

May 16, 2025

Alameda County Board of Supervisors

We would like to provide the Board with important information regarding the following issues that have been raised in the Public Protection Committee:

1. Forvis Mazars Report Results
2. Staffing Fulfillment Per Contract
3. Continued Dialogue and Engagement

Forvis Mazars Report

Thank you for allowing us to have time to respond to the Forvis Mazars report and presentation. In their report, there are areas that are labeled “corrected”, “not corrected”, or “partially corrected”. To properly understand the areas labeled “not corrected” and “partially corrected”, we would like to provide context to shed light on these deficiencies.

1. Access To Care (Problems and Alerts):

- a. The main issue within this measure is consistent documentation. The Wellpath Medical Team and Alameda County Behavioral Health teams are asked to document a single diagnosis in as many as 3 different electronic systems. The medical and mental health compliance rates are listed below. Of note, Wellpath is held responsible for the average of both scores despite not having access to the Alameda County Behavioral Health’s electronic health system.

Medical Problem Compliance	
N/A	7
No	28
Yes	26
Compliance	48%

Mental Health Compliance	
N/A	26
No	31
Yes	4
Compliance	11%

2. Receiving Screening:

- a. When an inmate comes into the facility, they need to be evaluated by three separate agencies: ACSO, AFBH, and Wellpath. Wellpath's ability to conduct a timely receiving screening is limited by multiple factors that involve ACSO Classification and AFBH screening. Approximately 65% of new patients are transferred to the Reception Center. In most cases, Wellpath does not have access to these patients until well after 8 hours have passed. This effectively prevents Wellpath from reaching compliance for patients in the Reception Center. Wellpath is actively working with our ACSO and AFBH partners to improve this workflow for the care and wellbeing of the patients.

3. Chronic Care Management

- a. In the last 12 months, our medical providers have served our patients with over 22,000 problem-based primary care visits and over 3,100 primary chronic care visits. Although patients are receiving high quality care, non-compliance in this area is driven by documentation deficiencies. We are actively working with our medical provider team to improve documentation of chronic care visits.

4. Medically Supervised Withdrawal

- a. The compliance of this measure is heavily influenced by the Upshaw injunction issued in 2019. Per the injunction, there is a restriction on Santa Rita Jail staff's ability to see patients during 11:00 p.m. to 5:00 a.m. on weekdays and 11:00 p.m. to 6:00 a.m. on weekends. During the hours outside the restriction, our overall compliance rate is 85%. During the restricted hours, our overall compliance drops to 44%. We are actively working on a solution with ACSO to prevent the injunction from being a barrier to patients receiving vital care monitoring.

Staffing

When reviewing the staffing rates provided for the last twelve months, the graph below shows that Wellpath has consistently provided above contracted hours. This rate is provided hours divided by contracted hours. The table below is based on time clock data of paid hours to our Wellpath team members.

Productive Fill Rate (Worked Hours/Contracted Hours)											
May-24	Jun-24	Jul-24	Aug-24	Sep-24	Oct-24	Nov-24	Dec-24	Jan-25	Feb-25	Mar-25	Apr-25
100%	102%	100%	99%	98%	103%	101%	100%	99%	101%	101%	98%

Staffing cannot be measured alone by how much penalty Wellpath has paid back to the county.

- Our contract pays 150% of the hourly rate on any hours not filled. This overstates any unfilled hours in any department.
- Our contract also allows for any single shift to be penalized \$1000 per shift, per day, per position.

A base assessment of staffing needs to take into consideration all the hours provided as well as penalties paid.

Alameda County possesses one of the lowest turnover rates in our company. Since May of 2024 we have not reached a turnover rate above 15% and have not reached above 10% since November of 2024.

Turnover Rate-TTM											
May-24	Jun-24	Jul-24	Aug-24	Sep-24	Oct-24	Nov-24	Dec-24	Jan-25	Feb-25	Mar-25	Apr-25
14.20%	13.50%	13.50%	12.00%	12.00%	10.50%	10.50%	8.40%	7.00%	6.20%	6.20%	4.10%

Dialogue and Engagement

I'd like to conclude by inviting you to meet with me and my team to discuss any of the topics mentioned or anything else on your mind. We are fully committed to making ourselves available at your convenience. Our onsite care team remains deeply engaged, and our leadership is both trusted and well-connected within the community.

Below I have listed my team's titles and contact information for your convenience.

Thank you for your time and consideration today. I am grateful for the opportunity and engagement.

Cole Casey
President Local Government West
cocasey@wellpath.us

Veilvete Hood
Regional Vice President
vnhood@wellpath.us

Keri Rubalcava
Director of Operations
krubalcava@wellpath.us

Asaad Traina, MD, MPH, MS
Medical Director
atraina@wellpath.us

Kim Sadia
Health Site Administrator
ksadia@wellpath.us