

CCI Health Services

Board of Directors FAQs



WHY does CCI Health Services have a board of directors?

By law, every Federally Qualified Health Center (FQHC) must have a board of directors to oversee the operations of the health center. The Health Resources Services Administration (HRSA), which defines and maintains the FQHC system in the United States, is responsible for defining the composition and duties of FQHC boards and monitors their activities through an established audit process. An FQHC cannot operate without a board of directors.



WHAT does the board do?

The board's basic responsibility is to provide oversight to ensure that CCI Health Services is fulfilling its mission in accordance with HRSA requirements and in the best interest of the community it serves. While that is a simple statement, it encompasses a wide range of concerns. The duties, spelled out by HRSA and enforced through the by-laws of the board, fall into several areas such as strategic planning, financial oversight, policy direction, performance evaluation, and regulatory compliance. By law, the board must meet monthly to perform its duties.



So, does the board OPERATE the health center?

No. As an oversight body, the board employs a chief executive officer to whom it delegates the responsibilities of a CEO, such as setting strategy, organizing and employing staff, obtaining resources, defining policies and standards, and managing ongoing operations.

The CEO is an employee of the board, but all other employees, including all CCI senior officers, are employed by and report to the CEO. This means that the members of CCI's executive team, such as the chief operating officer (COO), the chief financial officer (CFO), the chief medical officer (CMO), and the legal counsel, are responsible to the CEO, not the board.

The CEO is a member of the board, meets regularly with the board chair to discuss issues and priorities, and provides extensive materials for each board meeting. Together, board and CEO partner to accomplish the mission.



WHO is on the board?

HRSA defines and monitors board composition as follows:

- The board must have a minimum of **9** and a **maximum of 25 members**.
- **At least 51%** of the board's members must be consumers of the services of the health center. (If you are a parent or guardian of someone who is a consumer, that also qualifies.) These are called user members.
- The remainder of the board (non-user members) **must live** in the health center's service area and be collectively **representative of the demographics** of the community.
- No more than half of the non-user members may derive more than **10% of their annual income** from the health services industry.
- Each board member represents the general public. No seats can be "reserved" for institutions or interest groups.

There are no professional or educational requirements for being on the board. However, HRSA encourages boards to recruit members who can bring experience and expertise in key areas such as finance, business, government, information technology, community service, law, communications, or any other area that may be particularly useful to the work of the board.



WHAT is a board member expected to do?

- **First and foremost, understand and respect the role of the board.** Every board member's chief duty is to act solely in the interest of CCI Health Services, and to give due diligence to the responsibilities of oversight within the HRSA framework and according to the by-laws. For the majority, this means being willing to become a user member of either the medical or the dental service.
- **Attend meetings regularly.** The CCI board meets monthly, as required by HRSA, and you may participate by phone or online if you cannot attend in person. Regular attendance is critical for the board's understanding of issues and trends, as well as for the basic transaction of business. At this writing, board meetings occur the **last Tuesday evening of every month from 6:30PM until approximately 8PM**, unless otherwise scheduled.
- **Lastly, ask questions!** The world of community health care is large and complicated and can seem daunting at first. Remember that FQHC boards, by intention, represent everyone. If you care about our community and the mission of CCI, your membership will make a difference.