0.00	(5,631.16)
Total Cash Flows from Investing Activities	<u>(5,189.73)</u>	<u>(187,876.52)</u>
Cash Flows from Financing Activities		
Increase/(Decrease) in Notes Payable	(3,866.75)	(27,067.25)
Total Cash Flows from Financing Activities	<u>(3,866.75)</u>	<u>(27,067.25)</u>
Net Increase(Decrease) in Cash	53,667.55	(93,931.33)
Cash at Beginning of Period	3,068,468.97	3,216,067.85
Cash at End of Period	<u><u>3,122,136.52</u></u>	<u><u>3,122,136.52</u></u>

# Grants, Development, Outreach, and Risk/Compliance Report

## February 2023 Activities

### Grants/Funding

- HRSA Fiscal Year 2023 Early Childhood Development – potential grant – need vote to pursue
- EHB updates – removed Wipfli employees – added Christie MacVitie
- Population Health Management Initiative – grant submitted
- Partnership Measure 7 – updated for submission
- KidsVax final report submitted
- HRSA 340B OPAIS Recertification – submitted and approved
- UDS 2022 – submitted February 14
- Attended meetings for Partnership and Kaiser grants

### Marketing

- We are leveraging print media, social media, flyers, radio, and The Pulse
- We respond to all messages received via Facebook and website

### Outreach and Enrollment

- Harm Wilkinson and Javier Chavez continue to assist our community members
- Community education is an ongoing activity

### Surveys

Urgent Care surveys are sent weekly and compiled quarterly

Q1 CY23:	513 have been sent
Q4 CY22:	1,361 were sent
Q3 CY22:	1,088 were sent – 170 surveys returned – 15.63% return rate
Q2 CY22:	1,049 were sent – 120 surveys returned – 11.44% return rate
Q1 CY22:	1,014 were sent – 151 surveys returned – 14.89% return rate

Primary Care surveys are sent quarterly and compiled quarterly

Q4 CY22:	
Gualala:	1,268 were sent
Point Arena:	307 were sent
Q3 CY22:	
Gualala:	1,168 were sent – 137 surveys returned – 11.73% return rate
Point Arena:	312 were sent – 49 surveys returned – 15.71% return rate
Q2 CY22:	
Gualala:	1,187 were sent – 133 surveys returned – 11.20% return rate
Point Arena:	360 were sent – 54 surveys returned – 15.00% return rate
Q1 CY22:	
Gualala:	1,166 were sent – 171 surveys returned – 14.67% return rate
Point Arena:	380 were sent – 55 surveys returned – 14.47% return rate

### Risk/Compliance

- Continuing to update PnPs as needed
  - Domestic Violence PnP to be presented in PIC report
- Attending meeting and trainings



## Other

- Lab licenses have been received for Gualala, Sea Watch, and Point Arena

## Safety

### January

- Prepared clinic for overnight stays for patients during storms.
- Completed agreement with Ring Central for them to pay for IP Speaker System because their system did not perform as advertised – to announce emergency codes.

### February

- Adding two UPS units in lab to prevent data loss during generator usage or power surge.
- Adding 6 IP speakers to main clinic to mitigate Ring Central shortcomings for Code Announcements. Hope to meet/work with electrician on Monday to go over deployment plan.
- Filled pot holes on street leading to driveway 2/16
- In process to fill in crumbling asphalt on walkway near stairs.
- Working with gardener now to widen mow-zone around helipad, cut-down limbs hanging down from trees and cut trees leaning into Clinic parking.

## Board Training

### Uniform Data System (UDS)

UDS is a standard data set that is reported annually by each health center and, thus, provides consistent information about health centers. This core set of information for the calendar year encompasses patient characteristics, services provided, clinical processes and health outcomes, patients' use of services, staffing, costs, and revenues. It is the source of unduplicated data for the entire scope of services included in the grant or designation for the calendar year.

Table	Data Reported
<b>Service Area</b>	
Patients by ZIP Code Table: Patients by ZIP Code	Patients served reported by ZIP code and by primary third-party medical insurance source, if any
<b>Patient Profile</b>	
Table 3A: Patients by Age and by Sex Assigned at Birth	Patients served reported by ZIP code and by primary third-party medical insurance source, if any
Table 3B: Demographic Characteristics	Patients by race, Hispanic or Latino/a ethnicity, language barriers, sexual orientation, and gender identity
Table 4: Selected Patient Characteristics	Patients by income (as measured by percentage of the federal poverty guidelines [FPG]) and primary third-party medical insurance; the number of "special population" patients receiving services; and managed care enrollment, if any
<b>Staffing and Utilization</b>	
Table 5: Staffing and Utilization	The annualized full-time equivalent (FTE) of program personnel by position, in-person and virtual visits by provider type, and patients by service type
Table 5 Addendum: Selected Service Detail Addendum	Mental health services provided by medical providers; substance use disorder services provided by medical and mental health providers
<b>Clinical</b>	
Table 6A: Selected Diagnoses and Services Rendered	Visits and patients for selected medical, mental health, substance use disorder, vision, and dental diagnoses and services
Table 6B: Quality of Care Measures	Clinical quality-of-care measures
Table 7: Health Outcomes and Disparities	Health outcome measures by race and ethnicity
<b>Financial</b>	
Table 8A: Financial Costs	Direct and indirect expenses by service categories
Table 9D: Patient Service Revenue	Full charges, collections, and adjustments by payer type; sliding fee discounts; and patient bad debt write-offs
Table 9E: Other Revenue	Other, non-patient service revenue
<b>Other</b>	
Appendix D: Health Information Technology (HIT) Capabilities Form	HIT capabilities, including the use of electronic health record (EHR) information, and social risk factors
Appendix E: Other Data Elements Form	Medication-assisted treatment (MAT), telehealth, and outreach and enrollment assists
Appendix F: Workforce Form	Health center workforce training and use of provider and personnel satisfaction surveys

## Performance Improvement Committee

### February 2023 Report

#### Credentialing

No report this month

#### Incident Reports Complaints/Compliments

No report this month

#### Policies and Procedures – vote needed

Domestic Violence

#### Surveys

Primary Care Survey results for Quarter 3 2022

#### PIC Meeting Schedule

Date	Start Time	Location
February 9, 2023	4:00pm	EJC, Suite E
April 13, 2023	4:00pm	EJC, Suite E
June 8, 2023	4:00pm	EJC, Suite E
August 10, 2023	4:00pm	EJC, Suite E
October 12, 2023	4:00pm	EJC, Suite E
December 14, 2023	4:00pm	EJC, Suite E

## RCMS Primary Care Analysis Quarter 3, 2022

### Gualala/Point Arena

Previously I have analyzed Primary Care surveys separately for the two clinics, Gualala and Point Arena. This time I am going to compare them for an overall assessment. Gualala sent 1,168 surveys and received a return of 137 for a return rate of 12%. Point Arena sent 312 surveys and received 49 for a return rate of 16%. Both are good return rates but Point Arena's was exceptional.

The patient experience in both clinics was very good. Patients were able to make a timely appoint in Gualala 94% and in Point Arena 91%. The reception desk was helpful in Gualala 99% and in Point Arena 94%. Wait times in the waiting room, and exam rooms were not excessive in either clinic, although patients waited longer in Gualala than in Point Arena. In both clinics the staff introduced themselves very well (Gualala 94%/Point Arena 92%). **Providers in both clinics listened well and explained well (98% in both).** Patients felt that they had enough time (Gualala 95%/Point Arena 98%) and they would recommend their provider to someone else (Gualala 94%/Point Arena 98%). Referral issues could be improved in both clinics (Gualala 83%/Point Arena 78%). **A Patient Plan (summary and recommendations) was received only 64% in Gualala and 63% in Point Arena. Since this is a significant opportunity for communication between the provider and the patient, this is an area for improvement.** The overall satisfaction rate was 89% for Gualala and 93% for Point Arena. In past surveys the satisfaction rate for Gualala was usually higher. Both surveys included a question about interest in health topics. The results were scattered. Only a few patients were interested in each of the topics and there did not seem to be much enthusiasm for receiving call backs on the topics listed. Since call backs would be very time consuming for staff, I wonder if these questions should be removed or changed.

On each survey patients could write-in "additional comments". These are always informative. There are always favorable comments such as "RCMS is an asset to this remote community." However, the need for better communication between providers, staff and patients was expressed in both surveys, and patients felt that communication between Gualala and Point Arena could be improved. One patient said that "RCMS is in the dark ages" when it comes to online

communication, either through a “portal” or a system for communicating with providers.” Another patient said, “The website does not work and information is difficult to get online or in person.”

From these surveys one could conclude that the Primary Care provided to patients at both RCMS clinics is very good but there are ongoing problems with the system, particularly in the area of communication. Patients like the providers that with whom they have interacted, but they acknowledge the difficulty in having sufficient staff to guarantee that each patient has his/her own Primary Care Provider.

Respectfully submitted,  
Barbara Fast Co-Chair  
Performance Improvement Committee

<p><b>Redwood Coast Medical Services, Inc.</b></p> <p>[X] POLICY      [X] PROCEDURE</p>	Page: 1 of 5
	Recent Date Adopted by BoD:
	Original Date Approved: July 2001
	Date Revised/Reviewed: February 9, 2023, January 2013
	CEO: Ara Chakrabarti
	Medical Director: Afsoon Foorohar, DO
	PIC Co-Chair: Barbara Fast, MD
<p>Department:    Clinical – Medical</p>	PIC Co-Chair: Susan Hamlin, LCSW
	Practice Manager: Jennifer Black, RN, BSN, MSN
<p>Subject:            <b>Domestic Violence</b></p>	

## **POLICY**

Redwood Coast Medical Services (RCMS) is committed to vigorous participation in a collaborative community effort to stop domestic violence and abuse. As a medical clinic we have the opportunity and responsibility to increase public awareness of this problem and to refer our patients to local resources when needed.

RCMS is committed to the full implementation of the provisions of California Health and Safety Code 1233.5. To that end we adopt the procedures included herein that provide for the screening of patients to detect spousal or partner abuse; that provide for the documentation in the medical chart of injuries or illnesses attributable to such abuse; and that provide that patients who exhibit signs of spousal abuse are given a current and comprehensive list of local resources.

Training will be provided to all staff on Clinic policy regarding domestic violence. This will be done at our all-staff meetings. Clinic policy on this matter will be part of new staff orientation. Specialized training for provider staff on screening procedures and protocols will be provided at regular intervals.

## **Patient Positive for Abuse**

If a patient expresses fear or concern about domestic violence, and/or states that they have been victims of abuse in the past, the provider shall make note of that in the medical chart and shall refer the patient to RCMS' mental health department and to Project Sanctuary for additional help. Details on these and other referrals are in Exhibit B.

If a patient presents with injuries that are secondary to domestic violence:

- The provider shall notify the police in the jurisdiction where the violence occurred (ex: Mendocino County vs Sonoma County).
- The provider shall assess the safety needs of the patient, e.g., is the abuser in the clinic.
- The provider can call the women's shelter (Project Sanctuary) and the clinic counseling office and request immediate staff assistance.
- The provider should give the patient a copy of our local resources.
- The provider should document his/her findings in the chart using body maps and photos if appropriate.

## DOMESTIC VIOLENCE

### A Guide for RCMS Medical Providers

Do you suspect your patient is a victim of Domestic violence, but you are hesitant to ask? Do you worry that bringing up the subject could create more problems than it solves?

#### **You're not alone!**

Talking about domestic violence is difficult for many medical professionals. But not talking about it won't stop the abuse. Spousal abuse doesn't play well in the light of day. Abusers prefer to keep it a private matter. But as medical providers we don't have a choice: California law requires that we screen our patients for domestic violence.

Knowing someone cares and is willing to talk with them about domestic violence helps many victims eventually find a safe place to live.

By talking with patients about domestic violence and offering information and support, you may help preserve their health or save their lives.

#### **What is Domestic Violence?**

Domestic violence is a *pattern* of assaultive and coercive behaviors, including physical, sexual, and psychological attacks that adults or adolescents use against their intimate partners. Without intervention, the violence usually escalates in both frequency and severity, resulting in repeated visits to the healthcare system.

#### **What Are We Trying To Do?**

Our emphasis at the Redwood Coast Medical Services is on patient education and referral rather than on simply eliciting disclosure from patients or encouraging them to leave their abusers.

We want our patients to know that it's OK to talk about domestic violence at the Clinic. We want to share with them our belief that everyone deserves a life free of violence. We want to give them information on help available to them whenever they might want to use it.

#### **Screening Procedure**

Patients who are experiencing domestic violence may not disclose their situation to you out of fear, embarrassment, a desire to protect the batterer from consequences, or for any number of reasons. Be sure to talk to the patient alone in a safe, private environment. Ensure that the batterer is not on site. If the batterer is on site, arrange another way to communicate, such as an additional solo appointment or a telephone call.



Each victim knows the situation best. It takes time before a victim will have gained enough trust to talk with you about it. Be patient and nonjudgmental. Don't rush. Allow enough time to talk.

## Responding to Disclosure

### *Give Supportive Messages:*

- You are not alone.
- You are not to blame.
- There is help available.
- You do not deserve to be treated this way.

### *Assess Safety:*

- Are you afraid to go home?
- Have there been threats of homicide or suicide?
- Are there weapons present?
- Can you stay with family or friends?
- Do you need access to a shelter?
- Do you want police intervention?

### *Document findings:*

- Use patient's own words regarding injury and abuse.
- Legibly document all injuries. Use a body map.

### *Report Abuse*

- California law requires that health care providers report cases of physical injury resulting from assaultive or abusive behavior.
- Make a verbal report as soon as practical and a written report within two days to the law enforcement agency in whose jurisdiction the crime took place.

## Reporting and Victim Safety

If the person wants a report to be made, we should contact law enforcement. While we do not know how a report will be handled by law enforcement or how the batterer will respond to the abuse being brought to light, some things can be done to empower the victim and increase her/his safety:

- The RCMS screening procedure is designed to encourage people to seek information and help on their own terms. They can do so without disclosing abuse and precipitating a mandatory report.
- If a disclosure is made, tell the victim that although you are required to make a report, you can tell law enforcement whether the batterer will cooperate or not and if, in her/his opinion, a visit from police will increase the likelihood of more frequent or severe abuse.
- Call law enforcement to escort the victim if needed.



## RESOURCES

### Law Enforcement

911

Fort Bragg Sheriff Dept: 707-964-6308

Sonoma County Sheriff Dept: 707-565-2121

Ukiah Sheriff Dept: 707-463-4086

### Shelters and Emergency Housing

#### Project Sanctuary

Ukiah: 707-462-9196 and 707-462-7862

Fort Bragg: 707-961-1507

### 24-Hour Crisis Line

Mendocino County: 1-800-575-HELP

Sonoma County: 707-546-1234

Ukiah: 707-463-HELP

### 24-hour counseling with Project Sanctuary

Ukiah: 707-463-4357

Fort Bragg: 707-964-4357

### RCMS Psychotherapy Department

707-884-4005 x119

### Criminal Justice Information

#### Victim/Witness Program

Lake County: 707-262-4282

Mendocino County: 707-463-4218

Sonoma County: 707-565-2311

### Counseling/Legal advocates

Action Network: 707-882-1961