Board Meeting Minutes

Meeting Date: 11/13/2017 Time: 7:30 am
Chairperson/President/Facilitator: Jerry Rogers, Chairperson

Attendees: Jerry Rogers (Board Chair); Kathryn Ellis (Board Vice Chair); Jane Sullivan; Martha Maxwell; Mark Mertens; Cliff Lane; Kelly Steffens; Sylvia Daniels; Stan Stratton; Katherine Hardy-Senkel; Alicia Towery; Audrey Mitchell; Elizabeth Diveley (Board Secretary) and Dayle Burgdorf.

Not in Attendance:
John Lamping (Board Treasurer); Kyle Gowen (Co-Treasurer); Vicky James; Ken Waller and Dr. Steven Crawford

Staff in Attendance: Susan M. Curfman, MA (President & CEO); Margo Pigg (Chief Behavioral Health Officer); Amy Rhodes (CFO); Donna Harris-Brekel (VP of HR); Lisa Rothweiler (VP of ITC); Cindy Vessell (VP of Community Services); Dana Silverblatt (VP of Integrated Practices and SBHC); Dr. Nathan Suter (Director of Oral Health); Katy Murray (VP Corporate Compliance/QM); Patty Vanek (VP of Population Health); Kim Elbl (VP Marketing and Fundraising) and Dr. Kevin Turner (Medical Services Director)

1. Meeting Open
The November 13, 2017 Board Meeting was called to order at 7:30 am by Jerry Rogers, Board Chairman.

2. Mission Statement
COMTREA’s mission is to be an innovative, effective, and responsive comprehensive health center which exists to serve those in need; we believe that our clients are entitled to the best professional care, in the most comfortable surroundings, at the most reasonable price possible. This we pledge to do.
3. Approval of Agenda

The November 13, 2017 board meeting agenda was reviewed and it was requested to revise
the agenda to add the “Approval of 2 school liaisons” to the agenda.

Recommendations: "I, Mark Mertens, move that we approve the November 13, 2017
Agenda with the addition of the approval of two unbudgeted school liaisons." Stan Stratton
seconded the motion. The motion carried.

4. Approval of October 9, 2017 Minutes

The October 9, 2017, board meeting minutes were reviewed with no suggestions for
corrections or additions.

Recommendations: “I, Audrey Mitchell, move that we approve the October 9, 2017 Board
Meeting Minutes”. Kathy Senkel-Hardy seconded the motion. The motion carried.

Action Items

➢ Sign the final approved board meeting minutes (Jerry Rogers, Chairman)

5. Closed Session

During the Closed Session of the Board items the following was discussed. Personnel
changes around the departure of the current COO, a reorganization chart was presented. No
approvals regarding the changes were made in closed session. Real Estate matters were
discussed regarding the potential lease terms with Ride On St. Louis, the decision was made
for the revised contract to be sent via email to board members then on to legal review and
consent was giving for Sue Curfman to sign the lease contract. Legal cases of confidential
nature were discussed and updates given to the board. No decisions were made regarding
the cases during the closed session. The COMTREA board returned to open session at 8:04
am.

6. Financial Review

   a. Auditors Report (Schowalter & Jabouri, P.C.)

Jerry Rogers turned the meeting over to the auditors (Schowalter & Jabouri, P.C.) to present
their findings to the board. The auditors reported that they finished the audits on the financial
year ending in June 30, 2017. Janice Smith gave a brief overview of the findings, stating that the financial statements had no instances of noncompliance. Some of the high level fluctuations were the assets increased from the prior year, unrestricted assets increased also. It was noted that there are several changes with the look of financial statements that finance staff will need to receive training on going forward. In addition, there was a couple notes on matters observed that were IT related. The last report is the report to the Board. There was no transactions entered in that did not have guidance. There are a few estimates in the report. The financial statement disclosures are clear and there was no difficulties with management during the audit. There was no disagreements with the management and Sue Curfman signed off on the letter of the audit.

Jerry Rogers asked what drives the changes on financial statements. Ms. Smith stated the financial standards board makes those changes and some are just related to nonprofits. Jerry Rogers asked if anyone had any questions. Mark Mertens asked to explain functional expenses. Ms. Smith stated its just separating by programs or functions.

b. Financial Performance

In the absence of John Lamping and Kyle Gowen, Amy Rhodes reported the following to the board for the September Financials. The revenue is still being reported differently due to CCBHC. The difference is financials will not be split by programs. In the financial statements there are highlighted areas that are effected by the PPS rates. Areas of concerns, Oral Health and Primary Care behind due to vacations and maternity leave, roughly 25% behind. Expenses flagged would be overtime due to the CCBHC changes and will hopefully level out. The utility expenses are running over and this is being monitored to see what the issues are. There have been some expenses for vehicles needing repairs and the lease of the CEO vehicle that was not in the original budget. Contracted services are higher for Netsmart (EMR) and EMD consulting. Amy Rhodes also reported that there was a lot of write offs done during the first quarter. Balance sheet items are good and there has now been a decrease in AR. Cash has improved from 24 days to 33 days. The $600,000 LOC will hopefully have a payment made this week towards it once payroll is completed, the plan is to pay off by the end of the year. Oral Health will keep their original budget despite the fact that a grant will be funding additional roles and the purchase of a vehicle.

Recommendations: “I, Jerry Rogers, move that the Board approve the financial report for the month of September 2017.” Mark Mertens seconded the motion. The motion carried.
7. CEO’s Report
   a. Metrics Reporting
      i. Revenue Cycle Dashboard
      Sue Curfman reported that the total AR is now $1.5 and the days in AR are coming down.
      ii. Board Members using FQHC Services
      Sue Curfman reported that the percentage of Board Members utilizing FQHC services remains at 58%.
   b. State and Federal Budget Updates
      Sue Curfman provided an update regarding state and federal budget updates. The house has passed a 2 year funding to fix the federal cliff nothing in Senate yet. Congress will not address this until the end of November.
   c. HRSA
      i. NoA – Approval of Juvenile Detention Center
      Sue Curfman notified the board that the NoA was received from HRSA placing the juvenile detention center in scope.
      ii. HRSA Service Area Competition Application Update
      The HRSA SAC application is in progress and has to be completed every 3 years goal is to have it submitted the Wednesday prior to Thanksgiving.
   d. VOCA Awards
      Sue Curfman informed the board that COMTREA has received notification of the VOCA grants for both the CAC and ASP.
      i. Children’s Advocacy Centers
      ii. A Safe Place
   e. Divisional Updates
      i. BH
      Sue Curfman stated that Margo Pigg will discuss the Behavioral Health IDD/MI initiative more in December to the board. In addition the Program Certification from DMH was provided to the board this is a certification that COMTREA has every
three years. Sue also updated that the DMH audit was the best it has been. This initiative will look at best practices for those clients with dual diagnoses. Staff have been identified and will be receiving training on these initiatives.

1. IDD/MI Program Initiative (NADD)

2. Program Certifications – Dept of MH/DBH Certification

f. Community Updates

i. New President/CEO Jefferson Foundation

Sue Curfman stated that she met Juan Figuero at a meet and greet recently he is the new president/CEO for the Jefferson Foundation.

ii. Jefferson County Drug Prevention Coalition

Sue Curfman updated that a few meetings have taken place between JCDPC. There was a Leader article regarding the coalition joining with the Health Department. Sue Curfman stated that the coalition is a good alignment for COMTREA and Sue Curfman would like to have more serious conservations with the coalition. Jerry Rogers asked if there was any questions or comments with Sue Curfman meeting with the coalition.

g. Jordan Valley Visit

Sue Curfman informed the board that recently eight individuals went to Jordan Valley Health Center. Pictures were shown of the facility they focus on integrated care. It was noted that they have one central area for checking in and they are able to look at the client’s overall needs. In the lobby it was very comfortable with video with events and coffee bar. They also had an optometry unit and a mobile unit that goes to the schools. The women’s health center looks more like a spa with several OB/GYN’s. In addition they have a Walgreens and a Café where they sell food at cost. Pictures showed their telehealth office and sterilization lab. Sue Curfman explained that they started out at with just Primary Care the added Oral and Behavioral Health (BH) whereas COMTREA started at BH.

h. Volunteers

Sue Curfman provided an update on the volunteer houses to date. There have been a total of 1290 volunteer hours.
8. Action Items
   a. Leadership Council Reports

   The October Leadership Reports to the board were sent out the first week of November via email for members to review. No additions or comments on the reports.

   **Recommendations:** "I, Jane Sullivan, move that the Board approve the October 2017 Leadership Council Report." Kathy Ellis seconded the motion. The motion carried.

   b. HRSA Approvals

   i. SAC Budget

   Amy Rhodes stated that the SAC Budget is for three years for the HRSA grant. A conservative approach was taken. It does not add any additional staff with the exception of 2 dentist with Dunklin and Desoto. The 2nd year has the addition of an OB/GYN, dietician. The 3rd year has no additional staff. Amy Rhodes stated that COMTREA is not held line item by line item to the budget. However large increases or changes do have to be communicated. The largest increase would be to add the OB/GYN.

   **Recommendations:** "I, Audrey Mitchell, move that the Board approve the HRSA SAC budget as presented." Mark Mertens seconded the motion. The motion carried.
ii. **OSV Correction Report**

Last month the operational site visit correction report was presented with the two areas that were not met. The report states what we have done to correct the areas that were not met. This report must be approved by the board and submitted directly to HRSA for approval.

**Recommendations:** "I, Mark Mertens, move that the Board approve the Operational Site Visit Correction report as presented to the board during the October 2017 meeting." Cliff Lane seconded the motion. The motion carried.

c. **Approval of Audit Report**

The audit report was provided at the beginning of the meeting by the auditors. The report must be approved by the board.

**Recommendations:** "I, Mark Mertens, move that the Board approve the FY 2017 Audit Report as presented to the board." Stan Stratton seconded the motion. The motion carried.

d. **Policy Changes**

i. **Human Resources Policies**

1. **Revised Dress Code/Business Casual Policy 10.4 and 10.4.1**

   The revised Dress Code / Business Casual Policy 10.4 and 10.4.1 was presented this policy clarifies the dress code by specific areas of the organization.

2. **Removal of Short Term Disability 15.8**

   With the new policy in place it was found that the old policy 15.8 would need to be removed from the handbook.

**Recommendations:** "I, Audrey Mitchell, move that the Board approve the Revised Dress Code/Business Casual Policy 10.4 and 10.4.1 and that policy 15.8 Short Term Disability be deleted from the policy book as presented." Kathy Hardy-Senkel seconded the motion. The motion carried.

i. **Volunteer Manual**

Two policies were presented that define a volunteer and special cases.

1. **Revised 4.10a sec 1.5 Definition of Volunteer**
2. **Revised 4.10a sec 1.6 Special Case Volunteers**
Recommendations: “I, Beth Dineley, move that the Board approve the Revisions to the Volunteer Manual that include 4.10 a sec 1.5 Definition of Volunteer and 4.10a sec 1.6 Special Case Volunteers as presented.” Kathy Hardy-Senkel seconded the motion. The motion carried.

e. New Position Approvals
   i. Reorganization Changes to positions

The reorganization changes to positions were reviewed during the closed session, the changes to roles for the reorganization require board approval.

1. Leadership
   a. COO Role – Lisa Rothweiler will move from the existing position of VP, ITC in to a COO role effective January 1, 2018.
   b. Executive Manager – Lisa Wigger will have additional responsibilities added to her executive assistant role and her new title will be executive manager effective January 1, 2018.
   c. Business Analyst – With new regulations and PPS rates that will need to be analyzed there will be a new position added to the Finance Department reporting directly to Amy Rhodes, CFO.

Recommendations: “I, Kathy Ellis, move that the Board approve the reorganization changes to the positions of COO, Executive Manager and Business Analyst as presented.” Mark Mertens seconded the motion. The motion carried.

2. Behavioral Health

Sue Curfman stated that one of the VP of BH is departing so the role would be changed to an AVP role and additional changes would be made within the BH division to other roles as they reorganized.

   a. Change VP role to a AVP

Recommendations: “I, Jane Sullivan, move that the Board approve the reorganization changes to the positions VP role to AVP role in the Behavioral Health Division as presented.” Kathy Ellis seconded the motion. The motion carried.
3. CIMOR Coordinator –
Sue Curfman stated the role of CIMOR Coordinator has been in the budget previously but was taken out in FY 2018 since it was thought that central admissions could do this work but that is not happening and it is apparent that this role is still needed.
Recommendations: “I, Audrey Mitchell, move that the Board approve the addition of the unbudgeted CIMOR Coordinator as presented.” Cliff Lane seconded the motion. The motion carried.

4. Dental Patient Care Coordinator
As a result of receiving a tele dentistry grant a dental patient care coordinator is needed, this position will be 100% covered by Teledentistry grant.
Recommendations: “I, Jane Sullivan, move that the Board approve the addition of the unbudgeted Dental Patient Care Coordinator position as presented.” Kathy Ellis seconded the motion. The motion carried.

5. Dental Assistant
As a result of receiving a tele dentistry grant an additional dental assistant is needed, this position will be 100% covered by Teledentistry grant.
Recommendations: “I, Kathy Ellis, move that the Board approve the addition of the unbudgeted Dental Assistant position as presented.” Audrey Mitchell seconded the motion. The motion carried.

6. School Liaisons
Sue Curfman stated that originally 2 School Liaisons were approved in the budget. Looking at the enrollment at the schools, there is a need for additional school liaisons that would be paid for out of the sales tax money. The salaries of these positions will be between $38-45K. Stan Stratton asked if COMTREA needed to look at raising the salary of the individuals to have less turnover than hiring more individuals. Margo Pigg stated that this school year the staff that were part at school and part at the office was changed and now the school liaisons would be full time in the schools. Stan Stratton stated that Pevely Elementary population has doubled. Sue Curfman stated that originally there was no data in place, that has been created and there should be a basis for making decisions like this in the future. Kathy Hardy-Senkel stated that as a juvenile judge she is hearing things weekly about the need for services for youth. Audrey Mitchell talked about a grant that her school had years ago that worked very well, the grant looked in to the full dynamics of the family. Mark Mertens asked about the budget. Margo Pigg stated the positions will be covered by sales tax adding these
positions will not fix the issue either there is such a need. There needs to be discussions on where the resources should be placed. Sue Curfman stated that the education in the primary grades is going to be beneficial.

Recommendations: “I, Mark Mertens, move that the Board approve the addition of the two unbudgeted School Liaison positions as presented.” Stan Stratton seconded the motion. The motion carried.

a. Revision to Board Minutes – May 2017, Policy stated as 5.3 should be 5.3.2
The May 2017 meeting minutes were found to of stated a policy as 5.3 that should be 5.3.2. Recommendations: “I, Mark Mertens, move that the Board approve the revision of the May 2017 Meeting Minutes to reflect policy 5.3.2 as presented.” Kathy Ellis seconded the motion. The motion carried.

b. Patient Satisfaction Survey Report
Katy Murray stated the report was provided in the board packet. There was 624 patients that responded the majority of those came from Festus and Arnold. Katy Murray reviewed the results and changes that were made along with the results. There was also comments in the report from patients.

Recommendations: “I, Kathy Hardy-Senkel, move that the Board approve the Patient Satisfaction Survey Report as presented.” Cliff Lane seconded the motion. The motion carried.

c. Credentialing & Privileging
Kathy Ellis provided the report for privileging and credentialing.

The following new staff were required privileging:

<table>
<thead>
<tr>
<th>Name</th>
<th>Title</th>
<th>Division</th>
</tr>
</thead>
<tbody>
<tr>
<td>Peggy Gowen</td>
<td>BH Medical Assistant</td>
<td>BH</td>
</tr>
<tr>
<td>Molly Magery</td>
<td>Day Treatment CSS II</td>
<td>BH</td>
</tr>
<tr>
<td>Chad Hurtgen</td>
<td>ADA Technician</td>
<td>BH</td>
</tr>
<tr>
<td>Catherine Kluge</td>
<td>ADA Assessor</td>
<td>BH</td>
</tr>
</tbody>
</table>
The following staff required re-privileging:

<table>
<thead>
<tr>
<th>Name</th>
<th>Title</th>
<th>Division</th>
</tr>
</thead>
<tbody>
<tr>
<td>Megan Skiera-Notvotny</td>
<td>DMH Case Manager II</td>
<td>BH</td>
</tr>
<tr>
<td>Angelica Puisis</td>
<td>Dentist II</td>
<td>OH</td>
</tr>
<tr>
<td>Tiffany Grant</td>
<td>Dental Hygienist</td>
<td>OH</td>
</tr>
<tr>
<td>Suzanne Seawel</td>
<td>Dental Hygienist</td>
<td>OH</td>
</tr>
</tbody>
</table>

**Recommendations:** “I, Kathy Ellis, move that the Board accept the October 2017 credentialing and privileging report and staff as presented.” Cliff Lane seconded the motion. The motion carried.

**Action Items**
- Sign the HR Credentialing and Re-Privileging Report (Kathy Ellis)

**d. QIQA Monthly Report**
Dr. Turner presented that the measures for QIQA stating that for the month of October many of the measures were met. There was also good head way made on the other measures. There was only two measures that were not met and one of those is almost met. The goal is to have all the measures met for the month by creating campaigns. Dr. Turner stated that he spoke to BJC about a program they do and will be seeing if it is something COMTREA can develop.

**Recommendations:** “I, Jerry Rogers move that the Board approve the October 2017 QIQA report as presented.” Kathy Ellis seconded the motion. The motion carried.

**9. Discussion Items**

**a. Annual Board Review of Program Requirements**
Sue Surfman stated that Program Requirements 8 and 19 were reviewed for the month of October and both were in compliance.

1. PR #8 – Quality Improvement / Assurance Plan
2. PR#19 – Conflict of Interest

**b. Subcommittees of the Board**

1. Community Relations/Fundraising & Capital Campaign
Kim Elbl gave an update on the Capital Campaign. Informing the board that the campaign is still in the quiet phase and needs to reach 60% of goal and internal employee campaign will be launched the first part of December. Jerry Rogers stated that some of the board members have been trying to do monthly amounts on the website you can now sign up on the main COMTREA page. Mark Mertens stated that if you have a pledge sheet to please hand in even if it is a decline.

10. Board Member Recruitment
There was no report for the month.

11. Old Business
There was no old business to report.

12. Next Scheduled Board Meeting
   a. Monday, December 11, 2017

13. Adjournment
There was no further business to discuss.

Recommendations: With there being no further business to discuss, Mark Mertens moved for adjournment. Stan Stratton seconded the motion. The motion carried.

Notes: FY17, the Board will meet every 2nd Monday of the month at 7:30 am in the Arnold Suburban Office, Anderson Building.

Next Meeting Date: 12/11/2017  Time: 7:30 am  Location: Arnold Suburban Office

☐ Minutes approved  [Signature]  [Date]
(Signature of Committee Chair) (Date)