

## 6.1 CCHP STAFFING

## Staffing Updates - Overall

- CCHP has submitted position modification requests for FY 2026–2027 to strengthen operational effectiveness, reinforce organizational alignment, and ensure that the health plan remains well-positioned to meet its strategic, regulatory, and financial responsibilities in a rapidly evolving environment.
  - Developed with close alignment to the Alvarez & Marsal (A&M) organizational assessment
  - Incorporated proactive planning for potential impacts related to HR1 and the state budget
  - Requests anticipate operational needs as Contra Costa County moves toward expanding access to basic health care services.
  - Transitioning per diem nursing positions into permanent roles remains a key priority, supporting workforce stability, continuity of care, and reliable clinical operations—while also advancing long-term cost-containment efforts by reducing reliance on higher-cost temporary staffing.

## Staffing Updates – Clinical Operations

- To ensure organizational stability, operational continuity and aligned clinical oversight during the interim CEO period, efforts were made to reinforce leadership structure within Clinical Operations and clarify spans of control
  - Dr. Nicolas Barcelo has been appointed Deputy Chief Medical Officer
    - Oversees Appeals and Grievances, the Behavioral Health Department, Pharmacy Services, and Utilization Management.
  - Dr. Sara Levin will be serving as Deputy Chief Medical Officer and Chief Health Equity Officer.
    - Oversees the Advice Nurse Unit, CalAIM programs, Case Management, Clinical Quality Auditing, and the Quality and Health Equity functions.

## Staffing Updates – Business Operations

- To provide critical operational leadership during this period of organizational transition, Beth Hernandez has been appointed as CCHP's Interim Chief Operating Officer (COO)
  - Oversees Claims; Marketing and Sales; Member Services; Provider Relations, Credentialing and Contracting; Personnel, Facilities and Safety; Analysis and Reporting; and the Project Management Office.
- Recruitment for the permanent COO role has also been launched.

## Staffing Updates - Compliance

- To continue building the organizational structure required to meet an increasingly complex regulatory requirement, additional changes were made within our Compliance Department infrastructure:
  - Chanda Gonzales will serve as the Director of Regulatory Affairs and Communication
  - Sunny Cooper will continue as Interim Senior Director of Compliance and Regulatory Affairs and will serve as CCHP's designated Compliance Officer, Fraud Prevention Officer, and Privacy Officer

## Staffing Updates - Project Management Office

- CCHP has launched a Project Management Office (PMO) as a dedicated operational department to drive disciplined project execution, enhance organizational coordination, and strengthen accountability across all major initiatives.
  - In coordination with Contra Costa Health, the CCHP PMO is establishing a consistent project management framework that includes standardized tools, governance structures, and reporting processes to support high-priority operational and strategic work.
- The PMO provides centralized oversight for project planning, implementation, and performance monitoring
  - Ensures that initiatives are appropriately scoped, resourced, and aligned with enterprise-wide priorities.

- Ongoing
- Several key positions have already been filled
- Additional recruitments are currently open or pending

## Regulatory Coordination and Transparency

- In accordance with regulatory requirements, CCHP has kept both the Department of Health Care Services (DHCS) and the Department of Managed Health Care (DMHC) informed of key leadership changes and vacancies.



## Public Comments

## JCC Comments