
NOVEMBER 19, 2025 BOARD MINUTES



GOVERNING BOARD MEETING MINUTES

Joint San Francisco Health Authority & San Francisco Community Health Authority Governing Board Minutes

November 19, 2025
(12:00pm to 2:00pm)

Board Attendance. In attendance were the following board members:
Abigail Alderson, Juthaporn Chaloiecheep, Eddie Chan, PharmD, Norlissa Cooper, PhD, MSN, MBS, RN, Steven Fugaro, MD, Roland Pickens, MHA, FACHE, Daniel Tsai, and Jian Zhang, DNP, MS, FNP-BC.

Absent: Johanna Liu, PharmD, Adina Safer, and Joseph Woo, MD

Guests: James Reilly and John Puente from Epstein, Becker and Green, SFHP legal counsel, and Rianne Suico and Gordon Lam from Baker Tilly, LLP (formerly Baker Tilly).

1. **Welcome.** Steven Fugaro, MD, Chair, opened the meeting and welcomed everyone. Dr. Fugaro welcomed back Skip Bishop as the Interim CFO, who returned to SFHP with Anne Price's departure in late October.

Dr. Fugaro adjourned the meeting to Closed Session.

2. **Review of Member Grievances and Appeals Report (including logs)**
This item was discussed in Closed Session.
3. **Dual Eligibles Special Needs Program Launch Updates**
This item was discussed in Closed Session.

The Board resumed in Open Session

4. **Report on Closed Session Action Items.** Dr. Fugaro reported that no actions were taken during Closed Session.
5. **Review and Approval of the Annual Independent Audit Report for FY 2024-25.**
Rianne Suico, Partner, and Gordon Lam, Baker Tilly, LLP, the independent audit firm hired by SFHP, presented the FY 24-25 independent financial audit report. The auditors gave SFHP an "Unmodified Opinion," which is the highest opinion available (also known as a "clean opinion"). There were no significant or material comments in the communication to the Governing Board. There were no required or recommended adjustments to the journal entries. (A detailed audit report was provided in the Board packet.)

Dr. Fugaro, who chaired the Finance Committee, stated that the Finance Committee reviewed the audit report in detail and spent time with the auditors without SFHP staff present. Dr. Fugaro stated the Finance Committee was impressed with the auditors and SFHP management and recommended approval of the audit report.

Motion to approve the Independent Audit Report for FY 2024-25: Abigail Alderson
Second: Eddie Chan, PharmD
The motion passed unanimously.

6. **Consent Calendar.** Dr. Fugaro introduced the items under the Consent Calendar and stated that the Board may request the removal of any of the items from the Consent Calendar for a full discussion.

- a. Minutes from September 10, 2025, Board Meeting
- b. Credentialing and Recredentialing Recommendations

Motion to approve the Consent Calendar: Roland Pickens, MHA, FACHE
Second: Abigail Alderson
The motion passed unanimously.

7. **Review and Approval of September 2025 Unaudited Financial Statements and Investment Reports.** Skip Bishop, Interim CFO, and Rand Takeuchi, Controller, presented the unaudited financial statements and investment income reports for the period ending September 30, 2025.

Mr. Bishop reviewed key components of the unaudited financial statements and stated that for September and Mr. Takeuchi reviewed the tangible net equity ratio and investment reports.

Motion to approve the unaudited financial statements: Jian Zhang, DNP, MS, FNP-BC
Second: Abigail Alderson
The motion passed unanimously.

8. **Chief Executive Officer's (CEO) Report.** Yolanda R. Richardson provided the Board with highlights from her CEO Report. Ms. Richardson first thanked Jian Zhang and Roland Pickens for their years of dedication and service to SFHP. Dr. Zhang has been serving on the Board for over seven years, since May 2018, and Mr. Pickens has served on the Board for 10 years, since November 2015. She provided them with gifts of appreciation and gratitude. Dr. Fugaro and the other Board members also expressed their thanks for their leadership.

Ms. Richardson provided the Board with updates from her CEO Report, including a briefing of key upcoming risks, and challenges – 1) member retention and uncompensated care; 2) behavioral health; and 3) hospital reimbursement. She encouraged Board members to share any of their other concerns. Ms. Richardson then introduced Steve O'Brien, MD, CMO, and Edwin Poon, Ph.D., Chief Health Equity Officer, who presented an overview and highlights of SFHP's performance in quality measures tracked by the Department of Health Care Services, NCQA accreditation, and CalAIM initiatives such as Enhanced Case Management.

Dr. O'Brien then presented the Primary Care Provider Performance Quality Program (PQP) for the Board's approval.

Motion to approve the Primary Care PQP: Roland Pickens, MHA, FACHE

Second: Abigail Alderson

The motion passed unanimously.

9. Member Advisory Committee (MAC) Report.

Juthaporn Chaloeicheep, Co-Chair of MAC, provided a report from the MAC meeting.

10. Adjourned. Dr. Fugaro adjourned the meeting.

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Closed Session Meeting Minutes**

1. Review of Member Grievances and Appeals Logs

Steve O'Brien, MD, Chief Medical Officer and Jenn Moore, Chief Operating Officer, provided a review of the past year's member grievance and appeals trends and San Francisco Health Plan (SFHP) processes. (Detailed slides were provided in the Board packet.)

Department of Health Care Services (DHCS) requires grievances and appeals (G&A) logs to be reviewed periodically by the Governing Board. Dr. O'Brien and Ms. Moore reviewed the detailed grievance and appeal logs with the Board, which included the date and time of receipt, a description of each complaint, the action taken and resolution, and the date of notification to the member.

This was a discussion item, and no action was taken by the Board.

2. Dual Eligibles Special Needs Plan (D-SNP) Launch Updates

Ms. Moore provided an update on SFHP's launch of the new D-SNP. Open enrollment began on October 15, 2025. She reported that enrollment is projected to be under the targeted enrollment for January 2026.