



## 2025 CHEAC Annual Meeting Workshop Session Biographies Creating a Culture of MAA/TCM

### **Venus Zayas, Agency Program Operations Manager**

Venus graduated from UC Davis, with a BA in Medieval Studies and a Masters of Public Administration with a Management and Finance emphasis from California State East Bay (Hayward).

She has been in County Service for 18 years, first with Contra Costa County, Public Works, in their Engineering Services Division, Special Districts unit. Her focus at Contra Costa County was contracts, budget and landscape maintenance and projects. She started at the County of San Diego in 2013 with Public Health Services, Epidemiology and Immunization Services. In her years with Public Health Services, she has worked within all the branches either as their analyst, or as a liaison on Public Health incidents.

She started as an Administrative Analyst II and was promoted to her current position as an Agency Program Operations Manager. Her current role serves as the Local Government Agency Coordinator and manages the MAA/TCM unit and the analysts in California Children Services, Tuberculosis Control and Refugee Health and Public Health Preparedness and Response. This experience has given her a unique perspective on both the program and fiscal side, and she prides herself on seeing connections and patterns that feed into the big picture.

### **Ben Simsuangco, MAA Coordinator**

Ben Simsuangco is an Administrative Analyst, currently serving as the Medi-Cal Administrative Activities (MAA) Program Coordinator for the County of San Diego's Health and Human Services Agency. In this role, he manages a countywide federal reimbursement program that brings in over \$7 million annually, supporting County departments and community-based organizations. Ben's work includes program expansion, budget development, contract oversight, staff training, and audit readiness.

With over 15 years of experience in both the public and private sectors, Ben has led operational improvements, streamlined processes, and expanded program participation through strategic outreach and data-driven decision-making. He holds a Bachelor of Business Administration in Finance from the University of San Diego and is passionate about building capacity in public service through collaboration, innovation, and accountability.

### **Dora Zeevaert, TCM Coordinator**

Dora Zeevaert is the TCM Coordinator joining the TCM Program in 2021. She has worked for the County of San Diego for the last 10 years, starting in San Diego County Employee Retirement Association, then the Probation Department and finally joining Health and Human Services Agency in 2021. She has a degree in Management Information Systems which she utilizes to reconcile all information within the TCM Program.

Before joining the County of San Diego, she worked as the leading Project Manager for different projects, which have given her the skills to understand and manage the TCM Program. TCM encompasses Fiscal aspects, Program related and Auditing.

**Elisa Mack, Program Specialist**

Elisa Mack serves as a Program Specialist with Hansine Fisher and Associates, supporting the County of San Diego's Medi-Cal Administrative Activities (MAA) program. She plays a key role in supporting the effective implementation and compliance of the MAA program.

In this role, Elisa works closely with program stakeholders to monitor claiming processes, conduct quality assurance reviews, conduct outreach, and develop strategies that enhance program efficiency and optimize funding outcomes. With a collaborative approach, she helps navigate complex MAA policies and develops user friendly tools and resources to support program participants. Her efforts are aimed at improving the understanding of MAA requirements and ensuring time is coded accurately and effectively.