

PATRICIA TANQUARY, MPH, PhD
CHIEF EXECUTIVE OFFICER

JAMES R. TYSELL, M.D.
MEDICAL DIRECTOR



A Culture of Caring

ADMINISTRATION

595 Center Avenue, Suite 100
Martinez, California 94553
Main Number (925) 313-6000
Member Call Center: (877) 661-6230
Provider Call Center: (877) 800-7423

Se Habla Español

Date: December 31, 2014

To: Family and Human Services Committee, Contra Costa County Board of Supervisors
Dorothy Sansoe, Senior Deputy, County Administrator

From: Deboran Everist, M.A.
Staff to CCHP's Managed Care Commission (925-313-6004) 

Subject: Appointment to the Managed Care Commission

The Managed Care Commission (MCC), in its continued efforts to recommend Commissioners who not only contribute valuable insight into the concerns of the MCC but also reflect the diversity of our community, hereby makes the following recommendation for appointment. This recommendation was adopted unanimously. An application for the new appointment is attached.

Appoint Toya Thomas-Cruz to the current vacant seat Member-at-Large #2.

The Chair of the MCC would like to respectfully seat this Commissioner at the January 21, 2015 regularly scheduled meeting of the Managed Care Commission.

Thank you.

Attachment





Contra
Costa
County



For Reviewers Use Only:
Accepted Rejected

BOARDS, COMMITTEES, AND COMMISSIONS APPLICATION

MAIL OR DELIVER TO:

Contra Costa County

CLERK OF THE BOARD

651 Pine Street, Rm. 106

Martinez, California 94553-1292

PLEASE TYPE OR PRINT IN INK

(Each Position Requires a Separate Application)

BOARD, COMMITTEE OR COMMISSION NAME AND SEAT TITLE YOU ARE APPLYING FOR:

Managed Care Commission

AT- Large 1 seat

PRINT EXACT NAME OF BOARD, COMMITTEE, OR COMMISSION

PRINT EXACT SEAT NAME (if applicable)

1. Name: Thomas-Cruz Toya Chanita
(Last Name) (First Name) (Middle Name)

2. Address: 7052 Alder Creek RD Vallejo CA 94591
(No.) (Street) (Apt.) (City) (State) (Zip Code)

3. Phones: 707-315-6052
(Home No.) (Work No.) (Cell No.)

4. Email Address: tctcruz@yahoo.com

5. EDUCATION: Check appropriate box if you possess one of the following:

High School Diploma ☒ G.E.D. Certificate ☐ California High School Proficiency Certificate ☐

Give Highest Grade or Educational Level Achieved MA, MS

Names of colleges / universities attended	Course of Study / Major	Degree Awarded	Units Completed		Degree Type	Date Degree Awarded
			Semester	Quarter		
A) San Francisco State University	MA/ Economics	Yes No <input checked="" type="checkbox"/> <input type="checkbox"/>		58	MA	2007
B) Saint Mary's College, Moraga CA	MS/Health Care Administration	Yes No <input checked="" type="checkbox"/> <input type="checkbox"/>	60		MS	2003
C) California State Hayward, University	BS/ Business Administration	Yes No <input checked="" type="checkbox"/> <input type="checkbox"/>	220		BS	2000
D) Other schools / training completed:	Course Studied	Hours Completed	Certificate Awarded: Yes No <input type="checkbox"/> <input type="checkbox"/>			

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6. PLEASE FILL OUT THE FOLLOWING SECTION COMPLETELY. List experience that relates to the qualifications needed to serve on the local appointive body. Begin with your most recent experience. A resume or other supporting documentation may be attached but it may not be used as a substitute for completing this section.

<p>A) Dates (Month, Day, Year) <u>From</u> <u>To</u> <div>10/2009</div> <div>4/2012</div> <p>Total: <u>Yrs.</u> <u>Mos.</u> <div>2</div> <div>6</div> <p>Hrs. per week <div>40</div> . Volunteer <input type="checkbox"/></p> </p></p>	<p>Title Health Care Administrator</p> <p>Employer's Name and Address Continuum Care RCFE, Santa Rosa, CA 95403</p>	<p>Duties Performed Manage day to day operations of an Assisted Living facility. Managed census and Medical Records for Medicare and Private Pay clients. Ensure facility has sufficient revenue base, manage staff and organizational requirements. Audit facility for compliance with State and Federal Guidelines.</p>
<p>B) Dates (Month, Day, Year) <u>From</u> <u>To</u> <div>4/2008</div> <div>9/2009</div> <p>Total: <u>Yrs.</u> <u>Mos.</u> <div>1</div> <div>5</div> <p>Hrs. per week <div>30</div> . Volunteer <input type="checkbox"/></p> </p></p>	<p>Title Business & Project Manager Grant Writer</p> <p>Employer's Name and Address Experience Unlimited 4071 Port Chicago Highway, Suite 250</p>	<p>Duties Performed Coordinated funding activities for a nonprofit group. Presented Powerpoint presentations and generated statistical reports outlining program performance and planning utilizing computer spreadsheets and analysis. I generated community support for business operation programs, and coordinated in-kind donations and financial contributions.</p>
<p>C) Dates (Month, Day, Year) <u>From</u> <u>To</u> <div>8/2002</div> <div>8/2005</div> <p>Total: <u>Yrs.</u> <u>Mos.</u> <div>3</div> <div></div> <p>Hrs. per week <div>12</div> . Volunteer <input checked="" type="checkbox"/></p> </p></p>	<p>Title Appointed Commissioner</p> <p>Employer's Name and Address The City of Vallejo, Commission on Aging 555 Santa Clara Street, Vallejo, CA</p>	<p>Duties Performed I developed policy recommendations for the City of Vallejo's City Council for Senior Health Services. I organized community events in conjunction with other agencies. I chaired the Health Care Commission for the Committee. I collaborated with non profit organizations and local public health groups to improve senior health services.</p>
<p>D) Dates (Month, Day, Year) <u>From</u> <u>To</u> <div>03/2000</div> <div>6/2006</div> <p>Total: <u>Yrs.</u> <u>Mos.</u> <div>6</div> <div>3</div> <p>Hrs. per week <div>40</div> . Volunteer <input type="checkbox"/></p> </p></p>	<p>Title Registry & Training Specialist</p> <p>Employer's Name and Address Contra Costa County Public Authority 1330 Arnold Drive, Martinez, CA 94553</p>	<p>Duties Performed Coordinated Registry Services for IHSS consumers, and eligible public health patients. I coordinated services for IHSS clients to have access to registry provider services. I also managed the training and vendor services for the West county and Central County residents. I presented ongoing trainings and presentations to IHSS consumers and providers.</p>

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7. How did you learn about this vacancy?

☒ CCC Homepage ☐ Walk-In ☐ Newspaper Advertisement ☐ District Supervisor ☐ Other

8. Do you have a Familial or Financial Relationship with a member of the Board of Supervisors? (Please see Board Resolution no. 2011/55, attached): No ☒ Yes ☐

If Yes, please identify the nature of the relationship:

9. Do you have any financial relationships with the County such as grants, contracts, or other economic relations? No ☒ Yes ☐

If Yes, please identify the nature of the relationship:

I CERTIFY that the statements made by me in this application are true, complete, and correct to the best of my knowledge and belief, and are made in good faith. I acknowledge and understand that all information in this application is publically accessible. I understand and agree that misstatements / omissions of material fact may cause forfeiture of my rights to serve on a Board, Committee, or Commission in Contra Costa County.

Sign Name: 

Date: 11-8-13

Important Information

1. This application is a public document and is subject to the California Public Records Act (CA Gov. Code §6250-6270).
2. Send the completed paper application to the Office of the Clerk of the Board at: 651 Pine Street, Room 106, Martinez, CA 94553.
3. A résumé or other relevant information may be submitted with this application.
4. All members are required to take the following training: 1) The Brown Act, 2) The Better Government Ordinance, and 3) Ethics Training.
5. Members of boards, commissions, and committees may be required to: 1) file a Statement of Economic Interest Form also known as a Form 700, and 2) complete the State Ethics Training Course as required by AB 1234.
6. Advisory body meetings may be held in various locations and some locations may not be accessible by public transportation.
7. Meeting dates and times are subject to change and may occur up to two days per month.
8. Some boards, committees, or commissions may assign members to subcommittees or work groups which may require an additional commitment of time.

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**THE BOARD OF SUPERVISORS OF CONTRA COSTA COUNTY, CALIFORNIA and for
Special Districts, Agencies and Authorities Governed by the Board Adopted Resolution
no. 2011/55 on 2/08/2011 as follows:**

IN THE MATTER OF ADOPTING A POLICY MAKING FAMILY MEMBERS OF THE BOARD OF SUPERVISORS INELIGIBLE FOR APPOINTMENT TO BOARDS, COMMITTEES OR COMMISSIONS FOR WHICH THE BOARD OF SUPERVISORS IS THE APPOINTING AUTHORITY

WHEREAS the Board of Supervisors wishes to avoid the reality or appearance of improper influence or favoritism;
NOW, THEREFORE, BE IT RESOLVED THAT the following policy is hereby adopted:

I. SCOPE: This policy applies to appointments to any seats on boards, committees or commissions for which the Contra Costa County Board of Supervisors is the appointing authority.

II. POLICY: A person will not be eligible for appointment if he/she is related to a Board of Supervisors' Member in any of the following relationships:

1. Mother, father, son, and daughter;
2. Brother, sister, grandmother, grandfather, grandson, and granddaughter;
3. Great-grandfather, great-grandmother, aunt, uncle, nephew, niece, great-grandson, and great-granddaughter;
4. First cousin;
5. Husband, wife, father-in-law, mother-in-law, son-in-law, daughter-in-law, stepson, and stepdaughter;
6. Sister-in-law (brother's spouse or spouse's sister), brother-in-law (sister's spouse or spouse's brother), spouse's grandmother, spouse's grandfather, spouse's granddaughter, and spouse's grandson;
7. Registered domestic partner, pursuant to California Family Code section 297.
8. The relatives, as defined in 5 and 6 above, for a registered domestic partner.
9. Any person with whom a Board Member shares a financial interest as defined in the Political Reform Act (Gov't Code §87103, Financial Interest), such as a business partner or business associate.

TOYA THOMAS-Cruz
7052 Alder Creek RD
Vallejo, CA 94591
707-315-6052
tctcruz@yahoo.com

SUMMARY

- Professional with over fifteen years of experience in public health programs and Project Management. Extensive education and training in: health care delivery models, contract negotiations, quality management utilizing: pivot charts, regression analysis and statistical programs.
- Develop and improve the organization and operation of health Programs
- Conceive and implement policies and procedures
- Coordinate with hospital staff to and collectively achieve specific goals and objectives while enforcing time constraints.
- Envision and bring ideas to reality from conception to completion
- Prepare reports for management and advisory board detailing concepts, proposals, and plans
- Develop rapport and coordinate efforts with diverse groups of people and community organizations
- Communicate, mediate, moderate, and facilitate
- Motivate others to meet goals and objectives
- Manage Electronic Medical Records, verify documentation and follow up with providers when necessary for further clarity.

SKILLS

Microsoft Word, Microsoft Excel, Microsoft PowerPoint, SharePoint, Outlook, LOTUS Notes, Microsoft Project & Waterfall

EDUCATION

M.A. Economics, Health Policy, San Francisco State University, San Francisco, CA, August 2007 – Graduated

M. S. Health Care Administration- Saint Mary's College, Moraga CA, June 2003 – Graduated

B.S. Business Administration HR option, California State University, Hayward, 2000 – Graduated

EXPERIENCE

EMPLOYER: Nelson Staffing CLIENT: Sutter Health Oakland CA – Contractor

June 2012- December 2012 *Contract ended*

Clinical Coordinator Administration/Project Manager

- Analyzed clinical coordination needs for SMU Nursing Students and Faculty in the BSN, ABSN and ELMS programs.
- Facilitate project requirements pertaining to clinical rotations for hospital rotations.
- Implemented planned timelines according to hospital needs and prearranged pre-clinical requirements and deliverables.
- Administrate correspondence materials with hospitals pertaining to student and faculty requirements.
- Manage budgets, expense reports, check requests and purchase orders for department utilizing excel and Lawson software.

Environment: Microsoft Word, Microsoft Excel, Microsoft PowerPoint, Microsoft Visio, Microsoft Project

EMPLOYER: Continuum Care Health facility Santa Rosa CA – FTE

September 2010- April 2012 *Laid off*

Administrator/Manager

- Manage company enrollment process to ensure facility has sufficient revenue base.
- Implemented project management for Meaningful Use campaign.
- Evaluate Electronic Health Records for accuracy and completeness according to federal and state guidelines.
- Develop new client and contract base, resulting in increased sales revenue by 80% in a recession economy.
- Manage day to day operations of Health Care facility.
- Evaluate company performance by analyzing organization compared to published quality data standards.
- Inform residents of Medicare requirements for health services; follow up with physicians and nurses regarding resident health records.
- Manage Resident Health Records for required documentation.
- Facilitate staff trainings on HIPPA and various mandatory topics according to state and federal guidelines.

Environment: Microsoft Word, Microsoft Excel, Microsoft PowerPoint, Microsoft Visio, Microsoft Project

December 2009 - September 2010 - Actively seeking employment

EMPLOYER: Experience Unlimited Concord CA - Non-taxable/FTE

April 2008- December 2009 *Left to find taxable employment*

Project Manager /Board Member

- Managed project and coordinated funding activities for nonprofit group.
- Presented power point presentations to board and special interest groups.
- Generated community support for business service programs.
- Managed grant program through computer program designed with Microsoft Access.

Environment: Microsoft Word, Microsoft Excel, Microsoft PowerPoint, Microsoft Visio, Microsoft Project

November 2007 - April 2008 - Actively seeking employment

EMPLOYER: Nelson Staffing CLIENT: Alta Bates Sutter Hospital Oakland CA - Contractor

July 2006 - November 2007 *Contract ended*

Utilization Review EHR Project Manager

- Managed organizational transition and implementation of new Electronic Medical Records system for the Carol Ann Read Breast Health Center.
- Review Health Care patient files and for Utilization Review comparing health records with physician documentation, reviewing queries, and verify Insurance Authorization for specified procedures.
- Audit files for documentation and proper CPT and ICD-9 codes that corroborate the health record for appropriate documentation according to Medicaid and third party payer guidelines.
- Print daily computer reports from Sutter HIS system for patient group.
- Conduct utilization review for patient charts to meet reimbursement protocols.

Environment: Microsoft Word, Microsoft Excel, Microsoft PowerPoint, Microsoft Visio, Microsoft Project

EMPLOYER: Contra Costa County, IHSS Public Authority Martinez CA - FTE

January 2000- June 2006

Registry & Training Project Manager

- Managed overall production of west county activities, delegate to 8 direct reports, established goals, developed and executed policies.
- Supervised and trained employees: assigned and distributed work, administered policies developed and implemented reporting requirements and procedures.
- Submit monthly statistical reports on Registry and health services for upper management and advisory board.
- Recommended in-service training and seminars on quality management and customer service for agency to improve service and correct deficiencies in patient care.
- Developed and implement multimillion dollar provider contracts for company.
- Create and administer both provider and consumer surveys for programs 8,000 members to assess and improve registry service.
- Manage electronic medical records with Care Tracker health system and Statewide Medicaid computer data base for 8,000 members.

Contra Costa County, IHSS, Regional Medical Center Martinez CA April 2001 - May 2002 Health Coordinator

- Managed project for pilot health program with county health services and the Regional Medical Center. Coordinate out-patient care for IHSS/ Regional Medical center clients.
- Administer Contra Costa County Health Plan to IHSS providers.
- Manage the day to day operations of 2 million dollar health program for West County's Home Care Provider Registry.
- Supervised the achievement of a two-year contract with area community colleges for IHSS.
- Managed multi-site operation for region with 5 direct reports.
- Coordinated health services with interdisciplinary health and social service group while ensuring compliance with state and federal guidelines.

Environment: Microsoft Word, Microsoft Excel, Microsoft PowerPoint, Microsoft Visio, Microsoft Project

CONTRA COSTA COUNTY

**In-Home Supportive Services
Public Authority**



May 23, 2005

Toya Thomas-Cruz
IHSS Public Authority
1330 Arnold Drive Suite 143
Martinez, CA 944553

Dear Toya,

Thank you very much for participating in the recent Consumer – Provider training session on Employee – Employer Relations. The planning team envisioned that each scenario would generate questions about time sheets, eligibility, authorized hours, Worker's Compensation and more. They wanted "experts" from the other components of the IHSS system to be present to give authoritative answers. You gave answers that were accurate and useful in a style that was helpful. And we appreciate it.

The scores and comments on the evaluation forms tell us that people learned a lot. Advisory Committee members were very pleased with the format and outcomes of each session. Everyone gained information and we all had a good time.

At the May Advisory Committee meeting, the members made a decision to repeat the sessions in the fall and then design similar scenarios on other topics to present in 2006.

Again, thanks for taking time from your very busy schedule to help make this endeavor so rewarding.

Sincerely,

A handwritten signature in cursive script that reads "Fran Smith".

Fran Smith
Program Manager

Cc: John Cottrell
Enc: Evaluation summaries



ANTHONY J. INTINTOLI, JR.
MAYOR

555 SANTA CLARA STREET • P.O. BOX 3068 • VALLEJO • CALIFORNIA • 94590-5934 • (707) 648-4377

February 2, 2005

Toya Thomas-Cruz
355 De Anza Drive
Vallejo, CA 94589

Dear Toya:

The Vallejo City Council recognizes that the strength of local government lies in the membership of its various boards and commissions. Your willingness to serve the citizens of Vallejo is greatly appreciated by me and the other members of the City Council.

We would like to thank you for your service to the community as a Commissioner on the Commission on Aging.

A Certificate of Appreciation is enclosed in recognition of your service to the City.

Sincerely,

ANTHONY J. INTINTOLI, JR.
Mayor, City of Vallejo

AJI/jma

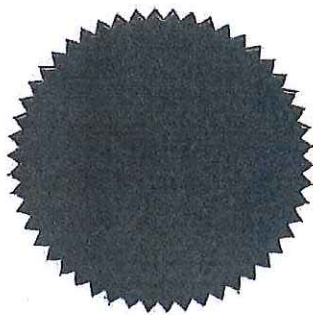
Enc.

Certificate of Completion

This certificate is to attest that **TOYA THOMAS-CRUZ** successfully completed **IHSS POLICY DESK TRAINING** with the Staff Development Division of Contra Costa Employment and Human Services.

Ken O'Day
Ken O'Day Staff Development Specialist

Dennis Bozanich
Dennis Bozanich Staff Development Supervisor



**STATE OF CALIFORNIA
DEPARTMENT OF SOCIAL SERVICES
COMMUNITY CARE LICENSING**

*This is to certify that pursuant to the provisions of
the Health and Safety Code, Section 1569.23 and 1569.616*

TOYA C THOMAS

*has successfully completed the
Residential-Elderly Administrator Certification Program.*

Standard Certificate

December 17, 2011

Sacramento, California

Toya C Thomas
Administrator Certification Program

Expires: 4/12/2013 Certificate #: 5588554740

Criminal record checks are still required per section 87564 of licensing regulations.

Mrs. Toya Thomas-Cruz
7052 Alder Creek RD
Vallejo, CA 94591

Office of the Clerk of the Board
651 Pine Street, RM 106
Martinez, CA 94553



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