

COAST LIFE SUPPORT DISTRICT

P.O. Box 1056, Gualala, CA 95445
Tel: (707) 884-1829 Fax: 884-9119

AGENDA REGULARLY SCHEDULED MEETING OF THE BOARD OF DIRECTORS 38901 Ocean Drive, Gualala, CA 95445 – Bill Platt Training Room

>>> **Monday December 28th, 2020 – 4 PM**<<<

NOTICE: Due to COVID-19 pandemic; the Ex. Order of Gov. Newsom; and mandatory Sheltering in Place orders of both Sonoma and Mendocino County Health Officers, Brown Act guidelines are temporarily suspended. Board meetings may be held via teleconference.

To join by phone, dial +1-510-338-9438; Access code: 126 759 7241

PW: 1234

1. Call to Order Beaty
2. Adoption of the agenda Beaty
3. Minutes Approval:
 - November 30th, 2020 Board meeting Beaty
4. Privilege of the floor Beaty
5. New Business Beaty
 - a. FY20 Audit review
 - b. Resolution 273 – Establish new bank signing authority for new DA
6. Old Business Crowl/Caley
 - a. Revised Billing, Payment Plan, Hardship/Write-off policy review - ACTION
7. Reports:
 - a. RCMS updates Tilles
 - b. Finance: YTD Tilles/Caley/Crowl
 - i. Ambulance revenue – Wittman YTD
 - ii. Expenses
 - c. Communication Committee Bower/André
 - i. Branding
 - ii. Ambulance services videos – shorter version for elementary sch age.
 - d. MHA (Mendocino Health Alliance) update Tittle
 - e. Ad Hoc HR/Personnel Committee Paterson
8. DA / Ops report Caley
 - a. Ambulance run data
 - b. EMT Program update
 - c. Rural EMS Training Grant update
 - d. IGT, GEMT, and GEMT-QAF update
 - e. CalPERS pension calculation for resigned employee
 - f. DA / Ops Summary Report – read in advance and will have Q & A
9. **NEXT MEETINGS:** Scheduled Board of Director meetings are held routinely on the 4th Monday of the month at 4:00 PM at the CLSD Bill Platt Training Center unless otherwise noted. Upcoming meetings are:
Jan 25th, 2021
Feb 22nd, 2021
Mar 22nd, 2021
10. Adjourn



MINUTES OF THE MEETING OF THE BOARD OF DIRECTORS
3:00 PM, November 30th, 2020 Meeting

Due to the COVID 19 threat and Shelter in Place order, this meeting was held by teleconference.

Call to Order: President Beaty called the meeting to order at 3:10 PM at the Bill Platt Training Room. Present were Directors: André, Bower, Paterson, Schwartz, Tilles, Tittle. Also present: New District Administrator Dave Crawl, Former DA David Caley, Ops Manager Evan Dilks, and Bookkeeper Clara Frost.

Adoption of the Agenda: Director Beaty moved to adopt the agenda as written, seconded by Director Paterson. All ayes.

Approval of Minutes: Director Paterson moved to approve the minutes as written for the October 26th, 2020 and was seconded by Director Tittle. All ayes.

Privilege of the Floor: none.

New Business:

- a. The Board welcomed Dave Crawl as the new District Administrator of CLSD.
- b. Directors Tilles, Beaty, André, Schwartz, and Tittle were sworn in for their new terms on the CLSD BOD.

Old Business:

- a. Hardship/Write off policy revision- With the guidance from County counsel, the Board has the information they need to put a new policy in place. The sub committee revising this policy will meet next week.
- b. Consideration of hardship request: The BOD was ready to discuss a particular case for consideration of hardship but realized the new policy must be in place in order to reach the appropriate decision.

Reports:

- a. RCMS updates: Financial stability continues. New Board Directors are actively involved with the Senior Leadership in guiding the short and long term goals.
- b. Finance: YTD
 - i. Ambulance Revenue – Wittman YTD: Net payments for October 2020 totaled \$70,665 with A/R of \$503,459.
 - ii. Expenses – Remain within budget.
- c. Communication Committee:
 - i. Branding: This project is in the research and development stage.
 - ii. Ambulance service videos: Two videos edited by Malay Thaker are now appropriate to post on the CLSD website. We will work with Malay to produce another video appropriate for the elementary school age.
- d. MHA update: Nothing to report. Quarterly report next month.
- e. Ad Hoc HR/Personnel Committee: Met with a potential consultant to discuss recommendations revising our organizational HR policies, Employee Handbook, On-boarding new staff, Job Descriptions, DA evaluation process, etc. Another consultant will be interviewed in December at the Ad Hoc's monthly meeting.

DA / Ops report:

- a. Ambulance Run data – October had 58 billable incidents with 48 transports. Cumulative are 234 billable incidents with 190 transports.
- b. EMT Program update: The class concluded with 7 passing coursework and clinical exams. With the suspension of the class b/c of Covid and wild fires pulling fire fighters out of class, we had small graduating group than normal.
- c. IGT and GEMT-QAF update: Voluntary Rate Range documents due for the next round of IGT funding cycle have been filed. The GEMT-Quality Assurance Fee we have now received invoices delayed for months b/c of required policy decisions have now been received. They will be due in the upcoming

months) not all at once.

- d. CalPERS pension calculation: A retired employee with differing pension calculations is moving to a close and the amount is considerably less than anticipated. More next month.
- e. DA/Ops Summary Report- Included in packet, no questions.
- f. The BOD discussed Holiday dinner for the crew on Dec 25th. Emails to follow for signing up.

Next Meeting: the 4th Monday of the month at 4 PM

- December 28th
- January 25th
- February 22th

Adjournment: Director Schwartz motioned to adjourn at 4:47 PM seconded by Director Tittle. All ayes.

Minutes Approved:

_____(Date)_____



**COAST LIFE SUPPORT DISTRICT
RESOLUTION No. 273**

**RESOLUTION OF THE BOARD OF DIRECTORS OF COAST LIFE SUPPORT
DISTRICT, STATE OF CALIFORNIA**

RESOLVED by the Governing Board of the Coast Life Support District, a bi-County District within the County of Sonoma and the County of Mendocino, State of California, that:

NOW, BE IT RESOLVED, that the Board of Directors Treasurer (Michael Tilles), new District Administrator (Dave Crowl), and the Operations Manager (Evan Dilks) are authorized to open and maintain accounts with Exchange Bank as indicated on the signature card (signers).

BE IT FURTHER RESOLVED, that the persons identified as signers on this card are authorized to conduct all business related to Exchange Bank accounts for the Coast Life Support District, including but not limited to (1) opening accounts, (2) closing accounts, and (3) depositing and withdrawing funds consistent with the indicated signature authorizations. Only one signature is required to withdraw funds from Exchange Bank.

THE FOREGOING RESOLUTION was introduced by Director Beaty, who moved its adoption, seconded by Director _____, and then adopted by the following vote on the 28th day of December, 2020.

Directors:	Carolyn André	Aye	No	Abstain	Absent
	Geoffrey Beaty	Aye	No	Abstain	Absent
	Julie Bower	Aye	No	Abstain	Absent
	Annan Paterson	Aye	No	Abstain	Absent
	Naomi Schwartz	Aye	No	Abstain	Absent
	Michael Tilles	Aye	No	Abstain	Absent
	Leslie Tittle	Aye	No	Abstain	Absent

Ayes:	Noes:	Abstain:	Absent:
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WHEREUPON, the President declared the foregoing RESOLUTION adopted and

SO ORDERED

Naomi Schwartz, Secretary to the Board



Policy & Procedure

BILLING POLICY

(including Payment Plans, Hardships, Write-offs and Collections processing)

FUNCTION

Billing & Collections

NUMBER

PRIOR ISSUE

Last known date 05/23/2016

EFFECTIVE DATE

January 1, 2021

Purpose:

To secure billing revenue for the ambulance services provided in the District. Included in this process is evaluating the financial ability of clients to make payments for the services received.

Policy:

Accounts Receivable claims will be collected in a timely manner and objective consideration made for those clients with the inability to pay their bill for services provided.

Overview:

The outsourced billing service provided through Wittman Enterprises, LLC. (Wittman) is the current contract holder for all bills generated for billable ambulance services. (APPENDIX 2)

Statutory Write-offs are when a client is insured through Medicare, MediCal, Medicare and MediCal-assigned HMOs, Veteran's Administration, Workman's Compensation, or TRICARE, and the Administration has processed billing paperwork according to program procedures, and has received payment from that agency, then the required contractual allowance will be recognized by CLSD.

Any uncollected bills that have reached the end of the Wittman's billing procedures will be sent to CLSD staff once a month. CLSD staff will follow the **Procedure 1: CLSD Actionable Bills** to achieve final resolution to the outstanding bills.

If, at any time during the Wittman's billing procedures or CLSD interactions a client requests relief due to financial hardship, **Procedure 2: Financial Hardship Requests** will be followed.

If at any time during the Wittman's billing procedures or CLSD interactions a customer questions a bill's legitimacy; **Procedure 3: Bill Validation** will be followed.

Procedure 1: CLSD Actionable Bills

1. Wittman will transmit outstanding bills for service to CLSD staff once a month that have exhausted normal revenue collection procedures.
2. CLSD staff will attempt a final contact to the customer utilizing a local (707) area code phone number.
3. If final contact is successful and customers infer they will pay, the claim will be directed back to Wittman's payment procedures to resolve the outstanding bill.
4. If the final contact effort is unsuccessful, the bills will be evaluated by CLSD staff and placed into one of two categories:
 - a. Bill is found to be uncollectable and will be written off or go to collections based on parameters established in this policy (5a and 5b) and removed from the Accounts Receivable balance by Wittman.
 - b. Bill will be digitally forwarded to Collections by Wittman services and removed from the Accounts Receivable balance by Wittman.
5. Designated CLSD personnel to resolve outstanding bills of less than \$5,000 will be acted upon immediately and reported monthly to the Finance Committee as resolved.
 - a. Bills less than \$1,000 will be evaluated and processed by Bookkeeping
 - b. Bills \$1,001 - \$5,000 will be evaluated and processed by the Operations Manager and/or District Administrator.
6. Outstanding bills of more than \$5,000 will be brought to the Finance Committee for review and determination.

Procedure 2: CLSD Financial Hardship Process

1. CLSD clients have the right to ask for financial hardship consideration at any time in the Wittman and CLSD billing procedures.
2. Wittman staff will immediately notify CLSD staff when a client requests financial hardship consideration. The client will be contacted by CLSD and sent a Hardship Packet (Appendix 1) explaining the process and the required supporting documents necessary to evaluate the hardship.
3. Once the Hardship forms are returned to CLSD staff, the request will be evaluated using the annually revised California Federal Poverty Level (Appendix 3) as an index. Once evaluated, CLSD staff will place the hardship request in one of three categories:
 - a. Hardship is granted and the bill is written off;
 - b. Hardship is granted but the bill is reduced and sent back to Wittman for payment procedures;
 - c. Hardship is denied and the client is directed back to Wittman to arrange for payment.

4. Designated CLSD personnel will resolve Hardship write-offs of less than \$5,000 will be acted upon immediately and reported monthly to the Finance Committee as resolved.
 - a. Bills less than \$1,000 will be evaluated and processed by Bookkeeping
 - b. Bills \$1,001 - \$5,000 will be evaluated and processed by the Operations Manager and/or District Administrator.
5. Hardship write-offs of more than \$5,000 will be brought to the Finance Committee for review and determination.

Procedure 3: Bill Validation

1. Normal ambulance procedures will sometimes generate a bill for service that is questioned by the client. If a customer questions a CLSD generated bill for service, CLSD staff will be notified immediately.
2. CLSD will assess the bill and categorize into one of two actions:
 - a. Billed charges are deemed invalid and written off;
 - b. Billed charges are deemed valid and the client is referred to Wittman for payment.
3. Invalid bills of less than \$5,000 will be written off by the District Administrator and/or Operations Manager and reported to the Finance Committee as resolved.
4. Invalid bills of more than \$5,000 will be notified to the Finance Committee with recommendations as seen in Procedure 3; 2a or 2b.

POLICY DEFINITIONS:

Payment Plan:

Write-off:

Collections:

Hardship:

APPENDIX ONE:

FINANCIAL HARDSHIP PACKET DOCUMENTS:

- Cover letter with instructions
- Hardship Application
- Hardship Approval Response Letter Form
- Hardship Denial Response Letter Form
- Annual Federal Poverty Level (based on the annual CA Federal Poverty Level)

DRAFT



HARDSHIP REQUEST COVER LETTER

Date: Month day, year

Re: Financial Hardship Request

Dear Sir or madam,

Coast Life Support District has received a request for Financial Hardship regarding EMS Bill #XXXXXXX. The staff at Coast Life Support District will need additional documentation in order to fairly consider your request. All medical and financial documentation will be held in the utmost of confidence following all considerations of security and law when handling.

Please forward the following supporting documents to Coast Life Support District:

- Last Year's State or Federal Income Tax Return
- Monthly Income (all applicable)
 - Recent Wage/Salary Stub
 - Social Security Benefits
 - Pension or Retirement Salaries
- Other Financial Assets

Once Coast Life Support District receives all applicable documentation we will make an assessment on your Financial Hardship Request.

Thank you for your patience in this process. Please contact us with any questions or concerns you may have.

Kind regards,

Coast Life Support District Administration Staff
Phone: (707) 884-1829

COAST LIFE SUPPORT DISTRICT
Post Office Box 1056 • Gualala, California 95445
www.clsd.ca.gov



Hardship Application

Run #: Incident #: Service Date: Balance:

Patient Name:

Guarantor (if different)

Mailing Address:
PO Box/Physical City State Zip

Phone Number: Email:

***Please complete this form and return within 14 days, provide as much information as possible to help make a determination:**

My medical insurance is _____

1. <u>Monthly Income</u>	<u>Self</u>	<u>Spouse</u>	<u>Amount of Dependents</u>
Wage/Salary	\$ _____	\$ _____	<input type="text"/>
Social Security (SS/SSI)	\$ _____	\$ _____	
Pension	\$ _____	\$ _____	
Other Financial Assets	\$ _____	\$ _____	
<u>Totals</u>	\$ _____	+	\$ _____ = \$ _____

2. Most Recent Pay Stub (SS/SSI)

3. Last Year's State or Federal Income Tax Return

Please provide any other information pertaining to your specific hardship that you would like to have considered. _____

I certify that the information on this application is true and complete to the best of my knowledge.

I understand that false or incomplete information may result in denial of this application.

Patient Printed Name: _____

Patient Signature: _____ Date: _____



**HARDSHIP REQUEST LETTER:
APPROVED**

Date: Month day, year

Re: Financial Hardship Request

Dear Sir or madam,

Coast Life Support District has received a request for Financial Hardship regarding EMS Bill #XXXXXXX. We have reviewed your financial documentation using the Program Eligibility by Federal Poverty Level for 2021. (Attached for your reference)

Coast Life Support District has determined you are eligible for Financial Hardship and grant a % reduction of your EMS Bill.

The remaining amount of \$ will be referred to our contract billing provider Wittman Enterprises LLC for payment options.

Thank you for your patience in this process. Please contact us with any questions or concerns you may have.

Kind regards,

Coast Life Support District Administration Staff
Phone: (707) 884-1829



HARDSHIP LETTER - DENIED

Date: Month day, year

Re: Financial Hardship Request

Dear Sir or madam,

Coast Life Support District has received a request for Financial Hardship regarding EMS Bill #XXXXXXX. We have reviewed your financial documentation using the Program Eligibility by Federal Poverty Level for 2021. (Attached for your reference)

Coast Life Support District has determined that based upon your current financial situation, you do not qualify for Financial Hardship relief as outlined in our policies.

The EMS Bill #XXXXX of \$ will be referred to our contract billing provider Wittman Enterprises LLC for payment options.

Thank you for your patience in this process. Please contact us with any questions or concerns you may have.

Kind regards,

Coast Life Support District Administration Staff
Phone: (707) 884-1829

Program Eligibility by Federal Poverty Level for 2021

Medi-Cal and Covered California have various programs with overlapping income limits.



Hardship Granted when at or below 200% FPL							75 % Reduction in Bill		50 %	25%	Does not qualify for Hardship		
% FPL	0%	100%	138%	150%	200%	213%	250%	266%	300%	322%	400%	600%	
Household Size	1	\$0	\$12,760	\$17,609	\$19,140	\$25,520	\$27,179	\$31,900	\$33,942	\$38,280	\$41,088	\$51,040	\$76,560
	2	\$0	\$17,240	\$23,792	\$25,860	\$34,480	\$36,722	\$43,100	\$45,859	\$51,720	\$55,513	\$68,960	\$103,440
	3	\$0	\$21,720	\$29,974	\$32,580	\$43,440	\$46,264	\$54,300	\$57,776	\$65,160	\$69,939	\$86,880	\$130,320
	4	\$0	\$26,200	\$36,156	\$39,300	\$52,400	\$55,806	\$65,500	\$69,692	\$78,600	\$84,364	\$104,800	\$157,200
	5	\$0	\$30,680	\$42,339	\$46,020	\$61,360	\$65,349	\$76,700	\$81,609	\$92,040	\$98,790	\$122,720	\$184,080
	6	\$0	\$35,160	\$48,521	\$52,740	\$70,320	\$74,891	\$87,900	\$93,526	\$105,480	\$113,216	\$140,640	\$210,960
	7	\$0	\$39,640	\$54,704	\$59,460	\$79,280	\$84,434	\$99,100	\$105,443	\$118,920	\$127,641	\$158,560	\$237,840
	8	\$0	\$44,120	\$60,886	\$66,180	\$88,240	\$93,976	\$110,300	\$117,360	\$132,360	\$142,067	\$176,480	\$264,720
	add'l, add	\$0	\$4,480	\$6,183	\$6,720	\$8,960	\$9,543	\$11,200	\$11,916	\$13,440	\$14,426	\$17,920	\$26,880



1-Jan-21

APPENDIX TWO:

CLSD / WITTMAN Billing, Write-off, Payment Plan, Hardship, Collections Workflow

Bills are generated by EMS assessments on scene, treatments provided by ambulance crews and transport to medical centers. Every patient contact is documented through Patient Care Reports (PCRs) by the attending ambulance crew. Wittman exports PCRs marked “Ready to Bill” from Image Trend. After export, incident is marked “Billed”. Wittman bills within 2-3 days. Majority of bills are sent electronically to MediCare, MediCal and Private Insurances. Bills without record of applicable insurance are mailed to the clients.

- Revenue receipt timelines:
 - MediCare, MediCal and Private Insurance usually pay within 14 – 20 days. An Explanation of Benefits (EOB) is usually sent to patient indicating how much of the claim the insurance paid, if claim was denied, or client will be responsible for remaining balance.
 - Bills sent via paper usually have a 45 day receipt/process payment/response timeline
 - Bill clients are billed immediately
- Remaining Balance:
 - After Insurance/Fed/State program pays, any balance owed is processed by Wittman every M/W/F advising patient of remaining balance. Wittman will automatically file an appeal on behalf of client if claim denied by Insurance/Fed/State program.
 - Resident Discount: A resident discount of 50% is applied to any remaining balance after contractual write-offs have taken place.
 - Payment Plan: If patient contacts Wittman regarding difficulty to pay, a Payment Plan option is discussed. They strive for a \$50/month minimum payment and to pay off claim within a year. Option to adjust up or down depending ability to pay. Can be set up as recurring bill on Credit Card or billed monthly via paper bill. Client is sent a “Promise to Pay” letter to be signed and returned that clearly states the claim will go to Collections if they lapse on payments.
 - Process in days:
 - 0 days – billed
 - 20 days – billed and Telephone Call (personalized message: This is Coast Life Support District calling to advise you of a balance owed”... It is generated from a 800 number
 - 15 days – past due
 - Telephone Call
 - 3 days – Final Statement
- Unresolved Bills from Wittman process:
 - Wittman uncollected bills: Every month, Wittman sends CLSD a list of bills that have reached a dead-end. Each claim will include a brief synopsis of actions to-date.
 - CLSD will utilize the Billing Policy to determine fate of uncollected bills.
 - Hardship: If the client states they are unable to pay their bill, Wittman will immediately refer them to CLSD to request a Hardship Claim.
 - CLSD staff will utilize the billing policy when managing the hardship request.
 - Bill Validity: If the client questions a bill’s validity CLSD will be notified of the need to review.
 - CLSD will utilize the Billing Policy to determine fate of uncollected bills.

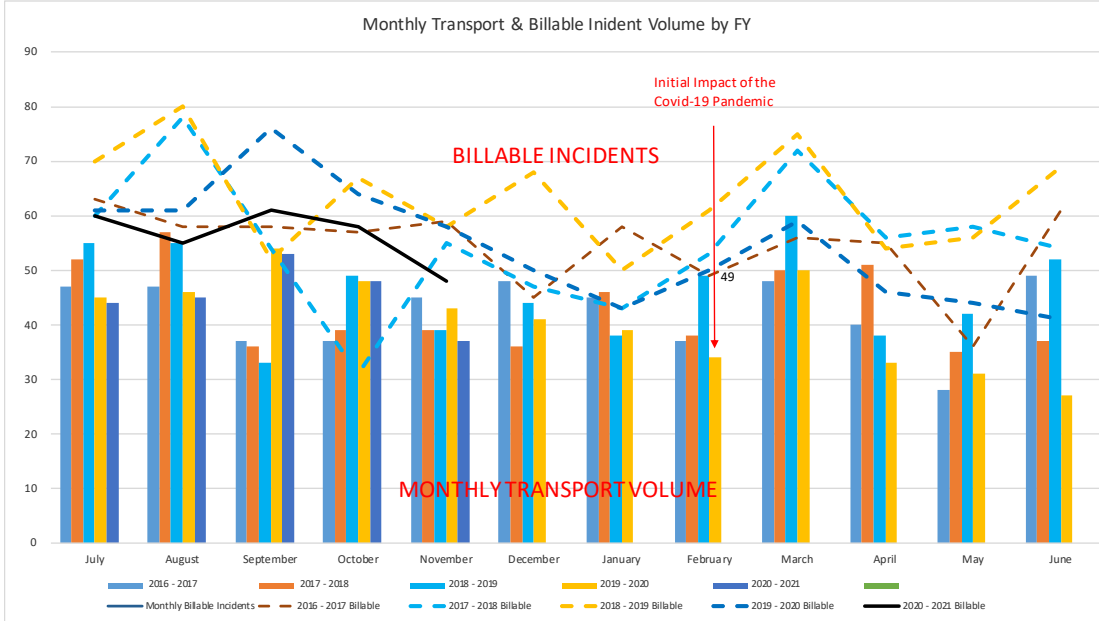
SAMPLE MONTHLY BILLING ADJUSTMENTS SUMMARY

Incident #	Trip Date	Total Charges	Balance Due	Referred to CLSD	Client Contact	Written Off	To Collections	Returned Wittman for Payment
CLSD19000977	12/15/19	4,047.00	\$1,641.47	Wittman process exhausted	Via Phone Message left no answer		\$1,641.47	
CLSD19000676	8/25/19	5,177.00	\$5,177.00	Wittman process exhausted	Via Phone Requested payment/Negative Response		\$5,177.00*	
CLSD19000276-2	4/8/19	500.00	\$128.09	Wittman process exhausted	Unable No Known Number	\$128.09		
CLSD19000609	8/1/19	4,706.00	\$400.00	Wittman process exhausted	Via Phone Message left no answer	\$400.00		
CLSD19000218	3/21/19	6,077.00	\$3,038.50	Financial Hardship Request	Packet Sent Out/Information Returned/Granted	\$3,038.50		
CLSD18000930	11/28/18	6,254.40	\$102.47	Wittman process exhausted	Via Phone Message left no answer	\$102.47		
CLSD19000831	10/17/19	500.00	\$500.00	Viable Bill questioned	Via Phone, explained procedures	\$500.00		
CLSD20000197	3/27/20	5,537.00	\$2,768.50	Financial Hardship Request	Packet Sent Out/Information Returned/Denied			\$2,768
CLSD20000184	3/20/20	5,807.00	\$115.07	Wittman process exhausted	Unable No Known Number	\$115.07		
CLSD20000264	4/25/20	5,659.20	\$116.76	Wittman process exhausted	Via Phone Message left no answer	\$116.76		
				* NEEDS Board Approval	TOTALS	\$4,400.89	\$6,818.47	\$2,768

MONTHLY AMBULANCE DATA

Monthly Transports	July	August	September	October	November	December	January	February	March	April	May	June
2015 - 2016	52	39	39	34	28	35	47	29	49	38	57	42
2016 - 2017	47	47	37	37	45	48	45	37	48	40	28	49
2017 - 2018	52	57	36	39	39	36	46	38	50	51	35	37
2018 - 2019	55	55	33	49	39	44	38	49	60	38	42	52
2019 - 2020	45	46	54	48	43	41	39	34	50	33	31	27
2020 - 2021	44	45	53	48	37							

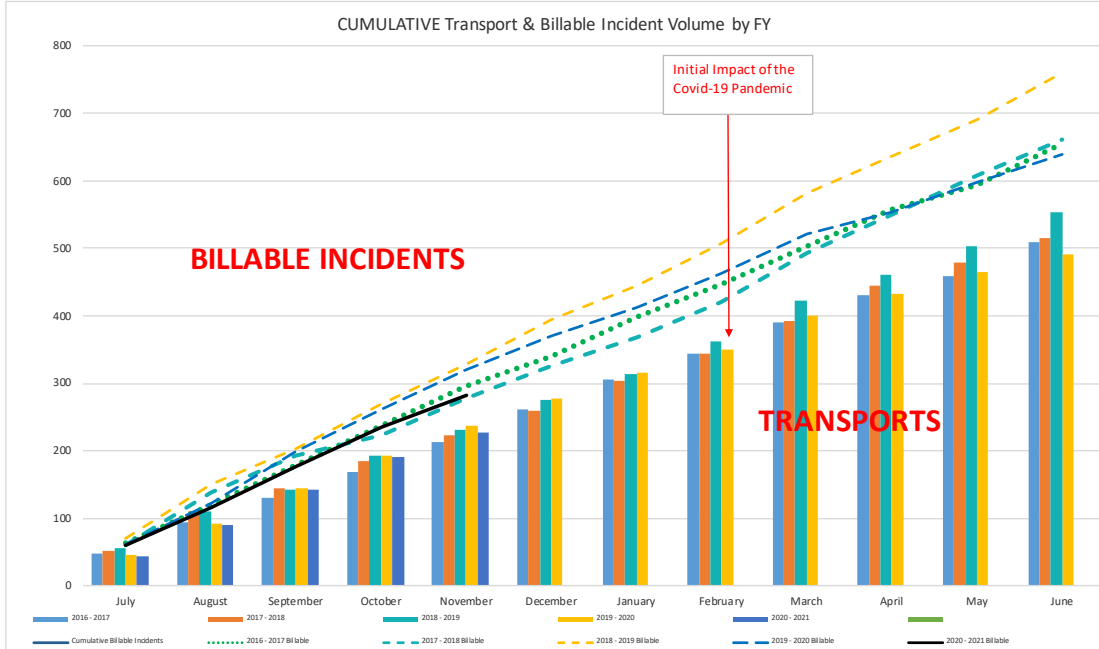
Monthly Billable Incidents	July	August	September	October	November	December	January	February	March	April	May	June
2016 - 2017 Billable	63	58	58	57	59	45	58	49	56	55	36	61
2017 - 2018 Billable	60	78	54	31	55	47	43	53	72	56	58	54
2018 - 2019 Billable	70	80	52	67	58	68	50	61	75	54	56	69
2019 - 2020 Billable	61	61	76	64	58	50	43	50	59	46	44	41
2020 - 2021 Billable	60	55	61	58	48							



CUMULATIVE AMBULANCE DATA



Cumulative Transports	July	August	September	October	November	December	January	February	March	April	May	June
2015 - 2016	52	91	130	164	192	227	274	303	352	390	447	489
2016 - 2017	47	94	131	168	213	261	306	343	391	431	459	508
2017 - 2018	52	109	145	184	223	259	304	343	393	444	479	516
2018 - 2019	55	110	143	192	231	275	313	362	422	460	502	554
2019 - 2020	45	91	145	193	236	277	316	350	400	433	464	491
2020 - 2021	44	89	142	190	227							

Cumulative Billable Incidents	July	August	September	October	November	December	January	February	March	April	May	June
2016 - 2017 Billable	63	121	179	236	295	340	398	447	503	558	594	655
2017 - 2018 Billable	60	138	192	223	278	325	368	421	493	549	607	661
2018 - 2019 Billable	70	150	202	269	327	395	445	506	581	635	691	760
2019 - 2020 Billable	61	122	198	262	320	370	413	462	521	554	598	639
2020 - 2021 Billable	60	115	176	234	282							



CLSD RUN DATA for the PRECEEDING 12 MONTHS

ALL SHADED COLUMNS ARE PREVIOUS YEAR DATA

MONTH MOST CURRENT ON TOP	INCIDENTS		PCR		RESIDENT		ALS		DAYTIME		NIGHT		TOTAL		LANDING		DRY RUN		T&R		TO RCMS		FROM RCMS			
	PATIENT CONTACT IN-FIELD		PATIENT CARE RECORD		RESI- DENT	NON RES	ADVANCED LIFE SUPPORT		9:00 AM TO 9:00 PM		9:00 PM TO 9:00 AM		TRANSPORTS			CANCELLED ON ROUTE			ALS		ALS		BLS			
	Current	Year Prior	Current	Year Prior			Current Year	Current	Year Prior	Current	Year Prior	Current	Year Prior	Current		Year Prior	Current		Year Prior	Current	Year Prior	Current	Year Prior	Current	Year Prior	Current
20-Nov	64	84	49	63	41	7	37	47	51		13		37	48	8	9	14	22	12	11	1	0	6	13	0	0
20-Oct	84	84	63	58	54	16	47	47	68		16		48	48	9	7	22	17	11	16	0	2	13	11	0	0
20-Sep	84	94	63	66	43	18	53	51	64		16		53	54	15	12	17	20	10	23	1	0	9	13	0	1
20-Aug	79	85	56	61	57	9	45	41	63		16		45	45	5	11	22	22	11	13	3	1	14	13	0	3
20-Jul	79	84	57	61	53	14	44	45	63		16		44	45	7	9	18	11	13	16	2	2	19	11	0	0
20-Jun	47	67	42	38	31	10	27	29					27	30	5	7	5	15	15	8	0	0	7	7	0	7
20-May	67	87	38	58	39	10	29	41					30	42	7	5	15	19	8	14	0	4	7	10	1	0
20-Apr	65	78	44	53	43	5	31	31					33	38	4	5	10	20	11	15	1	1	6	8	2	3
20-Mar	73	108	61	79	55	13	47	49					49	60	6	8	10	27	10	17	3	7	14	10	0	8
20-Feb	69	82	47	63	47	10	30	35					34	49	1	6	16	20	16	13	1	4	11	10	0	6
20-Jan	64	71	49	47	40	6	38	27					39	38	6	4	14	17	11	9	1	2	8	5	0	7
19-Dec	67	100	51	62	51	8	36	29					40	44	4	4	7	29	11	18	1	2	10	10	0	6
	842	1024	620	709	554	126	464	472	309	0	77	0	479	541	77	87	170	239	139	173	14	25	124	121	3	41
	Patient Contacts		PCR		RES / NON RES		ALS		Daytime		Night		T:Transports		LZ		DRY RUN		T&R		TO RCMS		FROM RCMS			

District Administrator and Operations Manager Report October/November 2020

District Administrator:

- Covid vaccine administration to CLSD front line staff were given their first dose on Tue Dec 22nd and Thu the 24th. This historical moment was photographed and copies sent to the ICO for community education purposes. More doses to follow in the coming weeks. Admin continues to participate in weekly bi-county meetings to monitor status and strategic planning.
- We have received the first installment of parcel taxes from both counties. So far, the concern of COVID impacting property owners ability to pay is not evident. Revenue is slightly higher than originally projected for this first payment.
- Rural EMS Training Collaborative (REMSTC): We had an unfortunate development. The original Funding Opportunity Announcement (FOA) indicated the grant was for four years and \$200K/yr or \$800K total. This is the FOA we responded to and submitted a four-year workplan. We recently learned this original FOA was a misprint. The grant is only \$200K and one year. We also were informed they are planning a second year of funding the same type program and we are eligible to apply. As we already have a multi-year workplan developed, it will be fairly straight forward to submit a new grant proposal and plan to do so. The submission is due February 16, 2021.
- We continue to draw down funds to cover expenses as we go.
- All required documents for the next year of the Intergovernmental Transfer (IGT) have been filed. One more step in the next couple of months will finalize the process.
- GEMT – Quality Assurance Fee: we will pay the first invoice by the end of this month with monthly fee payments the next successive 3 months (4 total).
- The Annual Audit has been completed and in the Board packet for review and approval.
- We have completed an entire review and revision of the CLSD Billing, Payment Plan, Write-off, Hardship, and Collections process. See revised policy and supporting documents within this agenda packet.
- We have written a new CalOSHA Covid Prevention Program (CPP). It is circulating amongst Admin, management and supervisors for edits. This was mandated by the State. Much of what we do is already compliant but it involves more overarching detail for monitoring and management for workspace safety.
- We began recruiting for the first Public Safety class – Title XXII. We are officially approved by CVEMSA to teach the curriculum and the first cohort will start in January 2021. The class is already full with one on the waitlist. This is accepting three individuals from each of the four fire departments.
- We are also recruiting the for the next EMT class starting late Jan 2021. See flyer attached in the Board packet.
- Status of the new ambulance: Mercedes has informed us the chassis should be built in late Dec. These dates have been floating but we are hoping this holds. Unfortunately, it is being built in Germany so it could be 6 to 8 weeks after that to get to us. Leader (manufacturer) has already set up for the body build to begin as soon as the unit arrives at their plant.
- We were sent \$2,130 in a third round of CARES (Coronavirus Aid, Relief, and Economic Security Act) funding bringing the total to ~\$20,000 total.
- Orientation of our new DA Dave Cowl is going well, sort of drinking from the “fire hose”. Normal and new issues all the while orienting are keeping us busy.
- Admin and Ops continues to participate in the Ad Hoc Human Resources committee.

Operations Manager:

Deployment / Staffing

- We have a full paramedic opening effective January. Discussions on recruitment have begun.
- Thank You BOD for the Christmas food for the crews.
- First round COVID 19 Vaccine has rolled out.

Facility

- Finishing small projects and general maintenance. Nothing big anticipated for FY 21.
- Kudos for nice Holiday decorations this year by staff members.

Vehicles / Equipment / Supplies

- 2015 Sprinter had to go back to Santa Rosa for more emissions and front suspension. The total bill including the \$3900 reported last month was \$11,000
- New ambulance is on order hoping it will be built in late December. See DA update.

Community events / Training

- Public safety "Title 22" training and EMT class are being schedule for January.
- Chris Ottolini has rolled out ALS tailgates for December. Applicable content is developed by Chris, he then holds webex sessions with Supervisors, who then drill down within their teams for consistent training (Trainer the Trainers).
- CPR instructors are training on 2020 American Heart Association updates.
- Discussion opened on the transition of Community events and CPR to go under the grant.